



## Welcome Letter

### Message from Alan McIver, President

Welcome to the Skipstone Healthcare Staffing family! We are excited to have you on board our team of dedicated professionals. We have found that we are most effective in serving you when we each have a clear understanding of expectations and obligations. By now, I am sure your recruiter has already taken the time to understand your needs and interests and how we can best serve you. Our goal is not just to learn what state and practice environment you want to work in, but even more important, why you want to be a traveler, what you hope to get out of the experience, and how we can become the best employment experience you have ever had.

All of us, both here in the administrative offices and in facilities throughout the United States providing care to the patients of our client facilities, are here because we want to make a difference in peoples' lives. As a therapist, treating patients, you strive to help improve lives every day. Here at Skipstone Healthcare Staffing, as your support network, we will strive to make your life "on the road" as safe, comfortable, and rewarding as possible.

Along with this "Welcome Letter" we have provided you with an Employee Handbook to assist you with questions, concerns, policies, and procedures needed to have a successful employment experience. This Employee Handbook is also a way of helping you get to know us. Some of this manual is required reading thanks to OSHA, insurance companies, HIPAA, and other State and Federal regulating authorities. This manual will guide you in your understanding of how we can most effectively work as a team to make this a great and long-lasting relationship right from the start.

If you have questions or concerns, at any time during your professional employment with Skipstone Healthcare Staffing that your recruiter can not answer, please call me at the number listed at the end of this letter or email me at [alan@skipstonestaffing.com](mailto:alan@skipstonestaffing.com) any time. I would be happy to hear from you.

Once again, I welcome you to the Skipstone family. Thank you for your confidence in us and we pledge to keep earning your trust every day.

Best regards,

Alan McIver  
Founder, President and CEO

### COMPANY INFORMATION

Skipstone Healthcare Staffing      1760 Prospector Avenue      Park City, UT 84060  
Phone: (toll-free) 888-499-4904      Fax: (toll-free) 888-658-4954

[info@skipstonestaffing.com](mailto:info@skipstonestaffing.com)

[www.skipstonestaffing.com](http://www.skipstonestaffing.com)

**Business Hours:** Monday through Friday, 8:30am to 5:30pm Mountain Time

## EMPLOYEE HANDBOOK

This Employee Handbook was created to serve as a point of reference for any standards, policies and procedures required for placement into an assignment through Skipstone Healthcare Staffing. Thoroughly read this employment manual so that you will have a clear understanding of these standards, policies and procedures. You will be required to sign, acknowledging accountability and understanding of those standards, policies and procedures, at the end of this manual. Each new employee will receive a copy of this employee handbook prior to placement in an assignment, have the opportunity to review all the material, and return all completed and signed forms prior to beginning employment.

Each Employee will also receive a checklist of all forms needed in order for an assignment to be executed. Any delay in receiving all required documentation may cause a delay in your assignment. Repeated delays or missing documentation may result in discipline up to and including termination and/or ineligibility for future assignments. Skipstone Healthcare will maintain all documents you submit for application throughout your employment and keep all records available to you at all times.

### POLICIES AND PROCEDURES

#### Employment Policies

Your employment with Skipstone Healthcare is employment-at-will and this handbook is not a contract for employment. Both the employee and Skipstone Healthcare have the right to terminate employment with or without notice or cause at any time. At all times, you are an employee of Skipstone Healthcare and under the supervision of client-approved representatives. Skipstone Healthcare has sole responsibility for compliance with all applicable federal and state laws and regulations concerning wages, insurance, benefits, and fair employment practices. If at any time you have questions in these areas, they should be addressed to your Skipstone Healthcare recruiter and not to any representative of the client.

**Equal Opportunity Employer:** Skipstone Healthcare is an equal opportunity employer. We do not discriminate on the basis of age, race, religion, gender, sexual orientation, national origin, disability, marital status, or status as a disabled veteran.

**Wage Policies:** Paychecks are mailed, or direct deposited, on Friday of each week, provided that your timecard is received by noon (Eastern Standard Time) on Monday morning. If your timecard is incomplete, unsigned, or late, your paycheck will be delayed.

