FIELD EMPLOYEE HANDBOOK
&
POLICY & PROCEDURE
MANUAL
Version 3.0

HOURS OF REGULAR OPERATION:
8:00am - 5:00pm Monday - Friday

24-HOUR EMERGENCY CONTACT:
(559) 583-9101 or (800) 511-9101

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WELCOME ABOARD

The team at All Health Services extends a heartfelt welcome, and thanks you for making our Company your professional staffing partner.

ABOUT THIS HANDBOOK

The following pages contain information regarding many of the policies and procedures of All Health Services Corporation (hereby referred to as “All Health Services” or “the Company”). This is not an employment contract, and is not intended to create contractual obligations of any kind.

All Health Services values the many talents and abilities of its employees, and seeks to maintain an open, cooperative and dynamic environment that fosters success for the Company and its employees alike. If you would like further information or have questions about any of the policies and procedures outlined in this handbook, please feel free to bring them to the attention of your supervisor.

These policies and procedures are intended to provide an outline for employee conduct and behavior. Any policy or procedure of any facility to which an All Health Services employee is assigned shall be considered a policy or procedure of All Health Services for employees on that assignment. Failure to comply with a policy or procedure of the facility to which an employee is assigned shall be punishable by All Health Services as an infraction of a policy or procedure. Any policy or procedure in this employee handbook that conflicts with the policies or procedures of an assigned facility must be reported immediately to All Health Services for clarification.

All Health Services reserves the right to deviate from the policies and procedures of this handbook, or to withdraw or change them at any time.
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STANDARD EMPLOYMENT POLICIES

AT-WILL EMPLOYMENT STATUS

All Health Services personnel are employed on an at-will basis. Employment at-will may be terminated with or without cause and with or without notice at any time by the employee or the Company. Nothing in this handbook shall limit the right to terminate at-will employment. No manager, supervisor, or employee of the Company has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment on other than at-will terms. Only the President/CEO of All Health Services has the authority to make any such agreement, which is binding only if it is in writing.

EQUAL EMPLOYMENT OPPORTUNITY

All Health Services adheres to all federal, state and local laws regarding equal employment opportunity. We provide equal employment opportunities for all employees and applicants without regard to sex, age, race, religion, national origin, citizenship status, physical or mental disability, or any service, past, present, or future in the uniformed services of the United States. It is the responsibility of everyone in management to ensure that equal consideration be given to all applicants and employees in personnel actions, which include recruiting and hiring, selection for training, promotion, demotion, discipline, rates of pay or other compensation, transfer, layoff, recalls, and terminations.

UNLAWFUL HARASSMENT

We expect every person at All Health Services to be treated with fairness, respect, and dignity. This includes customers and vendors as well as employees. Accordingly, any form of harassment based on an individual's race, color, sex, religion, national origin, age or disability is a violation of this policy and will be treated as a disciplinary matter.

The term harassment includes slurs and any other offensive remarks, jokes, graphic material, or other offensive verbal, written, or physical conduct. Unwelcome sexual advances, requests for sexual favors, and any other unwelcome, unbecoming verbal or physical conduct will not be tolerated and is not a condition of employment. Neither submission to nor rejection of such conduct will be used as a basis for employment decisions.

The Company is committed to maintaining a safe and healthy work environment and takes all appropriate health and safety precautions consistent with current medical knowledge. Employees may not refuse to work with or cooperate with, withhold services from or otherwise harass, intimidate, degrade or isolate a coworker because of a known or suspected disability or disease, or because of a coworker's association with a person with a disability or disease. Any employee who believes that he or she has been subject of harassment shall immediately report the conduct to Compliance Officer. The Company will promptly investigate all complaints and will endeavor to handle these matters expeditiously, confidentially, and in a professional manner so as to protect the offended...
individual and other individuals providing relevant information.

However, there may be circumstances where harassment is occurring by individuals who are not employed by or under the supervision or control of the Company. For example, an employee may be assigned assignment to a hospital or correctional facilities where other staff, employees, patients, and prisoners are not subject to the direct supervision and control of the Company. Employee understands that Company is limited to the control it may exercise over the individuals who are employed or affiliated with said facilities. These facilities have their own policies for handling incidents of harassment. Employee must immediately inform Company of any conduct that employee believes is harassment so Company can take steps to prevent such conduct if the conduct is deemed to be in violation of either the Company's policy or the policy of the facility where the employee is assigned. Furthermore, employee must follow any policies imposed by the facility for reporting and/or documenting incidents of harassment.

Upon completion of a thorough investigation by management, prompt and appropriate action will be taken. There will be no retaliation against anyone for stepping forward with a concern regarding any type of harassment. All employees are to cooperate with any investigation into a harassment complaint. False accusations of harassment cause harm to innocent people and such conduct will not be tolerated. The Company will take all steps necessary to prevent any form of harassment from occurring. All supervisors and managers are informed of this policy and have been instructed as to what constitutes proper and improper behavior. We are prepared to promptly take steps necessary to enforce this policy.

Violations of the Company's harassment policy will result in disciplinary action, up to and including discharge.

**EVALUATION PERIOD**

The first 90 days of each assignment is considered an introductory period. During this time, you will learn your responsibilities, get acquainted with fellow employees, and determine whether or not you are happy with your job. Your supervisors will closely monitor your performance. Completion of the introductory period does not entitle you to remain employed by All Health Services for any definite period of time, but rather allows both you and the Company to evaluate whether or not you are right for the position.

**PERSONNEL FILE**

All Health Services employees have a right to inspect certain documents in their personnel file, as provided by law, in the presence of a Company representative at a mutually convenient time. Employees may only receive copies of documents in their file that they have previously signed.

Employees who question the accuracy or completeness of information in their file should address their concerns to the HR manager. The HR manager will consider the objections, and if warranted, remove the material in question. Should the HR
manager determine that the disputed material be retained in the file, the employee may submit a brief written statement identifying the alleged errors or inaccuracies. This statement will remain in the file as long as the disputed material is retained.

