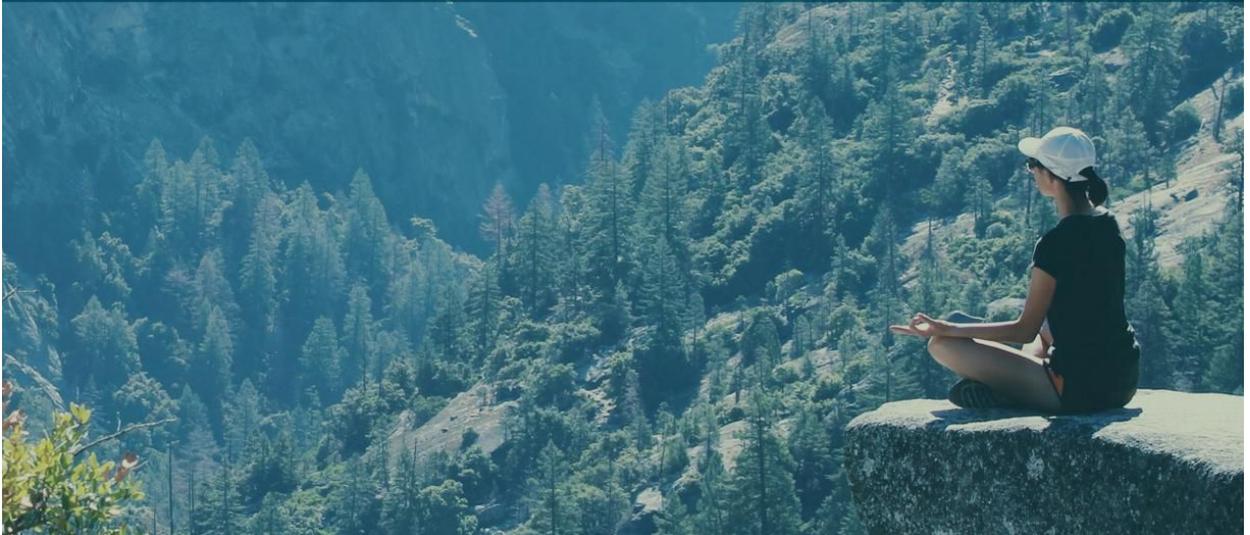




# EMPLOYEE HANDBOOK



Welcome to the team!

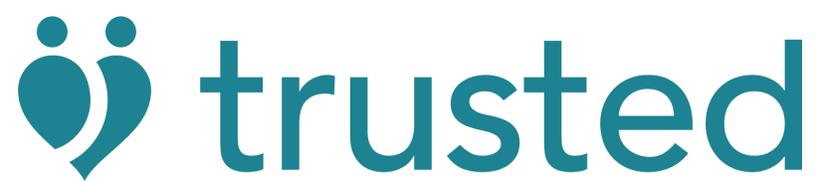
At Trusted On-Demand, we are proud and grateful to work with clinical professionals who bring to life our mission to deliver the care everyone deserves. Trusted On-Demand is committed to innovation, inquiry, and modernizing the way patient care is delivered to elevate the safety, quality, and efficiency of our healthcare system.

We take pride in our commitment to professionalism, clinical expertise, and excellence. To ensure mutual success in this commitment, we have prepared this Employee Handbook to provide you with a basic understanding of our mission, vision, policies, as well as your responsibilities as an employee. It was prepared to make you aware of what you can expect from us – and what we will expect from you.

You are required to review this Employee Handbook as it will serve as your point of reference for any standards, policies, and practices that Trusted On-Demand expects you to follow during your employment. You will be asked to sign an acknowledgement form that you have read the Employee Handbook which will be kept on file for our records. Any questions regarding this Employee Handbook's content or Trusted On-Demand's policies should be addressed through the Trusted On-Demand Concierge Team.

We are super excited to have you as part of our clinical team and as a member of the Trusted family. Our door is always (literally) open to calls, emails, texts about any questions, issues, or concerns you have during an assignment. But we also love to hear about your personal successes, projects, and inspirations – or even just a hello to catch up.

Best,  
Trusted On-Demand



## Administrative Basics

# Contacting Trusted On-Demand

## Trusted On-Demand Contact Information

For your reference, we have included basic contact information for Trusted On-Demand. You can reach the Trusted On-Demand Concierge Team via telephone, text, or email via the contact information below.

- Location: San Francisco, CA
- Hours: Monday through Friday, 9:00am to 6:00pm
- Telephone: 415-466-1466
- Email: [hello@trustedhealth.com](mailto:hello@trustedhealth.com)

## Emergency Contact

Please note that in the case of emergencies, you may call us outside of the listed hours at the phone number listed above.

In the event of an emergency, natural disaster, or other uncontrollable event, Trusted On-Demand will continue to provide service to you from a location where phones and computers are functional. We will do everything possible to support you in meeting your needs during a crisis situation. A copy of Trusted On-Demand's Emergency Management Plan is available upon request. The medical facility supervisor can provide you a copy of the medical facility's Emergency Management Plan.

## Employee Handbook Disclaimer

This Employee Handbook contains information about Trusted On-Demand's employment policies and procedures, and an overview of Trusted On-Demand's benefits. For specific information about employee benefits, you should refer to the plan documents, which are controlling. The policies and procedures in this Employee Handbook are guidelines only, and Trusted On-Demand complies with the federal, state, and local laws that are applicable to your specific situation. Trusted On-Demand reserves the right to interpret and administer the provisions of this Employee Handbook as needed. Except for the policy of at-will employment for all employees, Trusted On-Demand has the maximum discretion permitted by law to change, modify, or delete any provision in this Employee Handbook at any time with or without notice. However, oral statements or representations cannot supplement, change, or modify the provisions in this Employee Handbook.

Trusted On-Demand operates in numerous states within the United States. Federal, state, and local employment laws change with some frequency, either as a result of a judicial decision or new legislation or regulations. Although Trusted On-Demand seeks to monitor the laws in all states and localities where we have employees, our Employee Handbook may not always reflect the very latest requirements. We are, of course, committed to complying with all applicable laws even if the Employee Handbook includes an outdated provision. If you have specific questions, please contact your Trusted On-Demand Concierge Team.

You should read and become familiar with the information contained in this Employee Handbook. Failure to comply with Trusted On-Demand's policies or procedures may result in discipline, up to and including termination.

Like most companies, Trusted On-Demand does not offer individual employees a formal employment contract with Trusted On-Demand. Employment is "at will," meaning that you or Trusted On-Demand may end your employment at any time for any lawful reason.

This Employee Handbook is not a contract. It does not create any agreement, express or implied, guaranteeing you any specific terms or conditions of employment. Nothing contained in this Employee Handbook should be construed as creating a contract guaranteeing employment for any specific duration, nor does the Employee Handbook obligate you to continue your employment for a specific period of time. Either you or Trusted On-Demand may terminate the employment relationship at any time.

This Employee Handbook supersedes all prior versions published or distributed by Trusted On-Demand and all inconsistent oral or written statements.

## Clinical Supervision

Trusted On-Demand's Clinical Liaison provide clinical supervision for Trusted On-Demand's employees. The Clinical Liaison will have an understanding of the scope of services provided by the employee supervised and will consult with the appropriate practice acts, the professional licensing and certification boards, and professional associations as clinical resources, as needed. It is the Clinical Liaison's responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies.

# Floating Policy

## Determining Eligibility for Floating Assignments

You may only be placed in assignments that match the job description of your Trusted On-Demand Assignment Confirmation Agreement. If you are asked to float to another department at the medical facility, the department must be a like department or unit and you must have demonstrated previous competency and have the appropriate certifications and credentials for that department/unit. You should only be floated to areas of comparable clinical diagnoses and acuities.

## Procedures for Expressing Concerns with Competency Fit

The following procedures should be followed if you are assigned to an area in which you do not feel competent:

- You will immediately notify your Nurse Advocate.
- You are obligated to inform the medical facility of your professional limitations based upon the Nurse Practice Act standards and Trusted On-Demand's contract specifications as they relate to the assignment, and any other applicable professional standard.
- The Clinical Liaison will work within the bounds of each discipline's Professional Association or State Governing Body and the assignment agreement to resolve the issue.
- Trusted On-Demand will pay you for the hours worked up until the end of your shift.

# Payroll

## Payroll Practices

You will be typically paid weekly. You will have your pay deposited directly into your bank account of your choice that you indicate at the time of on-boarding in the pay system. Contact the Trusted On-Demand Concierge Team if you have any questions

## Salary Deductions and Withholding

Trusted On-Demand prohibits deductions from your pay except as required or permitted by applicable law. Trusted On-Demand will withhold the following from your pay:

- Taxes: Federal, state and local taxes, as required by law, as well as the required FICA (Social Security and Medicare) payments.
- Insurance: Your contribution to health insurance or other insurance premiums for yourself and any eligible family members or to other contributory benefit programs.
- Required Deductions: Wage garnishment, child support, and other income withholding orders or notices, as required by federal, state, and local law.
- Corrective Deductions: Deductions to correct for overpayments or incorrectly reported time, as permitted by federal, state, and local law.
- Authorized Deductions: Any other deductions which you authorize.

All deductions from your pay will be identified on your pay summary. You should carefully review your pay summary each pay period. If you have questions about any deductions or if you believe an improper deduction has been made, you must immediately report your concerns to the Trusted On-Demand Concierge Team. Trusted On-Demand will promptly investigate all complaints concerning your pay. If Trusted On-Demand has made an improper deduction from your pay, it will reimburse you as soon as practicable.

## Timekeeping

To ensure that Trusted On-Demand has complete and accurate time records and that you are paid for all hours worked, you are required to submit time worked at the medical facility daily. You must submit the time via weekly punch clock and/or photo upload via the Trusted On-Demand mobile application. You must record the time per medical facility timekeeping policies in addition to reporting your time to Trusted via the method provided to you in your medical facility orientation and assignment information.

You must record the start and end times of meal periods on the time application and/or daily punch clocks for meal breaks. Meal periods do not count as hours worked and are unpaid. If you perform work during your meal period, you must notify the medical facility supervisor and indicate on your time submittal to the Trusted On-Demand Concierge Team so the appropriate time-entry adjustment can be made.

You must accurately report all time in a timely manner. Falsifying time entries, including working "off the clock," is strictly prohibited. If you falsify your time entries or work off the clock, you will be subject to discipline, up to and including termination. You must immediately report to the Trusted On-Demand Concierge Team any medical facility supervisor or any other person who encourages/requires you to falsify your time entries or work off the clock.

### Compensation Rates

Your compensation rates (including, regular rate, overtime rate, double time rate, etc.) for assignments are provided in the Trusted On-Demand Assignment Confirmation Agreement and governed by the terms in the Trusted On-Demand Assignment Terms & Conditions.