**Permanent Placement Offers:** If at any time you are offered permanent employment with an assigned Skipstone Healthcare client, please notify your recruiter immediately. While there is never a fee to you, most of our client contracts require a fee be paid by them and these arrangements vary by client. By knowing about a potential hiring as early as possible, we will be able to arrange a smooth and fair transition in nearly every situation.

#### Harassment Policies

Skipstone Healthcare does not tolerate the harassment of its employees. The term "harassment" includes but is not limited to verbal or physical threats, slurs, jokes, or comments relating to an individual's race, color, sex, religion, national origin, citizenship, age, or disability.

**Sexual Harassment:** Skipstone Healthcare will not permit the sexual harassment of any employee, client employee or patient, or prospective employee by another employee, supervisor, candidate, client, or vendor.

Sexual harassment can occur in a variety of circumstances, including but not limited to the following:

- The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex. The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a peer or co-worker, or a non-employee.
- The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
- Unlawful sexual harassment may occur without economic injury to or discharge of the victim.
- The harasser's conduct must be unwelcome.

**Reporting Protocol:** If you believe that you are the victim of sexual harassment, you may make your concerns known by directly informing the harasser that the conduct is unwelcome and must stop. Advise the individual's supervisor if you do not wish to communicate directly with the person whose conduct is offensive or if direct communication with that person has been unsuccessful. If you are a Skipstone administrative employee and the individual engaging in such behavior is your supervisor, immediately contact Alan McIver, the CEO of Skipstone Healthcare Staffing. A determination on the allegations is made from the facts on a case-by-case basis. Any facts surrounding the offensive conduct or communication should be put in writing when making a complaint. For more information on this policy, contact your recruiter or Alan McIver, CEO.

#### Drug Screening Policies

**Authorized Drug & Alcohol Testing:** All prospective employees providing patient care require a negative pre-employment drug screening. Many of our clients also require a negative drug result from within thirty days as a condition of your placement in their facility. Employees may be retested on an annual basis to maintain current screening results.

**Reasonable Suspicion Testing:** In addition to our client's request, we may also require an employee to submit to a screening if Skipstone Healthcare has reasonable suspicion that the employee:

- Is under the influence of alcohol or a controlled substance
- Has violated our policy that prohibits the use, possession, sale, or transfer of drugs or alcohol while working on assignment on the premises of our client's facility through Skipstone Healthcare or operating a vehicle leased to Skipstone Healthcare
- Has sustained personal injury or caused another employee or client to sustain personal injury; or
- Has caused a work related accident or is operating machinery, equipment or vehicles involved in a work related accident, whether helping or solely operating said equipment.

**Notice of Results:** Once the report has been received from the testing lab, Skipstone Healthcare will inform the associate by telephone of the negative results or if necessary, instruct the associate that they have tested positive in a confirmatory test and inform them of their right to request at

his or her own expense, a second confirmatory retest of the original sample. In this case, if the retest does not confirm the original result, no adverse personal action may be taken against the associate based on the initial testing.

**Withdrawal of Job Offer:** If an applicant or employee has received a job offer made contingent on the applicant or employee passing drug and alcohol testing and has elected to pay for a second confirmatory retest which results in the same positive result, offers for placement will be withdrawn.

**Confidentiality of Results:** All information acquired in the drug and alcohol testing process constitute private and confidential information that will not be disclosed to any third party individual, other employer, government agency, or private organization without the expressed written consent of the associate or applicant tested.

### Documentation Policies

**Records Maintenance:** Employees are responsible for maintaining current application, medical, employment, and personnel records with Skipstone Healthcare throughout the duration of their employment.

**Document Expiration & Notification:** Those records that require specific scheduled updates during continuous employment with Skipstone Healthcare include:

- Copy of current valid licensure for state in which employee takes assignments
- Copy of current valid BLS or ACLS certification (if required for the assignment)
- Copy of signed and dated physician's statement current within the prior calendar year
- Copy of dated documentation of Tuberculosis screening current within the prior calendar year for a PPD test or current within the two prior calendar years for chest x-ray (with documentation of a previously positive PPD)

A Skipstone Healthcare quality assurance representative will contact employees prior to expiration of documents to request updates. Any delay beyond an expiration date in providing requested documentation may result in assignment postponement or termination of employment.