All Health Services will restrict employee personnel files so that only authorized individuals within the Company have access. Any request for information contained in personnel files must be directed to the HR manager. Only the HR manager is authorized to release information about current or former employees. Disclosure of personnel information to outside sources will be limited. However, All Health Services will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and as otherwise legally required. Employees who wish to receive copies of their personnel files, or of documents in it (including paystubs), will be charged a fee of $0.20 per page, plus the cost of postage, if applicable.

REPORTING CHANGES

You are responsible for promptly notifying All Health Services in writing of any change in your name, address, telephone number, marital status, citizenship, tax withholding allowances, emergency contact information, or any other pertinent information by submitting the appropriate forms.

Each employee is required to notify All Health Services in advance of the dates of all approved leave time to be taken. Additionally, employees are to inform All Health Services of all sick days taken and any lateness in arriving at work.

CAPPING

Capping is the practice of soliciting business for lawyers. It is a criminal offense, and both the capper and the attorney are prosecuted for capping (a misdemeanor) and conspiracy (a felony). Action 6152 of the Business and Professions Code is reproduced for our information:

6152 Prohibition of Solicitation:

"It is unlawful for any person, in his individual capacity as a public or private employee, or for any Firm, Corporation, Partnership, or Association to act as a runner or capper for any such attorneys in and about the state prisons, county jails, city prisons, or other places of detention of persons, city receiving hospitals, justice courts, municipal courts, superior courts, or in public institution or in any public place or upon any public street or highway or in or about private hospitals, sanitariums or in and about any private institutions or upon private property of any character whatsoever".

Reports of capping should immediately be made to the All Health Services Compliance Officer. Severe disciplinary actions up to and including termination will be taken against any employee who engages in the practice of capping.
ABUSE REPORTING

As a condition of employment, employees must agree to report child abuse, dependent adult abuse, spousal abuse or domestic partner abuse.

Section 11166 of the Penal Code requires any child care custodians, medical practitioner or employee of a child protective agency who has knowledge of or observes a child in his or her professional capacity or within the scope of his or her employment whom he or she knows or reasonably suspects has been the victim of child abuse, to report the known or suspected instance of child abuse to a child protective agency as soon as possible and to prepare and send a written report (Suspected Child Abuse Report-II 1 66PC) within 36 hours of receiving information concerning the incident.

Section 15630 of the Welfare and Institution Code requires any elder or dependent adult care custodian, health practitioner, or employee of a county adult protective service agency of a local law enforcement agency, who in his or her professional capacity or within the scope of his or her employment, has observed a physical injury where the nature of the injury, its location on the body or the repetition of the injury clearly indicates that the physical abuse has occurred, or is told by elder or dependent adult that he or she has experienced physical abuse, must inform either the long term care custodian coordinator or a local law enforcement agency immediately or as soon as possible by telephone. A written report (Report of Suspected Dependent Adult/Elderly Abuse) must be prepared and sent within 36 hours. Any suspicion of emotional, psychological or financial abuse should be reported in the above manner.

Section 11160 of the Penal Code requires:

1. Any health practitioner employed in a health facility, clinic, physician’s office, local or state public health department or a clinic or other type of facility operated by a local or state public health department who, in his or her professional capacity or within the scope of his or her employment, provides medical services for a physical condition to a patient whom he or she knows or reasonably suspects is a person described as follows, shall immediately make a report in accordance with subdivision two:
   a. Any person suffering from any wound or other physical injury inflicted by his or her own act or inflicted by another where the injury is by means of a firearm.
   b. Any person suffering from any wound or other physical injury inflicted upon the person where the injury is the result of assaultive or abusive conduct.

2. Any health practitioner employed in a health facility, clinic, physician’s office, local or state public health department or a clinic or other type of facility operated by a local or state public health department shall make a report regarding persons described in subdivision (a) to a local law enforcement agency as follows:
   a. A report by telephone shall be made immediately or as soon as is practicably possible.
   b. A written report shall be prepared and sent to a local law enforcement agency within two working days of receiving the
information regarding the person.

c. A local law enforcement agency shall be notified and a written report shall be prepared and sent pursuant to paragraphs (a) and (b) even if the person who suffered the wound, other injury or assaultive or abusive conduct has expired, regardless of whether or not the wound, other injury or assaultive or abusive conduct was a factor contributing to the death, and even if the evidence of the conduct of the perpetrator of the wound, other injury or assaultive or abusive conduct was discovered during an autopsy.

d. The report shall include but shall not be limited to the following:
   i. The name of the injured person, if known.
   ii. The injured person’s whereabouts.
   iii. The character and extent of the person’s injuries.
   iv. The identity of any person the injured person alleges inflicted the wound, other injury, or assaultive or abusive conduct upon the injured person.

For these purposes, the definition of “injury” shall not include any psychological or physical condition brought about solely through the voluntary administration of a narcotic or restricted dangerous drug.

“Assaultive or abusive conduct” is defined to include a list of 24 criminal offenses, including murder, manslaughter, mayhem, torture, battery (any offensive touching resulting in physical injury), sexual battery, incest, assault with a deadly weapon, rape, spousal rape, abuse of spouse or cohabitant, and an attempt to commit any of these crimes.

PERFORMANCE REVIEWS

All Health Services employees may be subject to periodic performance reviews. All performance reviews and employee responses will become part of an employee’s personnel file.

USE OF COMPANY PROPERTY

All Company workspace, including file cabinets and lockers are the property of All Health Services and must be available to management at all times. The use of personal locks on any Company property is strictly forbidden. No Company property may be used to house personal files or items. No Company equipment, including computers, photocopiers or printers may be used for personal purposes.

PERSONAL PROPERTY

All Health Services does not assume responsibility for any personal property located on its premises. Employees are to use their own discretion when choosing to bring personal property into the office, and they do so at their own risk. Additionally, employees may not bring or display in the office any property that may be viewed as inappropriate or offensive to others.
MONITORING AND SEARCHES

All Company property is subject to being monitored or searched at any time, this applies to the property of our clients, which may be inspected by the client or All Health Services at any time. Company property includes, but is not limited to, desks, lockers, Company vehicles, computers and email files.

All Health Services retains the right to conduct searches at any time. This includes the right to search individual computers or files, even if protected by a password. Any employee that attempts to obtain or alter a password for the purpose of accessing restricted files will be subject to disciplinary action, up to and including termination.