### Discretionary Bonuses

You may be eligible to receive a bonus at the complete and sole discretion of Trusted On-Demand. Specifically, Trusted On-Demand reserves complete and sole discretion to determine whether any bonuses will be paid, and if so, to set any eligibility criteria, the amount of any bonuses (if any), and the timing of bonus payments (if any).

### Employee Complaint Procedure

If you believe there are any errors in your pay, including that you have been overpaid or underpaid, that improper deductions have been made from your pay, or that your pay does not properly compensate you for all hours worked, including overtime hours, off-the-clock work, and work performed during meal periods, you must immediately report your concerns to the Trusted On-Demand Concierge Team. Trusted On-Demand will promptly investigate all reported complaints. If appropriate, Trusted On-Demand will take corrective action as soon as practicable, including reimbursing any improper pay deductions.

Trusted On-Demand prohibits and will not tolerate retaliation against you because you filed a good faith complaint under this policy. Specifically, no one will be denied employment or any other benefit of employment or be subjected to any adverse employment action based on your good faith complaint. In addition, no one will be disciplined, intimidated, or otherwise retaliated against because you exercised your rights under this policy or applicable law. If you believe you have been the victim of

retaliation in violation of this policy, report your concerns immediately to the Trusted On-Demand Concierge Team or the Trusted On-Demand legal department at [legal@trustedhealth.com](mailto:legal@trustedhealth.com).

## Local Assignments

Trusted On-Demand sets out to offer you the opportunity to experience different local medical facilities, clinical colleagues, and clinical practices, while building your skillset as an adaptable and highly skilled clinical professional able to serve patients in a variety of ways.

Trusted On-Demand is for clinical professionals who are not leaving the place of their current residence and are living and working in the same tax home.

The opportunity to experience different medical facilities, clinical colleagues, and clinical practices without having to travel to other cities means that there are some important differences between working on a travel assignment at a local medical facility and working on a travel assignment at a medical facility away from your home.

### No Travel Reimbursements

Trusted On-Demand will not reimburse you for lodging and meals on a per diem basis, or otherwise reimburse you for such travelling expenses. As a clinical professional working in your home area, you are not eligible for travel reimbursements since you are not travelling away from your home area.

### No Guaranteed Hours

Trusted On-Demand generally does not offer you guaranteed hours on an assignment at a medical facility. Guaranteed hours are typically offered only for travel assignments to provide travelling clinical professionals a guaranteed amount of weekly pay. Guaranteed hours are not available to Trusted On-Demand clinical professionals.

### Medical Facility Exclusivity

Trusted On-Demand requires clinical professionals to agree to an exclusivity period for assignments at local medical facilities. Our exclusivity period is for the duration of the assignment and 3 months after an assignment. During the exclusivity period you are limited from being placed at the same medical facility by a different staffing agency.

Trusted On-Demand understands that our clinical professionals strongly value the experience and opportunities available through our assignments, and the difficulty of filling clinical staff shortages. We believe that the exclusivity provision is appropriate and necessary due to the fact that there are often limited alternative medical facilities for medical professionals with the same staffing needs in the same area.

We are confident that your experience with Trusted On-Demand will be exceptional and that you will want to continue to be part of the Trusted On-Demand family despite the contractual restrictions. Trusted On-Demand stands behind our premier experience

for clinical professionals and believe that there is no better experience to be had (and we'll do our best to prove it!)

# Workers' Compensation

## Note on Workers' Compensation

Trusted On-Demand provides you with workers' compensation insurance, and our goal is to help you safely return to work as soon as possible. Seek necessary immediate medical attention and notify Trusted On-Demand at the earliest possible opportunity. Please retain all documentation and records for reporting purposes. You will be required to complete an injury report form ASAP so that the injury can be reported to the insurance provider in a timely manner.

## Seeking Medical Care for Work-Related Injuries or Exposures

The severity and timing of your injury will determine where a physician will see you. In the case of an emergency situation, you are advised to go to the emergency room. If it is not an emergency situation, Trusted On-Demand can advise you on where to seek medical help.

# Meal and Rest Periods

## Meal Periods

### Meal Period Requirements and “On Duty” Meal Periods (California Employees)

If you work more than 5 hours on a shift, then you are entitled to an uninterrupted 30-minute meal period free from all duty to commence no later than the end of the fifth hour of work. You are entitled to a second uninterrupted 30-minute meal period free from all duty to commence no later than the end of the 10th hour, should you work that many hours in any given day. Only in limited circumstances, discussed below, can meal periods be waived. For this reason, unless there is a written agreement for an on-duty meal period approved by the medical facility supervisor, you must record the beginning and ending time of your meal period in the timekeeping system every day. During your meal period, you should be relieved of all duty, being at liberty to use the meal period time as you wish.

In limited situations, you may be authorized to work an “on-duty meal period” when the nature of your duties prevents you from being relieved of all duty. Only if the nature of your job duties requires it, and you and Trusted On-Demand have agreed in advance and in writing to an on-duty meal period, will you be permitted to take an on-duty meal period. In this situation, your on-duty meal period will be paid and treated as hours worked.

All work assignments are scheduled with the expectation that you will take your duty-free meal periods and we require you to do so. You may be asked to confirm in writing that you have been relieved of all duty and otherwise provided with all of your daily meal periods during the pay period or identify any meal periods that you have missed. At no time may you perform off-the-clock work or otherwise alter, falsify, or manipulate any aspect of your timekeeping records to hide or inaccurately reflect either meal periods or time spent working during meal periods.

If the medical facility requests that you work during your meal period due to patient care and safety needs, then you must obtain written and signed approval from the medical facility supervisor for each applicable shift and notify the Trusted On-Demand Concierge Team.

Please note that the medical facility supervisor is not authorized to instruct you how to spend your personal time during a meal or rest period. You should immediately report the medical facility supervisor’s instruction to skip or work during a meal period to Trusted On-Demand.

### Meal Period Requirements and “On-Duty” Meal Periods (non-California Employees)

You are generally permitted 30 minutes and up to a maximum of 1 hour for meal periods, unless otherwise specified by the medical facility policy.

Meal breaks are intended to provide you an opportunity away from work. You are not permitted to perform any work during meal periods. You are encouraged to take meal periods away from your work area.

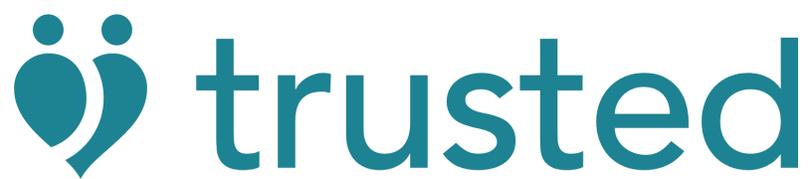
If the medical facility requests that you work during your lunch period due to patient care and safety, then you must obtain written and signed approval from the medical facility supervisor for each applicable shift.

## Rest Periods

You are entitled to take a 10-minute paid rest period for every 4 hours worked (or major fraction thereof), which should be taken so far as practicable in the middle of each work period. For example, you may take one 10-minute rest period for shifts between 3 ½ to 6 hours in length, a second 10-minute rest period for shifts of more than 6 hours and up to 10 hours, a third 10-minute rest period for shifts of more than 10 hours and up to 14 hours, and so on. (Trusted On-Demand generally will not authorize a rest period for you when total daily work time is less than 3 ½ hours.)

You are generally authorized and permitted to schedule your rest periods at your own discretion under these guidelines; however, the medical facility supervisor may ask that rest periods be scheduled to best ensure the smooth operation of your department. Rest periods may not be combined with other rest periods or meal periods.

Rest periods are counted as hours worked, and thus, you are not required to record them on timesheets or time cards. However, no medical facility supervisor is authorized to allow you to waive a rest period, and rest periods cannot be used to shorten the workday or be accumulated for any other purpose. You may be required to confirm that you have been provided an opportunity to take all of your rest periods during the pertinent pay period. If you are not permitted to take a rest break, you should contact the Trusted On-Demand Concierge Team.



## Benefits

# Insurance

## Health Insurance

### Health Insurance

Trusted On-Demand offers health insurance to full-time eligible employees, and you may choose from several plans. Details of the plans may be found in the Benefits Guide. This Employee Handbook does not constitute such a document.

Trusted On-Demand offers health insurance for you and your dependents. These programs are administered by a major medical insurance carrier or HMO. An employee contribution for coverage will be deducted from your salary based on your benefits selections. Your Summary Plan Description (SPD) contains more details about these plans. For more details, please refer to the specific SPD that governs each of the plans. In the event of any conflict between the information contained in this Employee Handbook and in Trusted On-Demand's SPDs, the SPDs shall govern. These plans are subject to change at Trusted On-Demand's discretion. Additionally, the amount that you may be required to contribute towards the premiums for any of these plans may be changed at Trusted On-Demand's discretion.

### Employee Contributions

Trusted On-Demand's benefits package is contributory; that is, you are responsible for a portion of the premium for your benefits with a portion of the premium contributed by Trusted On-Demand. Your contributory cost is deducted from your paycheck.

### Open Enrollment

At the time you are hired, you are given an opportunity to elect certain benefits. If you waive participation in any of these programs for either yourself or your eligible dependents, you will generally be allowed to apply for entry into the various plans only during an open enrollment period.

The open enrollment period allows you to add to or change your benefits coverage, and applications to change your benefits may be submitted during this period. Changes, additions, and other elections made during the open enrollment will take effect on the effective date. Once you have made a change, you generally cannot change that selection until the next open enrollment period (except in the case of certain life events; see Special Enrollment).

### Special Enrollment

Special enrollment allows individuals who previously declined coverage to enroll in the plan upon loss of eligibility for other coverage and upon certain life events, such as marriage and birth or adoption of a child. You must generally request enrollment within

30 days of the loss of coverage or life event triggering the special enrollment. For specific details regarding special enrollment, please refer to your SPD.

### Continuation of Health Coverage

Federal law generally requires employers with 20 or more employees to give employees, spouses, and dependent children the right to continue group health benefits for limited periods of time under certain circumstances, such as voluntary or some types of involuntary job loss, reduction in hours worked, death, divorce, and other life events. You ordinarily may continue your health coverage for up to 18 months after your employment is terminated.

### Enrolling in Benefits

As long as you are a regular full-time employee, you are eligible for benefits unless otherwise specified by Trusted On-Demand. You can also enroll dependents for benefits coverage. When covering dependents, you must select the same plans for your dependents as you select for yourself. Dependents include:

- Your legal spouse or qualified domestic partner.
- Your children, which may include natural, adopted, or stepchildren.
- Your qualified domestic partner's children.

Please note that your parents and siblings are *not* eligible dependents.