**Personnel File Non-Expiration Documents:** Those records that do not require standard updates, but that may require periodic updates during continuous employment with Skipstone Healthcare include:

- Application for employment
- Employment / Work history
- Professional references
- Disclosure & Release
- Therapy Skills Checklist
- State Licensure
- Certifications
- Health Information Privacy & Consent Confidentiality Statement
- Physicians Statement- Physical
- TB Screening Documentation
- Drug Screen
- Documentation of immunity for Rubella, Rubeola, Mumps, Varicella, and Hepatitis B
  - Immunity for Rubella, Rubeola, and Mumps may be proven with documentation of MMR or MR vaccination or lab titer results with appropriate antibody level readings.
  - Immunity for Varicella may be proven with documentation of Varivax vaccination, lab titer results with appropriate antibody level reading, or an immune by history statement with the month and year of infection.
  - Immunity for Hepatitis B may be proven with documentation of Hepatitis B three-step vaccination, lab titer results with appropriate antibody level reading, or a declination statement.
- W-4 form
- I-9 form with notarized copies of appropriate supplemental documents
- Payroll Information and Direct Deposit Form
- Signed Assignment Confirmation Memorandum
- Proof of Automobile Insurance and a Copy of your current Drivers License.
- Permanent Tax Home Declaration
- Employee Handbook Acknowledgement Form

### HIPAA Policy

**Health Information Privacy:** With the passage of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), personally identifiable healthcare records came under a new and heightened level of confidentiality. In the regular course of business, Skipstone Healthcare interacts and communicates directly with candidates who may share their personally identifiable information. In turn, we collect, store, and process the information electronically and/or manually. With the belief that it is a person's right to have their personal information kept private, Skipstone Healthcare conducts business with respect for and in compliance with all applicable health information privacy laws, including but not limited to HIPAA. We respect our legal obligation to implement privacy procedures and technical security measures to keep personal information private and secure. As we are obligated to give all employees notice of our privacy practices, this statement describes how our staff may use and disclose medical information and how an employee may get access to this information.

**Required Health Information:** For employment through Skipstone Healthcare, "health information" includes the following items that we request on behalf of our facility clients:

- Annual physician's statement
- Documentation used to prove immunity to measles, mumps, and rubella (laboratory titers or records of MMR injection(s))
- Documentation used to prove immunity to varicella (laboratory titer, record of Varivax immunization, or immune by history statement)
- Documentation used to prove immunity to HBV (laboratory titer or record of HBV immunization series) or a declination statement thereof
- Annual tuberculosis screening (PPD test results or chest x-ray reading)
- Pre-employment drug screening (conducted by Skipstone Healthcare)

**Privacy & Disclosure Consent:** Skipstone Healthcare representatives cannot use an employee's health information or disclose it outside of our office without written permission. The written permission comes from a completed consent form (Health Information Privacy & Consent Confidentiality Statement) which allows account managers and quality assurance representatives to disclose an employee's health information for purposes of submittal to client facilities, of assignment to job openings at client facilities, and continued employment through Skipstone Healthcare at client facilities. At times, client facilities may request documentation other than the defined "health information" of a candidate's health and immunization records to comply with state or local regulations. In those instances, a Skipstone Healthcare representative will advise an employee of the requirements and request consent for that additional information to be covered under the same consent form already on file.

**Access to Personal Health Information:** The law gives employees many rights regarding personal health information. An employee may request photocopies of his/her personal health information, an amendment to any incorrect or incomplete information, additional copies of the general notice, or a list of the disclosures made of his/her health information.

**Modifications to Privacy Policy:** Skipstone Healthcare reserves the right to change this statement at any time in compliance with and as allowed by law. If we make any changes, the new policies and protocols will apply to all health information that we already have as well as to such information that we may generate or request in the future. We will send out notices of any changes via mail and post them in our office and on our website.

**Confidentiality:** Employees shall consider any patient information, client business practices, as well as the terms of an assignment agreement through Skipstone Healthcare strictly confidential. At no time during your assignment should you discuss your rate of pay, bonuses, or any other form of compensation while on the grounds of our client facilities. Any employee of Skipstone Healthcare, who violates this policy, with Clients, other employees, or while on the grounds of our client facilities, will be subject to disciplinary action, including possible employment termination.