CONFIDENTIAL INFORMATION

All Health Services requires that employees do not disclose information held to be confidential by All Health Services, including payroll and financial information, customer lists, pricing information, and other information that is sensitive in nature. Any questions about this policy should immediately be addressed to the All Health Services Compliance Officer.

CONFLICTS OF INTEREST

All Health Services requires that employees not compromise the Company, its customers, partners or suppliers for personal gain. Examples of conflict of interest include, but are not limited to: accepting gifts, requesting or granting favors, or conducting business for personal gain. Employees are required to disclose all conflicts of interest, potential conflicts of interest, and any situation that may be perceived as a conflict of interest to their Staffing Supervisor. Failure to do so may result in disciplinary action, up to and including termination.

NON-SOLICITATION

During the period of your employment and for a period of twelve (12) months after the termination of your employment with All Health Services, you shall not, directly or indirectly, (i) solicit for employment or employ any person who was employed by All Health Services during your employment with All Health Services; or (ii) call on, solicit, or take away for yourself or for any other person or entity who or which was a customer of All Health Services during your employment with All Health Services.

JOB ABANDONMENT

Employees of All Health Services who are absent for more than three consecutive days without notifying a Company supervisor are considered to have voluntarily abandoned their employment with the Company. The effective date of termination will be the last day the employee reported for work. If an employee abandons a job, he or she will not be entitled to be paid for accrued vacation days, unless required by law.
TERMINATION

All Health Services does not have tenure or guaranteed employment. You or All Health Services may terminate your employment at any time for any reason.

All Health Services requires that employees return all documents, files, equipment, uniforms, Company- or client-owned tools, business credit cards, keys and other Company- or client-owned property on or before the last day of work. When all Company- or client-owned property has been collected, the employee will receive his or her final paycheck.
SAFETY

DRUGS AND ALCOHOL

All Health Services is concerned about the use of alcohol, illegal drugs, or controlled substances as it affects the workplace. Use of these substances, whether on or off the job can detract from an employee’s work performance, efficiency, safety, and health, and therefore seriously impair the employee’s value to the Company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes the Company to the risks of property loss or damage, or injury to other persons.

Furthermore, the use of prescription drugs and/or over-the-counter drugs also may affect an employee’s job performance and may seriously impair the employee’s value to the Company.

The following rules and standards of conduct apply to all employees either on Company property or during the workday (including meals and rest periods). Behavior that violates Company policy includes:

- Possession or use of alcohol or an illegal or controlled substance, or being under the influence of alcohol or an illegal or controlled substance while on the job;
- Driving a Company vehicle while under the influence of alcohol or an illegal or controlled substance; and
- Distribution, sale, or purchase of alcohol or an illegal or controlled substance while on the job.

Violation of these rules and standards of conduct will not be tolerated. All Health Services also may bring the matter to the attention of appropriate law enforcement authorities.

In order to enforce this policy, All Health Services reserves the right to conduct searches of Company property or employees and/or their personal property, and to implement other measures necessary to deter and detect abuse of this policy.

An employee’s conviction on a charge of illegal sale or possession of any controlled substance while off Company property will not be tolerated because such conduct, even though off duty, reflects adversely on All Health Services. In addition, the Company must keep people who sell or possess controlled substances off Company premises in order to keep the controlled substances themselves off the premises.

Any employee who is using prescription drugs, or over-the-counter drugs that may impair the employee’s ability to safely perform their duties or affect the safety or well-being of others, must notify a supervisor of such use immediately before starting or resuming work.

All Health Services will encourage and reasonably accommodate employees with alcohol or drug dependencies to seek treatment and/or rehabilitation. Employees desiring such assistance should request a treatment or rehabilitation leave. The Company is not obligated, however, to continue to employ any person whose
performance of essential job duties is impaired because of drug or alcohol use, nor is the Company obligated to re-employ any person who has participated in treatment and/or rehabilitation if that person’s job performance remains impaired as a result of dependency. Additionally, employees who are given the opportunity to seek treatment and/or rehabilitation, but fail to successfully overcome their dependency or problem, will not automatically be given a second opportunity to seek treatment and/or rehabilitation. This policy on treatment and rehabilitation is not intended to affect the Company’s treatment of employees who violate the regulations described previously. Rather, rehabilitation is an option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency.

All employees of All Health Services are subject to drug testing at any time, for any reason.

**VIOLENCE AND WEAPONS**

All Health Services takes threats of violence extremely seriously. Any act or threat of violence by or against any employee, customer, supplier, partner or visitor is strictly prohibited. This policy applies to all employees, whether on or off Company property.

Any use or possession of weapons, whether illegal or not, is prohibited on Company property, or while on Company business. This includes knives, guns, martial arts weapons, or any other object that may be used as a weapon. Any employee caught possessing a weapon will be subject to disciplinary action, up to and including termination.

**HEAT STRESS**

All Health Services is concerned with employee health and safety. Employees who work outside, or in areas where climate control is difficult, may be exposed to extreme temperatures or adverse working conditions, particularly in the summer months. Please refer to the Injury Illness and Prevention Plan, or talk to your supervisor for details on how to ensure you are protected from heat illness dangers.

**INFECTION CONTROL**

It is your responsibility to follow all infection control guidelines and policies while on assignment. These policies include but are not limited to:

1. Follow all facility policies and procedures related to infection control.
2. Universal Precautions and Aseptic Technique Procedures must be followed at all times.
3. Work areas and equipment must be cleaned using appropriate infection control and potentially hazardous materials clean-up guidelines.
4. Sharps and other disposable hazardous waste must be properly disposed of in specified containers and areas identified by the facility.
5. Use of appropriate PPE (personal protective equipment)
6. Hand washing must be performed according to policy and procedure.
7. Identification of the location of an infection control manual at each station, as well as the locations of PPE, safety equipment and cleaning supplies.

**DISASTER PREPAREDNESS**

All Health Services employees who are involved in a natural disaster while on assignment are to remain within the facility, provide for personal safety, and facilitate the safest environment for patients under their care during and after an event such as an earthquake.

Employee Responsibility:
- Know where all emergency supplies are kept.
- Be familiar with the Facility evacuation plan.