When it is time to enroll, you will receive an email with the necessary link to get started with enrollment and election of your benefits. If you experience a qualifying event later in the year, you can add or remove dependents from the plan within 30 days of the event. Typical qualifying events include:

- Marriage, divorce, termination of a domestic partner.
- Birth or adoption of a child.
- Death of a spouse or dependent.

## Dental and Vision Insurance

### Dental Insurance Options

Like our health insurance options, the plan will activate on your first day of employment should you choose to enroll. SPDs are available on the Trusted On-Demand benefits portal.

### Vision Insurance Options

Like our health insurance options, the plan will activate on your first day of employment should you choose to enroll. SPDs are available on the Trusted On-Demand benefits portal.

## Instances of Gaps and Out-of-Network Coverage

### Insurance In-Between Assignments

We are committed to providing the best experience for our employees, even between contracts. In the event of a non-working gap period between contract end and start dates, we offer pre-pay and pay-as-you-go options to ensure continued benefit coverage through the gap period.

This coverage only applies to a maximum 4-week gap (28 days total, where a week is considered Sunday - Saturday, following our standard definition of a pay/work week). If a non-working gap period exceeds 4 weeks (28 days), standard termination with COBRA coverage options applies.

The most common payment type chosen is the pre-pay option, where your portion of the health insurance premium is deducted from the last pay period of the previous assignment on a pre-tax basis. If you choose to pay-as-you-go, pre-tax deductions can be taken from any unused sick pay (if eligible) on the regular weekly deduction schedule, although deductions are generally paid by you to Trusted On-Demand on a post-tax basis. Trusted On-Demand reserves the right to catch up all unpaid premiums on the first pay of the new contract under the pay-as-you-go option. For more information on the pay-as-you-go option, reach out to the Trusted On-Demand Concierge Team.

### Out-of-Network Coverage

We recommend using medical providers that are in-network with your plan, as there are typically higher out-of-pocket costs with out-of-network care. However, we understand that medical emergencies can happen, and your health comes first.

If you end up using medical services from out-of-network providers, keep in mind that they can charge higher amounts for a service, whereas in-network providers can only charge the pre-negotiated rate that they've set with your insurance carrier. Thus, for out-of-network services, your insurance carrier will cover the amount specified in the SPD, and you will be balance billed for the difference between this set amount and the provider's charge.

## Disability Insurance

### Family Temporary Disability Insurance

By California state law, Trusted On-Demand is required to withhold a certain percentage of your wages pursuant to the Family Temporary Disability Insurance Act (FTDI) in order to fund the Paid Family Care Leave Program, as applicable. FTDI is

another disability benefits program that is administered by California's Employment Development Department.

Despite its name, the FTDI is not a leave program; it does not provide you with any entitlement to leave beyond that to which you are entitled pursuant to Trusted On-Demand's policy. You must notify the Trusted On-Demand Concierge Team if you intend to file for FTDI benefits.

All claims for FTDI benefits must be submitted directly to the Employment Development Department of the State of California. The Employment Development Department ultimately determines whether you receive FTDI benefits based on the serious health condition of certain family members that require your care. You may not be eligible for FTDI benefits if you are receiving State Disability Insurance, Unemployment Compensation Insurance, or Workers' Compensation benefits.

#### State Disability Insurance

In addition, we are also required to deduct a certain amount from your pay to provide State Disability Insurance (S.D.I.), as applicable. S.D.I. benefits are payable when you cannot work because of illness or injury unrelated to your employment. For information concerning these benefits, contact the Employment Development Department of the State of California, which administers the S.D.I. program.

#### Other Disability Insurance

Trusted On-Demand also complies with other state and local disability programs and may be required to withhold a certain percentage of your wages pursuant to federal, state, and local law.

## Taking Time Off

### Sick Leave

You are eligible for paid sick leave and will accrue one hour of paid sick leave for every 30 hours worked, up to a maximum of 72 hours, starting on the first day of employment. Any unused sick leave that is accrued under this policy carries forward into later years. You are eligible to use sick leave starting on the 90<sup>th</sup> day your employment.

Under this policy, you are entitled to sick leave for illness, injury, or to receive medical care, including routine medical and dental appointments, for yourself, your child, parent, spouse, registered domestic partner, your spouse's or registered domestic partner's child, or other persons designated by federal, state, and local laws when such person is ill or injured, or receiving medical care. If you have no spouse or registered domestic partner, you may designate one person for whom you will use leave under this policy.

You must submit documentation to use paid sick leave in certain situations, such as:

- Using paid sick leave for three or more consecutive shifts.
- Using paid sick leave during a week that contains a holiday.
- Using paid sick leave during your first and last weeks of your assignment.
- Using paid sick leave for a reasonably foreseeable or pre-scheduled absence.
- Needing to verify that your use of sick leave is consistent with our sick leave policy and any applicable federal, state, and local law.

In these cases, Trusted On-Demand must receive documentation on the reason for your leave before you can receive wages related to the use of the paid sick leave.

Trusted On-Demand may decide to implement sick leave policies that are more generous than required by the law. Leave under this policy may run concurrently with leave under federal, state, and local law, including leave taken pursuant to the California Healthy Workplaces, Healthy Families Act, the California Family Rights Act, or the Family Medical Leave Act.

## Civic Duties

Trusted On-Demand encourages you to perform your civic responsibilities. Below are our procedures regarding taking time to handle civic duties.

### Witness Duty

If you receive a subpoena to appear in court, please notify the medical facility supervisor and Trusted On-Demand immediately. You are expected to return to work as soon as your service as a witness is completed.

### Jury Duty

If you receive a jury summons, you must inform the Trusted On-Demand Concierge Team and the medical facility supervisor as soon as possible so that it can be determined whether your schedule is flexible enough to permit you to serve at that time. If not, Trusted On-Demand will ask you to request deferral to a more convenient date. Trusted On-Demand reserves the right to require you to provide proof of jury duty service to the extent authorized by law.

If you are released from jury service before the end of your regularly scheduled shift or if you are not asked to serve on a jury panel, you are expected to call the medical facility supervisor as soon as possible and report to work if so requested.

Trusted On-Demand complies with all applicable federal, state, and local laws regarding jury duty leave obligations.

### Voting

If you would like to vote in a public election, but do not have sufficient time to vote during non-work hours since your work hours are fully coextensive with voting hours (7 A.M. until 8 P.M.), you may arrange to take up to two hours off from work to vote to the extent required by law.

To receive time off for voting, you must obtain advance approval from the Nurse Advocate and the medical facility supervisor and must take the time off to vote either at the beginning or end of your work shift. This approved time off is to be made note of when reporting weekly time. Trusted On-Demand reserves the right to request a copy of your voter's receipt following any time off to vote.

### Leave for Emergency Rescue Personnel

To the extent required by law and permitted by the medical facility, if you are a volunteer firefighter, reserve peace officers, or emergency duty personnel, you may receive unpaid leave to perform emergency duty as a volunteer firefighter, reserve peace officer, or emergency rescue personnel. You may also take a temporary, unpaid leave of absence, not to exceed a total of 14 days per calendar year, in order to engage in fire, law enforcement, or emergency rescue training.

If you are participating as a volunteer firefighter, reserve peace officer, or emergency rescue personnel, please alert the medical facility supervisor so that they may be aware of the fact that you may have to take time off for emergency duty and/or training. In the event that you need to take time off for emergency duty and/or training, please alert the Trusted On-Demand Concierge Team and the medical facility supervisor in writing as far in advance as possible. You must provide the Trusted On-Demand Concierge Team with appropriate documentation evidencing your performance of emergency duty and/or attendance at training upon returning to work.

## Leave Policies Specific

### Leave for Victims of Felony Crimes

To the extent required by law, if you are a victim of certain specified felony crimes, or are an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim, you may receive unpaid time off from work to attend judicial proceedings related to that crime. Additionally, if you are victims of such crimes, you may take unpaid time off from work to be heard at any proceeding, including any delinquency proceeding, involving a post-arrest release decision, plea, sentencing, post-conviction release decision, or any proceeding in which a right of the victim is at issue.

If you meet one of the descriptions above and wish to take this leave, you must provide the Trusted On-Demand Concierge Team and the medical facility supervisor in advance with a copy of the notice of the proceeding. If advanced notice is not

possible, you must provide the Trusted On-Demand Concierge Team with appropriate documentation evidencing your attendance at the judicial proceeding upon returning to work.

You are expected to return to work if you are excused from the judicial proceedings during regular working hours or released from the judicial proceeding earlier than expected.

This policy does not extend leave to employees seeking leave because they have committed or are alleged to have committed a criminal act.

Retaliation for an employee taking leave permitted under this policy is strictly prohibited.

### Leave for Victims of Domestic Violence, Sexual Assault, or Stalking

To the extent required by law, if you are a victim of domestic violence, sexual assault, or stalking, you may receive unpaid leave to attend legal proceedings or obtain or attempt to obtain any relief necessary, including a restraining order, to ensure your own health, safety, or welfare, or that of your child. If you are a victim of domestic violence, sexual assault, or stalking, you may also receive unpaid leave to:

- Obtain services from a domestic violence shelter or rape crisis center.
- Seek medical attention for injuries caused by domestic violence or sexual assault.
- Obtain psychological counseling for the domestic violence or sexual assault.
- Take action, such as relocation, to protect against future domestic violence or sexual assault. You may choose to use any accrued sick leave time, if available, for the absence.

If you meet one of the descriptions above and wish to take this leave, you must provide the Trusted On-Demand Concierge Team and the medical facility supervisor with advance notice. If advanced notice is not possible, you must provide the Trusted On-Demand Concierge Team and the medical facility supervisor with the following certification upon returning back to work:

- A police report showing that you were a victim of domestic violence or sexual assault.
- A court order protecting you from the perpetrator or other evidence from the court or prosecuting attorney that you appeared in court.
- Documentation from a medical professional, domestic violence or sexual assault victim advocate, health care provider, or counselor showing that your absence was due to treatment for injuries from domestic violence or sexual assault.

If you are a victim of domestic violence, sexual assault, or stalking, you are entitled to a reasonable accommodation for your safety while at work, as required by applicable law. A reasonable accommodation may include: the implementation of safety

measures, including a transfer, reassignment, modified schedule, changed work telephone, changed work station, installed lock; assistance in documenting domestic violence, sexual assault, or stalking that occurs in the workplace; an implemented safety procedure; or another adjustment to a job structure. If you are a victim of domestic violence, sexual assault or stalking, Trusted On-Demand will engage you in a timely, good faith, and interactive process to determine effective reasonable accommodations.