### Facility-Specific Policies

**Facility-specific Policies & Procedures:** Since each facility to which you may be assigned will have its own set of rules and regulations, we ask that you clarify their policies during orientation at their facility. This inquiry will help you to feel more relaxed, improve the quality of patient care and make for a more enjoyable assignment.

**Absence Notification:** Any absence should be reported to the appropriate supervisor at your assigned facility at least two hours in advance of your scheduled shift. You should record the missed time appropriately on your timecard. Calling off sick may result in your inability to be available for your hourly guarantee, in which case, you will be paid only for the hours worked. If you plan to make up hours, it must be within that pay period and approved by your facility supervisor. This policy ensures that the client is not being billed overtime unnecessarily and that appropriate arrangements have been made with regards to the cost of paying for additional days spent in housing or making travel changes.

### Job Assignment-Specific Policies

**Amenities & Incidentals:** Skipstone Healthcare is not responsible for any incidental charges incurred while you are on an assignment. These incidental charges include, but are not limited to, telephone long distance, entertainment, meals, dry cleaning, and damages. You may be required to leave a deposit or credit card for such incidentals when checking into your housing.

**Car Insurance:** If you drive any car (one that you own, the clients, or a loaned rental car while on assignment) you must carry insurance coverage with limits of \$50,000.00/\$100,000.00. If you are provided with a rental car while on assignment with Skipstone Healthcare, you will be required to provide us with proof of insurance or purchase coverage through the rental car agency at your own expense. You will be responsible for the insurance deductible as well as any incidentals such as lost keys or excessive wear, or damages, while the vehicle is in your possession. If anything does happen to the car while in your possession, it is your responsibility to obtain a police report, complete an accident report with the rental car agency; and to notify the Skipstone Healthcare travel coordinator. In addition, all rental cars should be returned, to the rental car agency, on their designated return date, unless a written extension has been authorized and signed for the vehicle to remain in your possession.

**Assignment Issues & Concerns:** If, while you are on an assignment, you experience any difficulties, issues, or concerns, you should contact your recruiter to discuss the situation immediately. Skipstone Healthcare will address any complaints in a fair and responsible manner. If you have a concern or problem resulting from a misunderstanding or complaints, we encourage you to contact us and discuss the nature of the situation before going to facility personnel. **DO NOT WALK OFF OR LEAVE AN ASSIGNMENT FOR ANY REASON.**

**Issues & Concern Escalation:** In the event that your Recruiter is unable to assist you in resolving any issues or concerns you may have, he or she will then bring those concerns to the attention of the appropriate member of management. If for any reason you feel that your recruiter has not dealt with a situation appropriately or completely, you may request to speak with a member of management directly about the situation. **DO NOT WALK OFF OR LEAVE AN ASSIGNMENT FOR ANY REASON.**

**Assignment Extensions:** Frequently a Client will request an extension of your assignment at their Facility. If you choose to accept their offer, please alert your Recruiter immediately so that any changes in accommodations or travel arrangements can be made in a timely manner.

### Customer Service Policies

**Skipstone Standard:** We want you to feel comfortable and to be equipped with all of the necessary tools to do your work while away from home. If you have questions please do not hesitate to contact your recruiter or any Skipstone Healthcare Staffing representative.

**Facility Complaints:** Each of us is a reflection of Skipstone Healthcare Staffing and deserves to be treated with integrity, professionalism, and respect. We ask each Employee, as our representative in each Facility you are assigned to work, to avoid activities or situations that could damage the reputation of Skipstone Healthcare Staffing. In the event we receive a complaint from a Facility, about any Employee of Skipstone Healthcare Staffing, it will be fully documented in writing. Once documented we will research the complaint and discuss the situation with all relevant parties involved and then reach a conclusion of action dependant on the severity of the incident which could result in:

- An arrangement to resolve the misunderstanding between the Client, Skipstone Healthcare Staffing, and the Employee and/or,
- Termination of any current or future job placement with that client and/or
- Termination of any and all assignments with the Employee.

## On the Job Safety Policies

**Job Safety Practices & Procedures:** Employees are responsible for complying with state and federal safety guidelines outlined by OSHA. The Employee should review all safety guidelines and regulations specific to your job industry and field by visiting [www.osha.gov](http://www.osha.gov).