Protecting Yourself:
- Begin preparation when earthquake tremors are first felt.
- Stay away from all glass such as windows, doors, cabinets, etc.
- Secure yourself in an insulated area such as a door jam, or under heavy furniture.
- If blankets, sheets or clothing are available, cover yourself during the quake.
- If time allows, pull loose objects to the floor.
- Keep your head and face bent down and protected by your hands, arms and/or extra clothing or bedding.

Protecting Patients:
- Check high-risk patients first.
- Transfer ambulatory patients to designated safety areas first.
- Push wheelchair patients to designated safety area next.
- Push bed bound patients to designated safety area next.
- DO NOT transfer patients at high risk.
- Pull beds away from glass areas, lay all equipment in the bed with the patient, and cover with sheets and blankets.
- Work in teams of two when possible.
PAYROLL

All employees will have federal and state taxes withheld from their wages. Payroll checks will not be released prior to the set pay schedule for any reason, nor will they be released to anyone other than the employee.

GARNISHMENTS

A court-ordered legal claim against the wages of an employee by a creditor for nonpayment of a debt and serviced by the constituted legal authority is called a garnishment, and it must be recognized and executed by the Company.

When a garnishment is received by the Company, we will advise the employee that a garnishment has been served on the Company. The employee will be counseled to seek assistance in working out his/her financial problems.

PAY PERIODS

All Health Services field staff will be paid every Friday. Direct Deposit is available at your request. Employees who do not elect to utilize direct deposit will be mailed a paycheck to the address on their most recent W-4. Due to common delays in mail items, and to help prevent fraud, we strongly urge all employees to consider Direct Deposit.

Our pay period is from Sunday to Saturday each week. Signed timecards must be faxed to our office no later than noon on Monday of the week following the pay period. For questions regarding payroll, call the Payroll Office at (866) 506-0513. Empty timecards can be mailed or faxed to you by contacting the payroll office, or can be downloaded from our website at www.allhs.net.

TIME KEEPING

Non-exempt employees are required to log time-in, time-out and any non-compensated breaks on Company timesheets. A facility supervisor will be responsible for verification of timesheets by placing their signature at the bottom of the page, however it is the employee’s responsibility to submit a complete timesheet to All Health Services. Timesheets that are not verified by a supervisor will be returned to the employee for verification. It is strictly forbidden for an employee to sign another employee in or out.

OVERTIME PAY

Overtime rules may vary by assignment. Please review overtime regulations for each assignment you undertake. All Health Services abides by state and federal overtime laws.
HOLIDAY PAY

Holiday pay rules vary by assignment. Please review holiday pay information before accepting an assignment. If you have any questions about the rules regarding Holiday pay for an assignment, please ask your Staffing Supervisor or recruiter prior to accepting the assignment.

INCENTIVE PROGRAM

In addition to regular employee compensation, All Health Services may institute a bonus or incentive plan at any time. All Health Services does not guarantee any bonus plans. Any bonus structure will be determined by management, and will likely include some level of performance achievement. Employees will receive notice regarding any additions, subtractions, or changes to any new or existing bonus structure.

BENEFITS

All Health Services offers health benefits to our full time employees (those who average at least 30 hours of work each week). If you elect benefits, the effective date is the first day of the month following the 60th day of becoming a full-time employee. We offer a wide selection of health insurance plans. A description of these plans, as well as the employee rates will be provided to an employee upon his or her request. The employee cost will be deducted in equal installments from the first four paychecks each month for employees who are paid weekly, and from the first two paychecks of each month for employees who are paid every other week.

To maintain eligibility for benefits, an employee is required to maintain full-time status. In the event that an employee falls below the 30-hour minimum without prior written consent, the employee will be notified that their benefits will be cancelled unless other arrangements are made. In the case of a vacation or other scheduled absence, All Health Services will evaluate the situation on a case-by-case basis. In any case, unless prior arrangements are agreed upon in writing, it is the employee’s responsibility to ensure that they provide All Health Services with at least 40 hours of availability each week so that they can reasonably be scheduled for 30 hours of work.

Acceptance of benefits in no way guarantees an employee a certain number of hours each week. In the event that an employee gives All Health Services 40 hours or more of availability, but that employee is not scheduled for 30 hours or more of work that pay period, the employee may be held accountable for not meeting the minimum hourly requirement.

WORKERS’ COMPENSATION

All Health Services provides a comprehensive worker's compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical or hospital treatment. Subject to applicable legal requirements, workers' compensation
insurance provides benefits after a short waiting period, or immediately if the employee is hospitalized.

Employees who sustain a work-related injury or illness should inform their supervisor at the facility immediately, and then contact All Health Services immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither All Health Services nor the insurance carrier will be liable for injuries that occur during an employee’s voluntary participation in any off-duty recreational, social, or athletic activity sponsored by All Health Services.

A doctor’s release will be required when returning to work following an injury.

**UNEMPLOYMENT INSURANCE**

All Health Services pays the entire cost of unemployment insurance. This insurance provides a weekly income for those who may be laid off or who may have lost their job through no fault of their own.

The amount of this income varies with the individual and state in which he/she resides because it is based on average earnings. Eligibility requirements and the amount of benefits that you may receive are specified by state law.
ASSIGNMENTS

CHAIN-OF-COMMAND ON ASSIGNMENT

You will be assigned a Manager for each assignment by the facility where you are working. Before reporting to All Health Services, you must follow the chain of command established by your facility, as if you were that Manager’s employee. If the facility’s chain of command is utilized (1) for any reason mentioned in this handbook, (2) for any reason involving harassment or other legal matters, or (3) for any reason which would otherwise be of importance to All Health Services, it is your duty to notify All Health Services of the situation immediately.

FACILITY POLICIES AND PROCEDURES

When beginning a new assignment, you will have an orientation to the facility or facilities where you have been assigned. The orientation will cover the policies and procedures of that facility, and you will follow those policies and procedures as a condition of employment. In the event that a policy or procedure of an assigned facility conflicts with a policy or procedure of All Health Services, contact the All Health Services Compliance Officer for clarification. In the event of an emergency, the policies and procedures of the facility shall be carried out until the employee can contact All Health Services to report the situation.