#### Unpaid Family School Partnerships Leave

If you are a parent, guardian, step-parent, foster parent, grandparent, or individual standing in *loco parentis* with custody of school age children (K-12), then you are eligible for up to 40 hours of unpaid leave each year, not to exceed 8 hours in any calendar month, to participate in the school-related activities of your children or your registered domestic partner's children, as required by applicable law. You may take leave to find, enroll, or re-enroll your child in a school or with a licensed childcare provider, or to participate in activities of the school or licensed child care provider, or to address the child care provider or school emergencies.

You must personally notify the medical facility supervisor as soon as you learn of the need for the planned absence. You will be denied time off if you do not provide the Trusted On-Demand Concierge Team and the medical facility supervisor with adequate notice. Trusted On-Demand may require verification of the school-related activity, and we request that you schedule individually-scheduled activities, such as parent/teacher conferences, during non-work hours. If you request leave for unauthorized purposes, you will be subject to discipline, up to and including termination.

#### Leave for Organ and Bone Marrow Donors

If you provide written verification to the Trusted On-Demand Concierge Team and the medical facility supervisor that you are an organ or bone marrow donor (required for medical necessity), then you are entitled to receive a job protected paid leave of absence that may be taken in one or more periods in order to donate as long as you have been employed for at least 90 days, as required by applicable law.

Eligible organ donors may be able to take up to 30 business days of paid leave in any one-year period of time, and they will be required to use up to two weeks of their sick leave. Eligible bone marrow donors may be entitled to a leave of absence not to exceed 5 business days in any one-year period, and they will be required to use up to 5 days of their sick leave, applicable.

#### Pregnancy Disability Leave of Absence and Accommodation

To the extent required by law, you may be eligible to take a leave of absence up to 4 months for disabilities relating to pregnancy, childbirth, or related medical conditions (meaning a physical or mental condition intrinsic to pregnancy or childbirth). For the purposes of leave under this policy, "four months" means the number of days you would normally work within four calendar months (one-third of a year equaling 17 1/3

weeks), if the leave is taken continuously following the date the pregnancy leave commences.

If you are granted leave for pregnancy, you will be returned to the same or similar position to the extent required by law. Upon the advice of your health care provider, you may also be entitled to reasonable accommodation for conditions related to pregnancy, childbirth, or related medical conditions. You should promptly notify the medical facility supervisor and the Trusted On-Demand Concierge Team of the need for a reasonable accommodation. In addition, a transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties may be available pursuant to your request, if such a transfer is medically advisable. If you are affected by pregnancy or a related medical condition, please notify the medical facility supervisor as soon as reasonably possible as we cannot provide you with reasonable accommodation unless we know of the need for such accommodation.

Prior to the start of the leave, Trusted On-Demand will require a statement from your healthcare provider indicating that you are unable to perform your job and the anticipated date of your return. In the event that your leave exceeds the anticipated date of return, it is your responsibility to provide further verification from your health care provider that you are unable to perform your job and the revised anticipated date of return. Depending on your eligibility, medical insurance may be continued during the leave in accordance with the applicable plan document, COBRA, or provisions of federal, state, and local law relating to unpaid pregnancy disability or medical leave.

## Family and Medical Leave

Under the California Family Rights Act of 1993 (CFRA), if you have more than 12 months of service with your employer and have worked at least 1,250 hours in the 12-month period before the date you want to begin your leave, and if your employer employs 50 or more employees at your worksite or within 75 miles of your worksite, you may have a right to family care or medical leave (CFRA leave), as required by applicable law. This leave may be up to 12 workweeks in a 12-month period for:

- The birth, adoption, or foster care placement of your child.
- Your own serious health condition.
- The serious health condition of your child, parent, spouse, or registered domestic partner.

Under the New Parent Leave Act (NPLA), if your employer employs less than 50 employees at your worksite or within 75 miles of your worksite, but at least 20 employees at your worksite or within 75 miles of your worksite, you may have a right to a family care leave for the birth, adoption, or foster care placement of your child (NPLA leave), as required by applicable law. Similar to CFRA leave, the NPLA leave may be up to 12 workweeks in a 12-month period.

Even if you are not eligible for CFRA or NPLA leave, if you are disabled by pregnancy, childbirth, or a related medical condition, you are entitled to take pregnancy disability leave (PDL) of up to four months (the working days you normally would work in one-third of a year or 17-1/3 weeks) depending on your period of actual disability, as required by applicable law. PDL may include, but is not limited to, additional or more frequent breaks, time for prenatal or postnatal medical appointments, doctor-ordered bed rest, "severe morning sickness," gestational diabetes, pregnancy-induced hypertension, preeclampsia, recovery from childbirth or loss or end of pregnancy, and/or postpartum depression.

Subject to any permissible limitation, we will seek to reasonably accommodate your medical needs related to pregnancy, childbirth, or related conditions, and to transfer you to a less strenuous or hazardous position if it is medically advisable because of your pregnancy. You may request such reasonable accommodation, transfer, or PDL as necessary.

If you are CFRA- or NPLA-eligible, you have certain rights to take BOTH PDL and a CFRA or NPLA leave for reason of the birth of your child. Both leaves contain a guarantee of reinstatement to the same or a comparable position – at the end of the leave, subject to limitations allowed under the law.

If possible, you must provide at least a 30-day advance notice for foreseeable events (such as the expected birth of a child or a planned medical treatment for yourself or of a family member). Where practicable, you should also provide the estimated time and duration of the reasonable accommodation, transfer, or leave required. For events that are unforeseeable, you must notify the Trusted On-Demand Concierge Team as soon as you learn of the need for the leave.

Failure to comply with these notice rules is grounds for, and may result in, deferral of the requested leave until you comply with this notice policy.

- Trusted On-Demand may require medical certification from your health care provider before allowing you:
  - Reasonable accommodation, transfer, or leave for your pregnancy disability.
  - Leave for your own serious health condition.

Trusted On-Demand may also require medical certification from the health care provider of your child, parent, spouse, or registered domestic partner, who has a serious health condition before allowing you take leave to care for that family member.

Your employer may provide you with a copy of a medical certification to give to your health care provider to complete.

When medically necessary, leave may be taken on an intermittent or a reduced work schedule. If you are taking a leave for the birth, adoption, or foster care placement of a child, the basic minimum duration of the leave is two weeks and you must conclude the leave within one year of the birth or placement for adoption or foster care.

This notice is a summary of your rights and obligations under the Fair Employment and Housing Act (FEHA). The FEHA prohibits employers from denying, interfering with, or restraining your exercise of these rights. For more information about your rights and obligations, contact the Trusted On-Demand Concierge Team, visit the Department of Fair Employment and Housing's website at [www.dfeh.ca.gov](http://www.dfeh.ca.gov), or contact the Department at (800) 884-1684 (voice or via relay operator 711), TTY (800) 700-2320, or [contact.center@dfeh.ca.gov](mailto:contact.center@dfeh.ca.gov). The text of the FEHA and the regulations interpreting it are available on the Department of Fair Employment and Housing's website at [www.dfeh.ca.gov](http://www.dfeh.ca.gov).

#### Military-Related FMLA Leave

FMLA leave may also be available to you in connection with certain service-related medical and non-medical needs of family members. There are two forms of such leave. The first is military caregiver leave, and the second is qualifying exigency leave. Each of these leaves is detailed below.

#### Military Caregiver Leave

Unpaid military caregiver leave is designed to allow you to care for an injured service member. Military caregiver leave permits you to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. To be eligible for military caregiver leave, you must be a spouse, son, daughter, parent, or next of kin of the covered servicemember.

If eligible, you may take up to 26 workweeks of military caregiver leave to care for a covered servicemember in a single 12-month period. The single 12-month period begins on the first day leave is taken to care for a covered servicemember and ends 12 months thereafter.

Military caregiver leave applies on a per-injury basis for each servicemember. Consequently, you may take separate periods of caregiver leave for each covered servicemember and for each subsequent serious injury or illness of the same covered servicemember. A total of no more than 26 workweeks of military caregiver leave may be taken within any single 12-month period.

Within the single 12-month period described above, you may take a combined total of 26 weeks of FMLA leave including up to 12 weeks of leave for any other FMLA qualifying reason (e.g., birth or adoption of a child, serious health condition of yourself or a close family member, etc.).

You must provide the Trusted On-Demand Concierge Team with at least a 30 day advance notice of the leave, unless the leave must begin in less than 30 days because of the treatment date, in which case you must give notice as soon as it is both possible and practical given the particular facts and circumstances. Military caregiver leave will be governed by and handled in accordance with the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

### Qualifying Exigency Leave

The FMLA also provides for up to 12 weeks of unpaid leave within a 12-month period for your spouse, son, daughter, or parent on (or has been notified of an impending call to) "covered active duty" in the Armed Forces. The leave may also be extended to the family members of certain retired military servicemembers. This leave may be used to take care of such things as child care or financial and legal arrangements necessitated by the deployment of the family member.

"Covered active duty" for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country. "Covered active duty" for members of the U.S. National Guard and Reserves means duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation.

For qualifying exigency leave, you may be required to submit appropriate supporting documentation in the form of a copy of the military member's active duty or rest and recuperation orders or other military documentation indicating the appropriate military status and the dates of active duty status, along with a statement setting forth the nature and details of the specific exigency, the amount of leave needed and the your relationship to the military member, within 15 days. Qualifying Exigency Leave will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

### Military Leave of Absence

If you require time off from work to fulfill military duties in the U.S. military or California's National Guard, such leaves of absence will be treated in accordance with applicable requirements of federal and state laws. You are expected to notify the Trusted On-Demand Concierge Team and the medical facility supervisor of upcoming military duty by providing the Trusted On-Demand Concierge Team and the medical facility supervisor with a copy of your orders as soon as possible. Trusted On-Demand provides military service leaves of absence in compliance with the Uniformed Services Employment and Reemployment Rights Act, California's Military and Veteran's Code, and other applicable law.

If you need to take military service leave, you or an authorized military service office should provide advance notice to your medical facility supervisor and the Trusted

On-Demand Concierge Team. When possible, you should give at least a 30-day notice of your request for leave. If a 30-day notice is not possible because of military necessity or for other reasons, you should give as much advance notice to the Trusted On-Demand Concierge Team as possible.

Written notice is preferred, but not required. Where possible, please submit a copy of your military orders, training notice, or order to active duty to your medical facility supervisor and the Trusted On-Demand Concierge Team.

If you were only employed for a brief, non-recurrent (one-time only) period before the start of military service, you may not be eligible for leave under this policy.

#### Limited Nature of This Policy

This Policy should not be construed to confer any express or implied contractual relationship or rights to you not expressly provided by FMLA/CFRA/NPLA or any other federal, state, and local law.

Trusted On-Demand reserves the right to modify this or any other policy as necessary, in its sole discretion, to the extent permitted by law. Federal, state, or local leave laws may also apply, and this policy may be modified to comply with applicable federal, state, and local laws.