In order to understand all the risks of safety may be encountered on the job the Employee must:

- Comply with working conditions, safe work practices and personal protective equipment requirements for your job and/or assigned client facility.
- Report all unsafe conditions or observations of neglect and/or abuse to your unit direct Supervisor immediately.
- Upon arrival at the assignment ask for a safety guide for the facility, including safety equipment and evacuation procedure.
- Follow all safety and emergency policies and procedures of the facility that you learned in orientation.
- Do not undertake a job that appears to be unsafe.
- Do not use chemicals without understanding their toxic properties. (Always read the MSDS sheets)
- Keep cuts and scrapes properly covered.
- Notify your supervisor if skin rashes, lesions, or dermatitis may prevent you from working with patients, blood and/or body fluids.
- Attend required facility specific training and education programs.
- Supervisors will insist that employees observe and obey every rule, regulation, and order as it is necessary to the safe conduct of the work, and they will take such action as is necessary to obtain compliance.
- Employees are not permitted to use alcohol and/or drugs in the workplace. Anyone known to be under the influence of alcohol and/or drugs will not be allowed on the job while in that condition and will be subject to disciplinary action.
- No one will knowingly be permitted or required to work while his or her ability or alertness is so impaired by fatigue, illness, or other causes that they might unnecessarily expose that individual or others to injury.
- Employees should be alert to see that all guards and other protective devices are in proper places and adjusted, and will report deficiencies promptly to the supervisor.
- Horseplay and other acts that tend to endanger the safety or well being of employees are prohibited.
- Employees will not handle or tamper with any electrical equipment machinery, or air or water lines in a manner not within the scope of their duties.
- Maintain good housekeeping by keeping your work area clean and clear.
- Familiarize yourself with all escape exits and the location of any emergency cutoff valves or switches.
- Identify hazards before you start a job or procedure.
- Follow all warnings and instructions.
- In case of fire, call the fire department immediately (#911) or notify a supervisor to do so. Alert all occupants of the building so that a fast, orderly evacuation may take place. Be aware of the locations and proper operation for fire extinguishers.
- Never make changes on equipment to bypass safety devices. No not tamper with controls or switches on any equipment unless you're authorized to do so.
- Lift with your leg muscles, not your back, and have firm grasp and footing before lifting anything.
- Do not attempt to lift or move anything too heavy. Always ask for assistance if necessary.
- Comply with all posted personal protection equipment (PPE) notices.
- Refrain from using cellular telephones, or messaging devices, at work since they may interfere with critical equipment.
- Wash your hands before entering and after exiting an examination or procedure room.
- Maintain good health and practice good personal hygiene.

This list is not intended to replace the separate individual safety plans that our client facilities employ. Each client facility will have an infection control and hazard communications plan. Please refer to each client specific plan for details.

**Job Injury Incident Reporting:** Any work related injury or illness suffered by an employee, even a slight one, must be reported to a Skipstone Healthcare representative within 24 hours of the incident. If you receive an injury while on the job, follow the steps as outlined below.

- Seek appropriate medical attention and follow the facility specific injury on the job procedures.
- Contact your recruiter by phone immediately. If during Skipstone Healthcare business hours, call 888-499-4904 and advise your recruiter or an account manager of the situation.
- Complete a Job Injury Report form and fax it to your recruiter at 888-658-4954 within 24 hours.
- You may be required to submit to a drug screening. If you refuse, you will automatically forfeit any workers compensation benefits and may be released from the employment.
- Follow up with your recruiter if you lose any work due to the injury.
- Failure to report your injury within 24 hours of the incident could affect your eligibility for benefits.
- If you are exposed to blood or body fluids, wash the exposed skin with soap and water. Flush eyes with at least one (1) liter of water. Always notify your unit supervisor of any exposure incident immediately. You must be evaluated and treated immediately. It is important to seek medical attention within two hours of the incident.

If you have questions or concerns regarding incident reporting protocols, please contact your recruiter.

After reading the Employee Handbook please sign and date the Handbook Acknowledgement Form and return it to your Skipstone Healthcare Staffing Recruiter.