ATTENDANCE AND PUNCTUALITY

Punctuality and regular attendance are important to the smooth operation of All Health Services and its clients. If you are consistently late or excessively cancel scheduled shifts, the work of the Company and its client is affected, and an unfair burden is placed on your co-workers. Therefore, unless your absence is permitted or excused under All Health Services’ policies, you are responsible for being at work and arriving on time. If you are going to be absent or late, it is your responsibility to call All Health Services as soon as possible, and in no case later than two hours before the start of your shift.

An employee who is absent for reasons other than those permitted or excused by All Health Services’ policies, or who repeatedly fails to provide notice as required, will be subject to appropriate disciplinary action, up to and including termination.

WORKPLACE ATTIRE

All Health Services employees who are on assignment at any facility must adhere to the dress code for employees of that facility. Unless otherwise directed by the Company or the client to which you are assigned, any employee performing work-related duties outside of a healthcare facility (i.e. recruitment events, meetings, etc.) is expected to dress in a “business-casual” fashion.
LEAVE POLICIES

GENERAL LEAVE POLICIES

All Health Services may provide eligible employees with leaves for a variety of reasons. All Health Services abides by the provisions of the Family and Medical Leave Act.

As with all of its policies, All Health Services reserves the right to revise or rescind these policies at its discretion, subject to legal requirements. This statement of leave policies is not intended to create a contract between All Health Services and its employees.

To apply for leave, or to inquire into what leave may be available, an employee should contact All Health Services. An employee applying for leave will be asked to state why he/she wants the leave, when he/she wants the leave to begin, and when he/she wants the leave to end. All Health Services will inform the employee what type and duration of leave, if any, has been approved, and will also tell the employee which requirements, such as certification of a health condition, the employee must fulfill.

All leaves are granted for a specific period of time. An employee who foresees being unable or unwilling to return to work at the end of the leave period should apply for another leave for which the employee is eligible, including an extension of the current leave. All Health Services reserves the right to terminate the employment of an employee who does not return to work at the end of the approved leave period.

FAMILY AND MEDICAL LEAVE

State and federal family and medical leave laws provide up to 12 workweeks of unpaid family/medical leave within a 12-month period, under the following conditions:

1. The employee has more than 12 months of service. If the leave is for FMLA only, the 12 months of service must have accumulated within the previous seven years. There is no such cap under CFRA;
2. The employee has worked at least 1,250 hours during the previous 12-month period before the need for leave; and
3. The employee is employed at a work site where there are 50 or more employees within a 75 mile radius.

Leave may be taken for one or more of the following reasons:

1. The birth of the employee’s child, or placement of a child with the employee for adoption or foster care (FMLA/CFRA);
2. To care for the employee’s spouse, child, or parent who has a serious health condition (FMLA/CFRA);
3. To care for the employee’s registered domestic partner (CFRA only);
4. For a serious health condition that makes the employee unable to perform his or her job (FMLA/CFRA);
5. For any “qualifying exigency” (defined by federal regulation) because the employee is the spouse, son, daughter, or parent of an individual on active
military duty (or has been notified of an impending call or order to active
duty) in the Armed Forces in support of a contingency operation (FMLA
only); or
6. An employee who is the spouse, son, daughter, parent, or next of kin of a
covered service member shall be entitled to a total of 26 workweeks of
leave during a 12-month period to care for the service member (FMLA
only).

CALCULATING THE 12-MONTH PERIOD

For purposes of calculating the 12-month period during which 12 weeks of leave
may be taken, All Health Services uses a rolling 12-month period.

Under most circumstances, leave under federal and state law will run at the same
time and the eligible employee will be entitled to a total of 12 weeks of family and
medical leave in the designated 12-month period.

For a qualifying exigency or leave to care for a covered service member, the 12-
month period begins on the first day of the leave, regardless of how the 12-month
period is calculated for other leaves. Leave to care for a covered service member
is for a maximum of 26 workweeks during a 12-month period.

PREGNANCY, CHILDBIRTH OR RELATED CONDITIONS

However, leave because of the employee’s disability for pregnancy, childbirth or
related medical condition is not counted as time used under California law (the
California Family Rights Act). Time off because of pregnancy disability, childbirth
or related medical condition does count as family and medical leave under federal
law (the Family and Medical Leave Act). Employees who take time off for
pregnancy disability and who are eligible for family and medical leave will also be
placed on family and medical leave that runs at the same time as their pregnancy
disability leave. Once the pregnant employee is no longer disabled, she may
apply for leave under the California Family Rights Act, for purposes of baby
bonding.

Any leave taken for the birth, adoption, or foster care placement of a child does
not have to be taken in one continuous period of time. California Family Rights
Act leave taken for the birth or placement of a child will be granted to employees
with qualifying events. Written notification of the leave must be provided to the
Benefits Administrator; such notification must include the anticipated start and
end dates of the leave. At any time during the leave, the employer can request
medical certification containing sufficient medical facts to substantiate the leave.
Any leave taken must be concluded within one year of the birth or placement of
the child with the employee.

LEAVE FOR EMPLOYEE’S OWN HEALTH CONDITION

The following procedures shall apply when an employee requests family leave:

Contact the HR manager as soon as you realize the need for family/medical leave.

If the leave is based on the expected birth, placement for adoption or foster care,
or planned medical treatment for a serious health condition of the employee or a
family member, the employee must notify the Company at least 30 days before
leave is to begin. The employee must consult with his or her supervisor regarding scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of the Company. Any such scheduling is subject to the approval of the health care provider of the employee or the health care provider of the employee’s child, parent, or spouse.

If the employee cannot provide 30 days’ notice, the Company must be informed within a 1 week period from the date you first went out on leave.

If the Family and Medical Leave Act/California Family Rights Act request is made because of the employee’s own serious health condition, the Company may require, at its expense, a second opinion from a health care provider that the Company chooses. The health care provider designated to give a second opinion will not be one who is employed on a regular basis by the Company.

If the second opinion differs from the first opinion, the Company may require, at its expense, the employee to obtain the opinion of a third health care provider designated or approved jointly by the employer and the employee. The opinion of the third health care provider shall be considered final and binding on the Company and the employee.