## Onboarding and Next Steps

# Orientation Process

## Objectives in Our Orientation Process

In keeping with our standard of excellence, Trusted On-Demand's initial application process and ongoing quality assurance initiatives are designed with the primary goal is to provide the highest quality of clinical professionals possible. Our objectives include:

- To recruit and employ skilled clinical professionals who are dedicated to quality care, and whose skills and qualifications are consistent with their assignment requirements.
- To provide a thorough orientation, in conjunction with the medical facility, so that they may perform their work in a safe and effective manner.
- To provide consistent opportunities for clinical professional education via our in-service training and clinical professional development program.
- To monitor the quality of clinical professional performance through regular on-site evaluations.
- To work closely with facilities while modifying our service concepts to meet their needs.

Each clinical professional undergoes a stringent screening process to verify skills and commitment to nursing excellence. Trusted On-Demand's primary goal when recruiting new clinical professionals is to fill vacancies with persons who have the best available skills, abilities, or experience needed to perform the work. Decisions regarding the recruitment, selection, and placement of clinical professional are made on the basis of job-related criteria.

## Orientation Process

### Proof of Citizenship or Ability to Work as Required by Law

Trusted On-Demand verifies eligibility to work in the United States. The U.S. Immigration and Naturalization Service require that you show proof of citizenship/eligibility to work by completing an Employment Eligibility Verification Form (I-9). Failure to produce the necessary proof according to the applicable laws will result in the postponement or termination of your employment.

### Background Checks

Trusted On-Demand may require a criminal background check as part of your application and orientation, which may include a felony and misdemeanor search in the state in which you reside, and may also include states and counties in which you had resided or were employed within the previous 7 years when specified in the written agreement between Trusted On-Demand and the medical facilities. Criminal

background checks can also be conducted post-employment based upon a reasonable suspicion of criminal activity.

All information obtained as a result of a background check will be used solely for employment purposes. You are entitled to request copies of any background check information to the extent authorized by federal, state, and local law.

Failure to timely complete an authorization may result in termination of Trusted On-Demand's consideration of your application. Falsification or omission of information may result in denial of employment or discipline, up to and including termination.

In addition, Trusted On-Demand verifies as part of your application that you are not included in the Office of Inspector General's or the Excluded Parties List System databases of excluded providers.

If you have any questions regarding this policy or if you have any questions about background checks that are not addressed in this policy, please contact the Trusted On-Demand Concierge Team.

#### Equal Opportunity Employer

Trusted On-Demand is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. Trusted On-Demand strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons on the basis of a person's:

- Race
- Color
- Age (40 or older)
- Religious creed (includes religious belief, observance and practice, and dress or grooming practices)
- National origin
- Ancestry
- Physical disability
- Mental disability
- Medical condition, including:
  - any cancer-related physical or mental health impairment from a diagnosis, record or history of cancer; and
  - a genetic characteristic.
- Genetic information, including information about:
  - an individual's genetic tests;
  - family members' genetic tests;
  - family members' diseases or disorders;
  - an individual's or family member's receipt of, or request for, genetic services; and

- o participation by an individual or their family member in clinical research that includes genetic services.
- Marital status
- Sex, including:
  - o pregnancy;
  - o childbirth;
  - o breastfeeding or medical conditions related to breast-feeding; and
  - o medical conditions related to pregnancy or childbirth.
- Gender
- Gender expression (a person's gender-related appearance or behavior, whether or not stereotypically associated with the person's sex at birth)
- Gender identity (meaning a person's identification as male, female, or a gender different from the person's sex at birth, or transgender)
- Sexual orientation
- Military or veteran status
- Other protected characteristic protected under applicable federal, state, and local law.

All Trusted On-Demand employees, affiliates, and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment.

Trusted On-Demand complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, and all applicable federal, state, and local law. Consistent with those requirements, Trusted On-Demand will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. If you believe you need an accommodation, contact the Trusted On-Demand Concierge Team. Trusted On-Demand will also, where appropriate, provide reasonable accommodations for an employee's religious beliefs or practices.

If you believe you need an accommodation because of your religious beliefs or practices, you should request an accommodation from the medical facility supervisor and inform the Trusted On-Demand Concierge Team. You may make the request orally or in writing. Trusted On-Demand encourages you to make your request in writing and to include relevant information, such as:

- A description of the accommodation you are requesting.
- The reason you need an accommodation.
- How the accommodation will help resolve the conflict between your religious beliefs or practices and one or more of your work requirements.

After receiving your oral or written request, Trusted On-Demand and the medical facility will engage in a dialogue with you to explore potential accommodations that could resolve the conflict between your religious beliefs and practices and one or more of your work requirements. Trusted On-Demand encourages you to suggest specific reasonable accommodations that you believe would resolve any such conflict. However, neither Trusted On-Demand nor the medical facility is required to make the specific accommodation requested by you and may provide an alternative, effective accommodation, to the extent any accommodation can be made without imposing an undue hardship on Trusted On-Demand or the medical facility.

If you are subjected to any conduct that you believe violates this policy, you must promptly speak to, write, or otherwise contact the Trusted On-Demand Concierge Team as soon as possible following the offending conduct. If you have not received a satisfactory response within 5 days after reporting any incident of what you perceive to be discriminatory conduct, please immediately contact [legal@trustedhealth.com](mailto:legal@trustedhealth.com). Trusted On-Demand will ensure that a prompt investigation is conducted.

Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. Trusted On-Demand will directly and thoroughly investigate the facts and circumstances of all claims of perceived discrimination and will take prompt corrective action, if appropriate.

No one will be subject to, and Trusted On-Demand prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Trusted On-Demand is committed to enforcing this policy against all forms of discrimination. However, the effectiveness of our efforts depends largely on employees telling us about inappropriate workplace conduct. If you feel that you or someone else may have been subjected to conduct that violates this policy, you should report it immediately. If you do not report discriminatory conduct, Trusted On-Demand may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

Any employee, regardless of position or title, whom Trusted On-Demand determines has subjected an individual to discrimination or retaliation in violation of this policy will be subject to discipline, up to and including termination of employment.

This policy is not intended to restrict communications or actions protected or required by federal, state, and local law.

#### License/Certification/Education Verification

As an applicant, you may be required to provide valid, original professional licenses to practice your profession in the state of the assignment, Basic Cardiac Life Support

certification, and any other professional certifications required for the practice of your specialty when specified in the written agreement between Trusted On-Demand and the medical facilities. Trusted On-Demand conducts primary source verification of professional licenses in all states where Trusted On-Demand is employing or offering placement for its clinicians, using the appropriate licensing bodies to verify issue date, expiration date, and active status of license to determine if a license has ever been suspended, revoked, restricted, reprimanded, sanctioned, or disciplined. Any disciplinary action on a professional license can be terms for non-employment with Trusted On-Demand and falsification of any documentation will render you completely ineligible for employment with Trusted On-Demand.

Trusted On-Demand will verify specific educational and/or certifications requirements for positions that have such requirements. Where education and licensure are required, but the license may not be obtained without meeting the education requirements, it is not necessary to confirm education, but only to verify the license. e.g., A RN in a state where licensure requires completion of an approved nursing program or completion of a certain number of continuing education units, Trusted On-Demand would only do a license verification since the RN could not obtain state licensure or renewal without completion of the education requirements. However, if the position requires state licensure and a master's degree, then both the licensure and the education would need to be verified.

While our team will do the best, it can to keep you abreast of any upcoming deadlines for renewals, it is your responsibility to maintain a current valid license. Failure to do so will result in removal from duties and progressive discipline. You are required to immediately notify the Trusted On-Demand Concierge Team if a license/certification is suspended or is revoked.

### Reference Checking

Trusted On-Demand verifies at least two reference from your previous employers or from clinical peers that may provide information related to your knowledge and applied job skill proficiency or confirm your dates of employment.

### Pre-Employment Skills and Competency Assessment

To ensure that work is performed safely and efficiently in the medical facility setting, you are required to complete a competency self-assessment for every unit and specialty to which they will be assigned. All current competency assessment tools are maintained in your personnel file.

You must also complete a competency examination for every specialty to which you would like to be assigned and receive a passing score (at least 80%, however some medical facilities may require a score greater than 80%). In addition, you must complete a pharmacology examination and receive a passing score. If you do not receive a passing score the first time, you will be given one additional opportunity to re-take the competency exam and pass. Failure to achieve a passing score acceptable

by the medical facility within the first two attempts renders you automatically ineligible for employment with Trusted On-Demand.

### Health Screening

As an applicant, you may need to go through a screening process when specified in the written agreement between Trusted On-Demand and the medical facilities, to demonstrate that you are free from communicable disease and any health impairment that is of potential risk to yourself, patients, and other employees, or that may interfere with the performance of your duties. All applicants may need to provide:

- Clearance for Work: If required by a medical facility, you must submit a written clearance for work conducted within the specified time period of the medical facility requirement (typically last twelve months prior to your hire date). The clearance for work shall include whatever specifications are required by the medical facility, which may or may not include a medical history, physical examination, laboratory work as indicated, and a written report to indicate that you are physically and medically qualified to perform the duties to be assigned. In addition, annual physicals will be required thereafter.
- Tuberculosis Test (TB): If required by the medical facility, a TB test will need to be conducted within the last twelve months prior to your hire date. The TB test may show a negative result. Should you test positive as a tuberculin reactor, you are required to submit documentation of a negative chest x-ray showing no abnormalities and/or provide proof of prophylactic antibiotic therapy. One clear chest x-ray is required following a positive skin test or a documented history of positive skin tests. Thereafter repeat chest X rays are not required if you present positive skin results unless required by the medical facility (in which case you may require additional chest x-rays). Applicants with positive TB results must also complete a TB questionnaire upon hire and annually thereafter when specified by the medical facility.
- Vaccinations: If required by the medical facility, you must submit proof of exposure to or immunization against rubella, rubeola, mumps, and varicella zoster.
- Drug Test: If required by the medical facility, you must submit to a drug screen that may screen any or all of the following: amphetamines, barbiturates, benzodiazepines, cannabinoids, cocaine, meperidine, methadone, opiates, phencyclidine, and propoxyphene. Some medical facility requirements may include additional panel components in the drug screen.
- Hepatitis B: If required by the medical facility, you must provide proof of vaccination against hepatitis B or sign a waiver/declination. The hepatitis B vaccine and vaccination series shall be made available at no cost to you. You shall not receive the vaccination if you have previously received the hepatitis B vaccination series or have antibody testing which reveals that you are immune, or, if the vaccine is specifically contraindicated for medical reasons.

Please note that random drug screening and drug screening for cause may occur at any time.

## Interview and Education

Any applicants whose qualifications are in question are interviewed by the Clinical Liaison. Interviews are designed to determine your knowledge, competence, and skills in specified areas of expertise. They are based on actual events and circumstances that applicants are likely to encounter in the work environment.