The Company requires the employee to provide certification within 15 days of any request for family and medical leave under state and federal law. The Company may require recertification from the health care provider if additional leave is required. (For example, if an employee needs two weeks of family and medical leave, but following the two weeks needs intermittent leave, a new medical certification will be requested and required.) If the employee does not provide medical certification in a timely manner to substantiate the need for family and medical leave, the Company may delay approval of the leave, or continuation thereof, until certification is received. If certification is never received, the leave may not be considered family and medical leave.

**LEAVE TO CARE FOR A FAMILY MEMBER**

If the leave is needed to care for a sick child, spouse, or parent, the employee must provide a certification from the health care provider stating:

1. Date of commencement of the serious health condition;
2. Probable duration of the condition;
3. Estimated amount of time for care by the health care provider; and
4. Confirmation that the serious health condition warrants the participation of the employee.

When both parents are employed by the Company, and request simultaneous leave for the birth or placement for adoption or foster care of a child, the Company will not grant more than a total of 12 workweeks per occurrence of family/medical leave for this reason.

If an employee cites his/her own serious health condition as a reason for leave, the employee must provide a certification from the health care provider stating:

1. Date of commencement of the serious health condition;
2. Probable duration of the condition; and
3. Inability of the employee to work at all or perform any one or more of the essential functions of his/her position because of the serious health
The Company will require certification by the employee’s health care provider that the employee is fit to return to his or her job.

Failure to provide certification by the health care provider of the employee’s fitness to return to work will result in denial of reinstatement for the employee until the certificate is obtained.

LEAVE RELATED TO MILITARY SERVICE

A leave taken due to a “qualifying exigency” related to military service must be supported by a certification of its necessity. A leave taken due to the need to care for a service member shall be supported by a certification by the service member’s health care provider.

HEALTH AND BENEFIT PLANS

An employee taking family medical leave will be allowed to continue participating in any health and welfare benefit plans in which he/she was enrolled before the first day of the leave (for a maximum of 12 workweeks, or 26 workweeks if the leave is to care for a covered service member) at the level and under the conditions of coverage as if the employee had continued in employment for the duration of such leave.

The Company will continue to make the same premium contribution as if the employee had continued working, however the automatic deduction of employee premiums will not happen, and the employee will therefore be required to pay their portion of the premiums. These payments must be coordinated with the Benefits Administrator before the leave begins. In some instances, the Company may recover from an employee premiums paid to maintain health coverage if the employee fails to return to work following family/medical leave. Employees on family/medical leave who are not eligible for continued paid coverage may continue their group health insurance coverage through the Company in conjunction with the federal COBRA guidelines by making monthly payments to the Company for the amount of the applicable premium. Employees who are unable to make their portion of the premium payment in a timely manner will remain eligible for Cobra, and their benefits will be transitioned to COBRA effective when the paid premiums have expired. Employees should contact their supervisor for further information. Payment is due on the same schedule as payments that are made under COBRA. These payments are made on the first day of each month.

The continued participation in health benefits begins on the date leave first begins under Family and Medical Leave Act (e. g., for pregnancy disability leaves, qualifying exigency leave, or to care for a covered service member) or under the Family and Medical Leave Act/California Family Rights Act (e. g., for one’s own serious health condition or that of one’s spouse, parent or child; or baby bonding) or under the California Family Rights Act (caring for one’s registered domestic partner).

USE OF PAID LEAVE

In all cases, paid leave must be exhausted before unpaid leave may be taken.
**REINSTATEMENT**

Under most circumstances, upon return from family/medical leave, an employee will be reinstated to his or her original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, an employee has no greater right to reinstatement than if he or she had been continuously employed rather than on leave. For example, if an employee on family/medical leave would have been laid off had he or she not gone on leave, or if the employee’s job is eliminated during the leave and no equivalent or comparable job is available, then the employee would not be entitled to reinstatement. In addition, an employee’s use of family/medical leave will not result in the loss of any employment benefit that the employee earned before using family/medical leave.

Reinstatement after family/medical leave may be denied to certain salaried “key” employees under the following conditions:

1. An employee requesting reinstatement was among the highest-paid 10 percent of salaried employees employed within 75 miles of the work site at which the employee worked at the time of the leave request;
2. The refusal to reinstate is necessary because reinstatement would cause substantial and grievous economic injury to the Company’s operations;
3. The employee is notified of the Company’s intent to refuse reinstatement at the time the Company determines the refusal is necessary; and
4. If leave has already begun, the Company gives the employee a reasonable opportunity to return to work following the notice described previously.

For additional information about eligibility for family/medical leave, contact the HR Manager.

**TIME ACCRUAL**

Employees on Family and Medical Leave Act/California Family Rights Act leave will not continue to accrue vacation, sick leave or paid time off, during unpaid Family and Medical Leave Act/California Family Rights Act leave.

**PREGNANCY DISABILITY LEAVE**

Pregnancy, childbirth, or related medical conditions will be treated like any other disability, and an employee on leave will be eligible for temporary disability benefits in the same amount and degree as any other employee on leave.

Any female employee planning to take pregnancy disability leave should advise the personnel department as early as possible. The individual should make an appointment with the HR manager to discuss the following conditions:

1. Employees who need to take pregnancy disability must inform All Health Services when a leave is expected to begin and the date of return. If the need for a leave or transfer is foreseeable, employees must provide notification at least 30 days before the pregnancy disability leave or transfer is to begin. Employees must consult with the HR manager regarding the scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of the Company. Any such scheduling is subject to the approval of the employee’s health care
2. If 30 days’ advance notice is not possible, notice must be given no later than 2 weeks after leave has commenced;
3. Upon the request of an employee and recommendation of the employee’s physician, the employee’s work assignment may be changed if necessary to protect the health and safety of the employee and her child;
4. Requests for transfers of job duties will be reasonably accommodated if the job and security rights of others are not breached;
5. Temporary transfers due to health considerations will be granted when possible. However, the transferred employee will receive the pay that accompanies the job, as is the case with any other temporary transfer due to temporary health reasons;
6. Pregnancy leave usually begins when ordered by the employee’s physician. The employee must provide All Health Services with a certification from a health care provider. The certification indicating disability should contain:
   a. The date on which the employee became disabled due to pregnancy;
   b. The probable duration of the period or periods of disability; and
   c. A statement that, due to the disability, the employee is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy, or to other persons.
7. Leave returns will be allowed only when the employee’s physician sends a release;
8. An employee will be use accrued vacation or personal time (if otherwise eligible to take the time) during a pregnancy disability leave; and
9. Duration of the leave will be determined by the advice of the employee’s physician, but employees disabled by pregnancy may take up to four months. Part-time employees are entitled to leave on a pro rata basis. The four months of leave includes any period of time for actual disability caused by the employee’s pregnancy, childbirth, or related medical condition. This includes leave for severe morning sickness and for prenatal care.

Leave does not need to be taken in one continuous period of time and may be taken intermittently, as needed. Leave may be taken in increments of one day.

Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a pregnancy disability leave, an employee will be reinstated to her same position held at the time the leave began or to an equivalent position, if available. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.

COORDINATION OF PDL WITH FAMILY/MEDICAL LEAVE

If you take pregnancy disability leave and are eligible under the federal or state family and medical leave laws, All Health Services will maintain group health insurance coverage for up to a maximum of 12 workweeks (if such insurance was provided before the leave was taken) on the same terms as if you had continued
to work, including the payment of your portion of the insurance premiums. Leave taken under the pregnancy disability policy runs concurrently with family and medical leave under federal law, but does not run concurrently under California Law. If you are ineligible under the federal and state family and medical leave laws, while on pregnancy disability you will receive continued paid coverage on the same basis as other medical leave that the Company may provide and for which you are eligible. In some instances, the Company may recover its portions of premiums it paid to maintain health coverage for you if you fail to return to work following pregnancy disability leave.

If you are on pregnancy disability leave and are not eligible for continued paid coverage, or if paid coverage ceases after 12 workweeks, you may continue your group health insurance coverage through All Health Services in conjunction with federal COBRA guidelines by making monthly payments to All Health Services for the amount of the relevant premium. Contact the Benefits Administrator for further information.
DISCIPLINARY POLICIES

PROBLEM RESOLUTION

All Health Services seeks to be open and direct with its employees, and believes that communication between employees and management is critical to solving problems.

Co-workers that have a conflict with one another should attempt to resolve the problem themselves. If a resolution cannot be agreed upon, both employees should approach their supervisor(s), who will work with the employees to determine a resolution. In these instances, the decision of the supervisor is final.

Employees that have a problem with a supervisor should first go to the supervisor to try to resolve the problem. If a resolution cannot be agreed upon, the employee should present his or her problem, in writing, the All Health Services Compliance Officer.

The Compliance Officer can be reached by e-mail, phone or US Mail. For e-mail, send correspondence to compliance@allhs.net. To phone the Compliance Officer, call (866) 731-6022. Mailed correspondence to the Compliance Officer can be addressed to: Compliance Officer, 109 S. Douty St., Hanford, CA 93230

DISCIPLINE

Each employee of All Health Services represents the Company when performing duties at the facilities they serve, and as such, is expected to perform those duties in a professional manner at all times. Individual actions that deviate from this expectation have a negative effect on the Company, and adversely affect our clients.

When an employee’s actions violate Company policy, or are otherwise not in keeping with this expectation of professional behavior, the imposition of discipline may be warranted. In these cases, the Company will impose a form of progressive discipline that may include verbal warnings, written warnings, and/or suspension. This system is not formal, and at its sole discretion, the Company may utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. This policy of progressive discipline in no way limits or alters the at-will employment relationship.

The following infractions, which may result in progressive discipline, are not all-inclusive, and are meant only to illustrate specific examples where discipline may be warranted:

ABSENTEEISM AND TARDINESS

As an employee of All Health Services, you are expected to be punctual and regular in attendance. Any tardiness or absence causes problems for your fellow workers, your supervisor, and the facility to which you are assigned.

Employees are expected to report to work as scheduled, on time, and prepared to
start work. Employees also are expected to remain at work for their entire work schedule, except for meal periods or when required to leave on authorized Company business. Late arrival, early departure, and other unanticipated, unapproved absences are disruptive and must be avoided.

If you are unable to report for work on-time any particular day, you must, under all but the most extenuating circumstances, call your Staffing Supervisor at least two hours prior to the time you are scheduled to begin work for that day. In all cases of absence or tardiness, employees must provide their Staffing Supervisor with an honest reason or explanation. Employees also must inform their Staffing Supervisor of the expected duration of any absence. Excessive absenteeism or tardiness, whether excused or not, will not be tolerated. All Health Services defines excessive absenteeism as three or more absences in a 30 day period.

ESTABLISHED PATTERN OF CANCELLED SHIFTS

Any employee who establishes through their actions a pattern of cancelled shifts may be subject to progressive discipline. A pattern may be defined as more than two shifts in any fourteen-day period.

DECLINING WORK

The nature of employment with All Health Services requires that each employee remain flexible with regard to shift assignment. Those employees who have provided the Company with specific availability for a given shift, must accept such assignment if offered. If a change in availability is anticipated, the employee must inform the Company immediately. Failure to do so and subsequent non-acceptance of an offered assignment may subject the employee to progressive discipline.

APPEALS

Any disciplinary action taken by All Health Services may be appealed by an employee within 14 days of the employee's notification of that disciplinary action. An appeal may be made by sending a letter of appeal to the All Health Services Compliance Officer at 109 S. Douty St., Hanford, CA 93230.

The letter should include at least the following information: the employee's full name, the facility where the employee was assigned at the time of the action which initiated the disciplinary process, the reason for the appeal, and the names, addresses and phone numbers of any witnesses who can corroborate the employee's story.

All appeals will be taken seriously and reviewed by the Compliance Officer. As an appeal process is a very uncomfortable time for both the employee and the Company, All Health Services will make every effort to respond to an appeal as quickly as possible, but will in no case take more than 30 days to issue a response or retraction.

COMPLIANCE PLAN
WHAT IS COMPLIANCE?