Applicants are also oriented to Trusted On-Demand's general policies and procedures, as well as specific administrative policies on overtime and scheduling. As an applicant, you are also oriented and asked to acknowledge your comprehension of a variety of topics, including but not limited to:

- Medication: administration, safety, prevention of errors
- Abuse: Child, elder, reporting, SCAN
- Sexual and domestic violence, assault, rape
- Drugs in the workplace, workplace violence
- Safety: electrical, fire, environmental, safety signals
- Hazardous materials
- Infection control and CDC Hand Guidelines
- OSHA and blood borne pathogens
- Dress code policy
- JCAHO education, National Patient Safety Goals, List of Abbreviations/Do-not-use
- Patient rights/advance directives
- Emergency preparedness
- End-of-life care
- Code situation policies
- Sentinel event policies and procedures
- Restraints
- Age-specific education
- HIPAA
- Pain management
- Body mechanics
- Documentation: of patient care, transcribing of physician orders
- Conscious sedation
- Patient safety and education
- Fall prevention

The completion of orientation shall be documented and will require your signature. The form will be retained in your personnel record.

## Education

Ongoing continuing education is your responsibility, and you must ensure that you have the necessary current knowledge and practice base. Online education programs are also available for continuing education, and Trusted On-Demand maintains a directory of online education providers. Evidence of continuing education and annual

required in-service education are part of the ongoing competency assessment program and will be maintained in your personnel file. Please provide the Trusted On-Demand Concierge Team with copies of your continuing education certificates.

### Maintaining Clinical Personnel Files

All personnel files are maintained by our compliance team, who monitors compliance and who are kept current through daily alerts of soon-to-expire or expired requirements.

## Orientations and Continued Learning

### Orientation

Trusted On-Demand will provide you with an orientation to Trusted On-Demand's policies and procedures, and you will receive this Employee Handbook. Trusted On-Demand attempts to provide a comprehensive and thorough pre-employment orientation and in-service training that reflects current compliance and promotes safe healthcare delivery. Additional supplemental materials are available upon request, including but not limited to, materials on the core competency requirements.

Some medical facilities also require some form of orientation. The amount of time required by each medical facility varies. e.g., Some medical facilities require computer training classes and orientation prior to the first shift worked. Trusted On-Demand will explain any required orientation to you prior to scheduling your first shift with the medical facility.

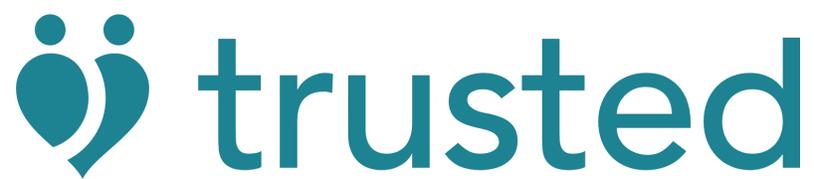
Some medical facilities also require that their pre-employment "packets" be completed by you before the first shift is worked. Since it is a pre-employment requirement (and without its completion, you would not be eligible for the assignment), there is no pay for this required activity.

### Reporting to a Medical Facility's Orientation

We recommend that you report for orientation with your photo ID as well as your license and certifications.

Once you have completed orientation and are reporting to the medical facility to work your shift, be sure to report to the medical facility supervisor; locate and comply with the medical facility policy and procedures manual; locate fire pulls, crash cart, med. room, linen cart, and appropriate exits; and always dress in proper attire when working at the medical facility.

Finally, please note that orientation is only paid when the time has been properly verified by the medical facility supervisor.



## Ethics and Conduct

# Ethics

## Code of Business Ethics

At the core of Trusted On-Demand's Code of Business Ethics (below) is our belief in fulfilling our mission to deliver the care everyone deserves by placing the interests of the medical facilities, and ultimately the patient, above our personal and individual interests. Our code is designed to reinforce the medical facilities' existing policies and procedures.

- Trusted On-Demand must preserve our reputation for integrity and professionalism. The manner in which you carry out your responsibilities (i.e., maintaining personal integrity) is as important as the results you achieve.
- All activities are to be conducted in compliance with both the letter and spirit of the law, regulations, and judicial decrees.
- Trusted On-Demand is committed to protecting the privacy, confidentiality, and security of personal (education, employment, and health) information of its employees. Specific information about employees is not to be released to anyone outside of Trusted On-Demand without a court order, subpoena, or applicable statute. Trusted On-Demand strive to provide authorized third parties with information whenever requested while maintaining our responsibility to control the release of information to protect the privacy and confidentiality of our employees and other corporate information.
- Marketing materials, regardless of medium, shall accurately describe our services, facilities, and resources.
- To maintain high standards of performance, Trusted On-Demand employs only the individuals we believe are most qualified without regard to race, color, religion, sex, age, national origin, handicap or disability in compliance with all federal, state, and local laws regarding discrimination.
- Trusted On-Demand is committed to maintaining a workplace environment in which you are free from sexual harassment.
- Trusted On-Demand will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, threats, intimidation, inappropriate gestures and/or physical fighting by any employee.
- Trusted On-Demand recognize that you are our most valuable assets, and we are committed to protecting your safety and welfare. Timely action will be taken to correct any reported unsafe conditions.
- Trusted On-Demand prohibits the use or possession of illegal drugs and alcohol abuse on medical facility property or while engaged in Trusted On-Demand activity.
- Trusted On-Demand is committed to providing education for all employees regarding your responsibilities to uphold our ethics and corporate compliance guidelines.
- Trusted On-Demand is committed to protecting our trade secrets, proprietary information, and other internal information, as well as those of the medical facilities.

If you become aware of any ethical issues or unethical practices, you must immediately report it to the medical facility supervisor and the Trusted On-Demand Concierge Team. If the medical facility supervisor is unavailable or you believe it would be inappropriate to contact that person because of their involvement in the situation, then you should immediately contact the Nurse Advocate. You can raise concerns and make reports without fear of reprisal or retaliation.

All reports and inquiries will be handled confidentially to the greatest extent possible under the circumstances. You may choose to remain anonymous, but please note that in some cases, your anonymity can make it more difficult to follow up and ensure resolution to the situation.

## Conflict of Interest Policy

Trusted On-Demand is committed to achieving the highest standards of professionalism and ethical conduct in its operations and activities. Trusted On-Demand expects you to conduct yourself according to the highest ethical standards of conduct and to comply with all applicable laws. This policy is intended to increase awareness of potential conflicts of interest and establish a procedure for reporting them.

### Conflict of Interest

You should always act in the best interest of Trusted On-Demand and not permit outside interests to interfere with your job duties. Trusted On-Demand prohibits you from using your position with Trusted On-Demand or Trusted On-Demand's relationship with medical facilities for private gain or to obtain benefits for yourself or members of your family.

For purposes of this policy, a potential conflict of interest occurs when your outside interests (for example, financial or personal interests) interfere with Trusted On-Demand's interests or your work-related duties. For example, a conflict of interest can occur when you are in a position to influence a decision that may result in a personal gain for yourself or a family member as a result of Trusted On-Demand's business dealings.

If you have a question about whether a situation is a potential conflict of interest, please contact the Trusted On-Demand Concierge Team.

### Favors and Gifts

Decisions should be made in the best interests of Trusted On-Demand and Trusted On-Demand's commitment to the medical facilities and patients we serve. Trusted On-Demand prohibits you from seeking or accepting any gifts, favors, entertainment, payment, or loans for yourself or family members from any medical facility or other party doing business with Trusted On-Demand, except when prior approval is obtained

from the Trusted On-Demand Concierge Team. Cash should never be accepted. If you violate this policy, Trusted On-Demand will take prompt corrective action, including discipline up to and including termination, if appropriate.

#### Reporting Procedure

If you become aware of any potential conflict of interest or ethical concern regarding your employment or another employee at Trusted On-Demand, you must promptly speak to, write, or otherwise contact the Trusted On-Demand Concierge Team or, if the conduct involves the Trusted On-Demand Concierge Team, the Trusted On-Demand legal department at [legal@trustedhealth.com](mailto:legal@trustedhealth.com) as soon as possible. You should be as detailed as possible.

Trusted On-Demand will directly and thoroughly investigate all concerns regarding conflicts of interest. Trusted On-Demand will determine whether a conflict of interest exists and what action should be taken.

#### No Retaliation

Trusted On-Demand prohibits any form of discipline, reprisal, intimidation or retaliation for reporting a potential conflict of interest or violation of this policy or cooperating in related investigations.

# Conduct

## General Standards

### Standards of Conduct Policy

To function effectively, Trusted On-Demand has policies and procedures to protect patients, and to ensure that your co-workers', medical facilities' and Trusted On-Demand's rights are respected. Conduct that may be disruptive, unproductive, unethical, or illegal will not be tolerated.

Violation of this Standards of Conduct Policy may lead to corrective or disciplinary action, up to and including termination, depending on the specific situation. The following is a non-exhaustive list of conduct that may violate this Policy:

- Falsifying records.
- Engaging in fraud.
- Removing medical facility property from the premises without authorization.
- Stealing or attempting to steal medical facility or employee property.
- Being habitually tardy or absent.
- Engaging in poor timekeeping.
- Fighting on the medical facility property.
- Being under the influence of intoxicating substances on the medical facility's property at any time.
- Being insubordinate.
- Using or abusing medical facility time, property, materials, or equipment without authorization.
- Gambling on the medical facility premises.
- Sleeping on the job.
- Using offensive or profane language at the medical facility.
- Bringing dangerous or unauthorized weapons onto the medical facility's premises.
- Being absent from work without authorization during scheduled work hours.
- Defacing the medical facility property.
- Engaging in criminal activity.
- Violating Trusted On-Demand's or medical facility's policies.
- Neglecting job duties.

Trusted On-Demand may consider your job performance, prior violation of work rules, and other relevant circumstances in determining whether to counsel, warn, suspend, or discharge you. It is up to Trusted On-Demand to decide whether corrective action, up to and including dismissal, is appropriate.

### Conduct while Assigned to Medical Facility

As a Trusted On-Demand clinician, you are responsible for exercising appropriate judgment and conducting yourself in a manner that reflects the highest standards of professional and personal ethics and behavior.