Simply put, compliance is the Company's effort to make sure that everything is done in accordance with the law and within our standards of conduct code. Compliance is how we do our work the right way and keep it right. This document is yours to keep as a guide to our ethical stance, as well as a guide to what your role is in keeping us on the right track.

STANDARDS OF CONDUCT

All Health Services’ Standards of Conduct are intended to provide direction to employees and agents regarding appropriate and acceptable behavior and to ensure ethical conduct in all business activities.

All Health Services, its employees and agents, shall...

- Comply with all laws and regulations that govern the Company's activities. When there is question of applicability of any law or regulation, the employee or agent shall seek guidance in accordance with the provisions of the All Health Services Employee Handbook.
- Fairly and accurately represent our services and capabilities in all written materials and verbal communications.
- Insure that all medical services it is responsible for providing are properly prescribed, medically necessary, and performed in accordance with appropriate standards of care and resource utilization.
- Protect patient rights and seek patient input into the course of care rendered to meet both legal requirements and to ensure honesty, dignity, trust and caring in the treatment process.
- Maintain proper business relationships with clients, referral sources and other business contacts and never subject another party or be subjected by another party to inappropriate influence in the conduct of business activities.
- Maintain accurate and reliable business records, which properly disclose disbursements and other transactions involving the Company, and accurately submit data in all government filings and in all reports to business associates.
- Refrain from any personal investment or activity that may create the appearance or actuality of a conflict of interest with Company business activities. When there is a question of appropriateness of a certain investment or activity, the employee or agent shall seek guidance in accordance with the provisions of the All Health Services Employee Handbook.
- Report, on a timely basis, observations and/or information regarding any activity that may cast doubt on the integrity of the Company in accordance with the provisions of the Compliance Plan.

KEY RESPONSIBILITIES IN THE COMPLIANCE PLAN FOR EMPLOYEES

- All employees are required to follow the compliance plan.
- All employees of All Health Services will be required to acknowledge
receipt and understanding of the compliance plan.
- Patient information is confidential and employees and agents should guard against any breach.
- Any arrest or conviction of an employee should be reported to All Health Services within 48 Hours of its occurrence.

REPORTS AND WRONGDOING

While we always strive to adhere to the principles of our mission and values statements, there are times when wrongdoing, either intentional or unintentional may occur. The Company relies upon you to report your observations. Should an employee or agent of the Company believe there is wrongdoing, he or she should immediately contact the All Health Services Compliance Officer to discuss the details of his or her observations. Remember that reports may be made either orally or in written form, and may be made anonymously.

To contact the Compliance Officer, you may...
- Call: (866) 731-6022
- E-mail: compliance@allhs.net
- Mail/Hand-Delivery: Compliance Officer
  109 S. Douty St.
  Hanford, CA 93230

The Compliance Officer will investigate all claims and make appropriate recommendations and follow-ups as expeditiously as possible.

PROTECTION OF EMPLOYEES

It is the policy of All Health Services that no employee shall be punished solely on the basis that he or she reported what he or she reasonably believed to be an act of wrongdoing or violation of this Plan, Code of Organizational Ethics or Standards of Conduct. Furthermore, we are committed to following the protections put forth in Title 31 U. S. C., Section 3730(b) and to the extent reasonably possible, preserving the anonymity of an employee or agent who reports wrongdoing.

MISSION STATEMENT

At All Health Services, our mission is to exceed every expectation of our customers by providing healthcare employees who exhibit the highest levels of integrity, compassion and skill, enabling a seamless provision of care to their patients.

VALUES

At All Health Services, our core value is satisfaction:
- Client satisfaction from the facilities we serve,
- Employee satisfaction from our family of employees, and most importantly,
- Patient satisfaction from those to whom our staff provides care.
GOALS

At All Health Services, we will continually strive to:

- Increase the knowledge and skill level of our staff
- Insure that the quality of care our staff provides is unsurpassed
- Through our staff, earn the confidence and respect of the customers we serve.
CONFIRMATION OF RECEIPT AND UNDERSTANDING

- EMPLOYEE COPY -

I have received my copy of the Company’s Filed Employee Handbook, Version 3.0. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained herein.

I understand that any and all policies or practices can be changed at any time by the Company. All Health Services reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that other than the President of All Health Services, no manager, supervisor, or representative of the Company has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the President has the authority to make any such agreement and then only in a written notice signed by the President.

I understand and agree that nothing in this handbook creates or is intended to create a promise or representation of continued employment and that employment at All Health Services is employment at-will; employment may be terminated at the will of either the Company or myself. My signature certifies that I understand that the foregoing agreement on at-will status is the sole and entire agreement between All Health Services and me concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings, and representations concerning my employment with All Health Services.

Furthermore, by signing below, I certify that I have read and understand the entire contents of this handbook, that I have had the opportunity to ask clarifying questions of a Company representative, and that I agree to abide by the policies herein.

Print Name:  Employee Copy – Signature not Necessary!!

Signature:  Employee Copy – Signature not Necessary!!

Date:  Employee Copy – Signature not Necessary!!
INSTRUCTIONS

Please complete and detach the “Employee Confirmation of Receipt & Understanding” on the back of this page, then return to All Health Services.

Please return this document to us ASAP, as it must be received prior to your first day of orientation. You can fax it to us at (866) 371-4904 or e-mail it directly to your recruiter.
CONFIRMATION OF RECEIPT AND UNDERSTANDING

I have received my copy of the Company's Filed Employee Handbook, Version 3.0. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained herein.

I understand that any and all policies or practices can be changed at any time by the Company. All Health Services reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that other than the President of All Health Services, no manager, supervisor, or representative of the Company has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the President has the authority to make any such agreement and then only in a written notice signed by the President.

I understand and agree that nothing in this handbook creates or is intended to create a promise or representation of continued employment and that employment at All Health Services is employment at-will; employment may be terminated at the will of either the Company or myself. My signature certifies that I understand that the foregoing agreement on at-will status is the sole and entire agreement between All Health Services and me concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings, and representations concerning my employment with All Health Services.

Furthermore, by signing below, I certify that I have read and understand the entire contents of this handbook, that I have had the opportunity to ask clarifying questions of a Company representative, and that I agree to abide by the policies herein.

Print Name: 

Signature: 

Date: 