As a Trusted On-Demand clinician, you are required to abide by the following conduct guidelines:

- You must be duly licensed to practice your profession in any state where you are assigned and must maintain current professional standing at all times. You must also submit evidence of such licensing to Trusted On-Demand prior to commencing your assignment. Finally, you must notify us immediately in the case of suspension or revocation of your license, initiation of any proceeding that could result in suspension or revocation of such licensing, or upon the receipt of any notice or any other matter which may challenge or threaten such licensing.
- At least 10 days prior to the assignment date in your assignment detail, you must submit all requested documentation necessary to comply with the expectations of Trusted On-Demand, the medical facility, and the Joint Commission.
- You must observe and comply with the applicable policies, procedures, rules, and regulations established by the medical facility.
- You must agree to work all scheduled shifts as directed by the medical facility supervisor (including weekends and holidays).
- You must fully adhere to all quality assurance, peer review, risk management program, or other programs that may be established by the medical facility to promote appropriate professional standards of medical care. You must also accept both clinical and operational supervision from the medical facility supervisor.
- Patient records and charts shall at all time remain the property of the medical facility. You must agree to maintain the confidentiality of all information related to patient records, charges, expenses, quality assurance, risk management or other programs derived from or provided by the medical facility and all information related to this Employee Handbook and the Trusted Assignment Confirmation Agreement.
- You must immediately provide written notice to the Trusted On-Demand Concierge Team as to any legal proceeding instituted or threatened, or any claim or demand, made against you or us with respect to your rendering of services under the Trusted Assignment Confirmation Agreement.
- You must notify the medical facility of any unscheduled absence at least 4 hours prior to beginning a shift and notify the Trusted On-Demand Concierge Team within 24 hours to report the unscheduled absence.
- If you suffer any injury or illness, this must be reported to the Trusted On-Demand Concierge Team within 24 hours of the incident. If injury occurs while working, notify the medical facility supervisor immediately, and if applicable, seek appropriate medical attention and follow the injury procedures at the medical facility.

- You may not disclose any Trusted On-Demand trade secrets or any confidential or proprietary information belonging to Trusted On-Demand, our employees, the medical facilities we work with, or patients of those facilities.
- Trusted On-Demand prohibits you from discussing bill rates of medical facilities or the special rates of Trusted On-Demand with other healthcare providers or individuals who are not Trusted On-Demand employees.
- You are not authorized to issue any statement, written or oral, to any news media representative, or grant any public interview pertaining to Trusted On-Demand's operations or financial matters.

### Conduct while Working at a Medical Facility

The following set of standards are to inform and guide you during your work at the medical facility. The guidelines below include but are not limited to the following:

- Care should be rendered in a manner that enhances the personal dignity and rights of each patient. Any form of patient abuse and/or neglect will not be tolerated, and patient care providers are to support Trusted On-Demand's policies and procedures in this regard.
- Interactions with all medical facility patients, visitors, employees, physicians, vendors, etc., must be conducted in a courteous and professional manner at all times ensuring that Trusted On-Demand is always presented in the most favorable light.
- Counseling of the patient regarding personal problems and/or conversing with patients about topics not relevant to the plan of care is discouraged and unacceptable.
- Patients are to be dealt with equally and fairly.
- Appropriate language is to be used at all times at the medical facility and in any patient care area, whether private or public. Abusive, profane, threatening, demeaning, language resulting in violations of HIPAA regulations or compromising patient confidentiality can result in immediate termination.
- Touching patients, except in the direct delivery of care or by a greeting, is prohibited.
- Socializing with patients and/or patient's significant others outside of the medical facility or after their discharge from the medical facility is prohibited. You are not to call, date, nor develop personal or social relationships with patients, former patients, or family/significant others of patients, including giving of personal information or residential phone numbers. You should discuss with the medical facility supervisor and the Trusted On-Demand Concierge Team any matter of concern regarding your contacts with current or former patient's family members or patients' significant others.
- Rules and regulations related to patient confidentiality in all areas, including patient care in public and non-patient care areas, must be upheld. These rules and regulations include but are not limited to the following:
  - You are not to divulge to anyone any information or records concerning any patient without proper authorization. Unauthorized release of confidential

- information may constitute ground for termination and/or civil action.
- Conversations regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
  - Patients are not to be named or discussed with anyone in or outside of the medical facility who does not have the legal right to receive information about the patient.
  - Personal problems, concerns, or personal life information is not to be discussed with any patient, patient group, or family/significant others.
  - Criticism of or disagreement with other patient care providers or physicians may not be communicated within earshot of patients/families/significant others. A professional difference of opinion must be discussed in an appropriate private space.
  - Behavior in patient and clinical areas shall be oriented toward patient care. Personal reading and conversations, including personal phone calls, are not to be conducted in these areas.
  - Situations that may pose conflicts between your personal interests, Trusted On-Demand, or the medical facility are to be avoided. Accepting gifts or compensation of any kind as a consequence of your position at Trusted On-Demand is discouraged, and these gifts or compensation may not be solicited.
  - Inappropriate interactions with patients, staff, and others within the medical facility, are prohibited and will be met with investigation and quick response within the framework of Trusted On-Demand's policies and procedures.
  - All applicable rules or professional codes of conduct pertaining to your license and certification, in addition to the rules stated herein, are to be followed.
  - All Trusted On-Demand clinicians are expected maintain English proficiency standards and use English exclusively during all paid working hours.

## Dress Code Policy

As an employee of Trusted On-Demand, we expect you to present a clean and professional appearance when you represent us, whether you are in or outside of the medical facility. You are, therefore, required to dress in appropriate attire and to behave in a professional manner. Dress code policy must be followed at all times while at the medical facility. The Trusted On-Demand dress code includes but is not limited to the following:

- Clothing must be clean, neat, and allow for quick, efficient movement as necessary in the performance of job duties, including emergencies. Professional healthcare attire is acceptable.
- Unacceptable attire includes but is not limited to:
  - Bare midriffs.
  - Low cut, tank, tube, or sleeveless tops.
  - Transparent, provocative, excessively form fitting or revealing clothing.
  - Miniskirts.
  - Sweat (warm-up) shirts or pants.

- Clothing with printed messages, caricatures or pictorial representations (e.g., university logos, beverage cans, and cartoon characters) and applications that have the potential of falling off (e.g. sequins, glitter).
- Shorts.
- Denim jeans (any color).
- Spandex tights or leggings.
- Fishnet stockings.
- Hats (other than nursing caps).

Exceptions may be made with the written approval of the medical facility supervisor.

- Jewelry is to be kept at a minimum and in line with the general safety and infection control practices. Long dangling earrings, large or excessive necklaces and/or bracelets, and sharp rings are not acceptable.
- Fingernails must be kept short, clean, and natural, sans artificial applications.
- Hair must be neat and well-groomed.
- Shoes must be clean, in good repair, provide good support and protection and allow for quick and efficient movement as necessary in the performance of job duties, including emergencies. Heels should not be more than two-and-a-half inches high. Open-toed and open-back shoes are not permitted. Socks or stockings must be worn at all times.

## Social Media Policy

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board, chat room or on the social web, such as Facebook, LinkedIn, Twitter, Instagram, Pinterest, Tumblr, blogs, and wikis. However, your use of social media can pose risks to Trusted On-Demand's confidential and proprietary information, reputation, and brands, can expose Trusted On-Demand to discrimination and harassment claims, and can jeopardize Trusted On-Demand's compliance with business rules and laws.

Our guidelines for appropriate uses of social media include the following:

- You are solely responsible for what you post online. Any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects medical facility staff, patients, patient's families, people who work on behalf of Trusted On-Demand, or Trusted On-Demand's legitimate business interests may result in disciplinary action up to and including termination.
- Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.
- Should you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious,

obscene, threatening, or intimidating, that disparage customers, members, associates, or suppliers, or that might constitute harassment or bullying.

- You must strive to be honest and accurate when posting information or news about Trusted On-Demand, and if you make a mistake, correct it quickly. Never post any information or rumors that you know to be false about Trusted On-Demand, fellow co-workers, patients, patient's families, medical facilities, people working on behalf of Trusted On-Demand, or competitors.
- Maintain the confidentiality of Trusted On-Demand's trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how, and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.
- Do not create a link from your blog, website, or other social networking site to a Trusted On-Demand website without identifying yourself as an employee of Trusted On-Demand.
- Express only your personal opinions. Never represent yourself as a spokesperson for Trusted On-Demand. If Trusted On-Demand is a subject of the content you are creating, be clear and open about the fact that you are an employee of Trusted On-Demand and make it clear that your views do not represent those of Trusted On-Demand, fellow employees, patients, patient's family members, the medical facility, or people working on behalf of Trusted On-Demand.
- Refrain from using social media while on work time or on equipment at the medical facility.
- You may not speak to the media on Trusted On-Demand's behalf without contacting and securing permission from Trusted On-Demand.

If you violate Trusted On-Demand's policies, you may be subject to discipline, up to and including termination.

Trusted On-Demand prohibits taking negative action against you for reporting a possible deviation from this policy or for cooperating in an investigation. For more information or further guidance on social media policies, please contact the Trusted On-Demand Concierge Team.

## Policies Against Substance Abuse, Violence, Assault, and Harassment in the Workplace

### Substance Abuse Policy

Trusted On-Demand is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, this policy establishes Trusted On-Demand's intent to maintain a drug and alcohol-free workplace. Being under the influence of alcohol or illegal drugs (as classified under federal, state, and local laws), including marijuana, while on the job poses serious health and safety risks to employees, medical facility staff, patients, and other members of the public, which is

not tolerated.

Trusted On-Demand believes that maintaining a workplace that is free from the effects of drug and alcohol abuse is the responsibility of all parties involved in our business, including our employees and their assigned medical facilities.

The use, possession, sale, or transfer of illegal drugs (including the illegal use or abuse of prescription drugs), alcohol, or other impairing substances including on medical facility property, in medical facility vehicles, or while engaged in Trusted On-Demand related activity is strictly forbidden. Furthermore, being under the influence of drugs (including the illegal use or abuse of prescription drugs), alcohol, or other impairing substances, while on medical facility property, in medical facility vehicles, or while engaged in Trusted On-Demand related activities is strictly forbidden. A violation of this policy will result in disciplinary action up to and including termination. Depending upon the circumstances, other action, including notification of appropriate law enforcement agencies, may be taken against any violator of this policy. You must comply with this policy and notify Trusted On-Demand within 5 days of conviction for any use of, or distribution of a controlled substance. Failure to do so will result in immediate termination of employment pending the outcome of any legal investigation and conviction.

Trusted On-Demand requires a pre-employment drug screen, annual drug employment screen, and reserves the option to conduct a "for cause" drug screen for the presence of illegal drugs under certain conditions. Consent to the testing program will be a condition of employment of each and every employee. If the medical facility supervisor or Trusted On-Demand representative has any suspicion that you may be affected by or under the influence of illegal drugs, you will be asked to undergo a laboratory test to determine the presence of illegal drugs. Additionally, consistent with the law, drug and alcohol screening tests will be given after accidents or near misses, upon reasonable suspicion of alcohol or drug use, or upon any other circumstances which warrant a test.

Safety or security-sensitive positions are subject to drug and alcohol testing on a random basis.

If you are involved in any work-related accident or incident involving the violation of any safety or security procedures may be required to submit to drug and alcohol testing. This applies even if the incident did not result in injury to any person or any property damage.

Nothing in this policy is meant to prohibit the appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, to the extent that it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, you should

inform the medical facility supervisor and the Trusted On-Demand Concierge Team if you believe the medication will impair your job performance, safety, or the safety of others, or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication.

A violation of any of the above is subject to disciplinary action, up to and including immediate termination of your employment.

### Anti-Harassment Policy

Trusted On-Demand is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's race, religion, color, national origin, ancestry, physical and/or mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, military and/or veteran status, or any other legally protected characteristic will not be tolerated.

This policy applies to all aspects of your employment. Harassment of any other person, including, without limitation, fellow employees, patients, family members, medical facility staff, or other visitors, whether at the medical facility or outside of the of the medical facility, is grounds for immediate termination. Trusted On-Demand will make every reasonable effort to ensure that its entire community is familiar with this policy and that all employees are aware that every complaint received will be promptly, thoroughly and impartially investigated, and resolved appropriately. Trusted On-Demand will not tolerate retaliation against anyone who complains of harassment or who participates in an investigation.

### Sexual Harassment Policy

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature, and applies equally to men and women. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. Federal law defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when the conduct: (1) explicitly or implicitly affects a term or condition of an employee's employment; (2) is used as the basis for employment decisions affecting the employee; or (3) unreasonably interferes with an employee's work performance or creates an intimidating, hostile or offensive working environment. The following is a partial list of sexual harassment examples.

- Unwanted sexual advances—verbal and/or non-verbal.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs,

or jokes.

- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, e-mails, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Upon experiencing or witnessing sexual harassment in the workplace, report it immediately to the medical facility supervisor and the Trusted On-Demand Concierge Team. If the medical facility supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Trusted On-Demand Concierge Team. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the greatest extent possible, the alleged victim's confidentiality, that of any witnesses, and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, the alleged victim will be informed of the outcome of the investigation.

If you become aware of possible sexual or other unlawful harassment, you must immediately inform the Trusted On-Demand Concierge Team or Clinical Liaison so the allegation can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

#### Anti-Assault/Violence Policy

Trusted On-Demand is committed to providing a safe and secure workplace and an environment free from physical violence, threats, and intimidation. You are expected to report to work to perform your jobs in a nonviolent manner. Conduct and behaviors of physical violence, threats, or intimidation by you may result in disciplinary action up to and including discharge and/or other appropriate action.

Trusted On-Demand will not permit employment-based retaliation against anyone who, in good faith, brings a complaint of workplace violence or who speaks as a witness in the investigation of a complaint of workplace violence.

Workplace violence is any physical assault, threatening behavior, or verbally abusive remark that is made in the workplace and/or effect the workplace behavior of an employee, which includes but is not limited to:

- Verbal/Written abuse: Any verbal/written expression issued with the intent of creating fear or intimidation in another individual, or group of individuals, or verbal/written remarks expressed in a harsh, threatening tone, or in a joking manner within the workplace.

- Physical abuse: Any intentional movement of the body, which may include touching, gestures, pushing, striking, stalking, or any unwanted intrusion of “reasonable space” of an employee.
- Creating a hostile work environment: Any intentional non-physical action that can be considered intimidating, bullying, or harassing with the intent of creating an environment that has the purpose or effect of unreasonably interfering with an individual’s performance of where behaviors create hostile or threatening environment for example, making obscene phone calls or using threatening body language or gestures, such as standing close to someone or shaking your fist at them).

This list is illustrative only and not exhaustive. No form of workplace violence will be tolerated.

You must conduct yourself in such a way to reduce the possibility of any conflicts or acts that would create a violent, abusive, or unsafe workplace environment for yourself or others. You must notify the Trusted On-Demand Concierge Team of workplace violence incidents, which have occurred on or off-site that has the potential of impacting the work environment. You must also remove yourself or make a serious attempt to retreat from a situation that may lead to workplace violence and report this situation to the Trusted On-Demand Concierge Team.

#### Anti-Discrimination Policy

Trusted On-Demand is an equal opportunity employer and makes all employment decisions without regard to race, religion, color, sex, national origin, disability, age, genetic information, or any other status protected under applicable federal, state, and local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, benefits, compensation, and training. Trusted On-Demand seeks to comply with all applicable federal, state, and local laws related to discrimination and will not tolerate the interference with the ability of any Trusted On-Demand employee to perform their job duties.

Trusted On-Demand makes decisions concerning employment based strictly on an individual’s qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of other applicants or employees, and the individual’s past performance within the organization.

If you believe that an employment decision has been made that does not conform with Trusted On-Demand’s commitment to equal opportunity, you should promptly bring the matter to the attention of the Trusted On-Demand Concierge Team or [legal@trustedhealth.com](mailto:legal@trustedhealth.com). Your complaint will be promptly, thoroughly, and impartially investigated. There will be no retaliation against you for filing a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

### Procedure for Reporting and Penalties for Violations of Policies

You should report incidents of inappropriate behavior or sexual harassment as soon as possible after the occurrence. If you believe you have been harassed, regardless of whether the offensive act was committed by a medical facility supervisor, co-worker, vendor, visitor, you should promptly notify the Trusted On-Demand Concierge Team and, if appropriate, the medical facility supervisor. If the medical facility supervisor is involved in the incident, you should report the incident to the Trusted On-Demand Concierge Team. Trusted On-Demand takes claims of harassment seriously, no matter how trivial a claim may appear. All complaints of harassment, sexual harassment, or other inappropriate sexual conduct will be promptly, thoroughly, and impartially investigated by Trusted On-Demand.

Trusted On-Demand prohibits retaliation against any employee who files or pursues a harassment claim. To the extent possible, all complaints and related information will remain confidential, except to those individuals who need the information to investigate, educate, or take action in response to the complaint.

If it is determined that inappropriate conduct has occurred, Trusted On-Demand will act promptly to eliminate the offending conduct, and take such action as is appropriate under the circumstances. Such action may range from counseling to termination of employment and may include such other forms of disciplinary action (such as, for example, suspension), as Trusted On-Demand deems appropriate under the circumstances and in accordance with applicable law.

## Health and Safety in the Workplace Policy

### Health and Safety

Trusted On-Demand is committed to maintaining a safe workplace. To further its goal, Trusted On-Demand may issue safety rules and guidelines. You are required to comply with all Trusted On-Demand's rules and guidelines as well as any applicable federal, state, and local laws regarding workplace safety. In addition, you must keep your work area organized and free of any potential hazards. Failure to follow Trusted On-Demand's safety rules and guidelines may result in discipline, up to and including termination of employment.

If you witness any unsafe conditions or potential hazards, you must report them to your facility supervisor immediately.

### Procedure for Reporting Workplace Injuries and Illnesses

You must immediately report all workplace injuries, accidents, or illnesses to the medical facility supervisor, regardless of the severity, and to the Trusted On-Demand Concierge Team. You must also follow the medical facility's procedure for reporting any workplace illness or injury.

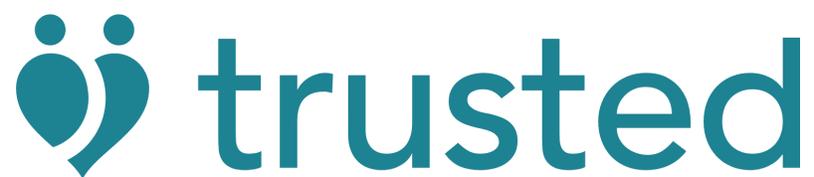
## Attendance Policy

### Attendance

Trusted On-Demand requires regular and punctual attendance. If you are going to be absent for a full or partial workday or late for work, you must notify the medical facility supervisor and the Trusted On-Demand Concierge Team as far in advance as possible. If you must miss work because of emergencies or other unexpected circumstances, you must notify the medical facility supervisor and the Trusted On-Demand Concierge Team as soon as possible. Failure to comply with Trusted On-Demand's attendance policy can lead to termination.

Absences and lateness will be considered excused if you requested the time off in accordance with Trusted On-Demand's policies and received the required approval for the absence. Absences will also be considered excused if you requested the time off in accordance with Trusted On-Demand's policy permitting a leave of absence, received the required approval for the leave, and is in compliance with the leave policy (for example, your absences while taking approved leave under Trusted On-Demand's policy will be considered excused).

You will be considered to have taken an unexcused absence if you are absent from work during scheduled work hours without permission, including full- or partial-day absences, late arrivals, and early departures.



## Evaluations and Education

# Performance Improvement and Education

## General Overview

The purpose of performance management is to enhance the knowledge, skills, and behaviors of all Trusted On-Demand employees. This is accomplished by providing a means of measuring your effectiveness on the job; identifying areas of development where you are in need of training, growth, improvement and/or additional resources; maintaining a high level of motivation through feedback with Trusted On-Demand; and establishing individual performance goals.

## Assessments of Performance

### Initial Assessment

Upon hire, Trusted On-Demand will inform you of all the competencies that must be met. For the initial assessment, the required competency self-assessments will serve as your baseline assessment. Review and education for errors on any competency exams, pharmacology exams, and additional examinations will also serve as areas of improvement.

### Quarterly Assessments

Trusted On-Demand has attempted to implement a continuous, systematic, and coordinated approach to measure and assess the medical facilities' feedback on all Trusted On-Demand personnel being utilized.

You will be assessed by the medical facility supervisor at least quarterly. This assessment focuses on professionalism, safety, patient care, compliance, assessment, planning, and documentation. It is also utilized to ensure satisfactory clinical performance.

Any unsatisfactory scores will be reviewed and discussed with you and methods for improvement recommended by the Clinical Liaison.

### Periodic Assessments

The Clinical Liaison conducts annual assessments of all employees. Quarterly performance evaluations are solicited via phone calls that review clinical performance based on feedback from facilities to which the employee in question has been assigned. The Clinical Liaison and the medical facility will evaluate your job performance based on the functions and standards as outlined in the assignment's job description. You, along with the Clinical Liaison, will identify strengths, accomplishments, and areas for improvement and development. All medical facility reviews, including initial and random assessments are also incorporated into the

ninety-day and annual performance reviews. You must also update the competency self-assessments at this time.

If an improvement in your performance is required, written recommendations identifying the performance expected will be created and will be used to clarify and gain your commitment to perform to those expectations. The Clinical Liaison will provide written coaching, resources, and suggestions to assist you in working toward the performance expectations established in this phase. In the event that a Performance Plan is created, it is expected that the Clinical Liaison will conduct progress checks or informal reviews of performance to determine whether the agreed-upon goals and objectives are being achieved, to recognize achievements, to discuss developmental needs, and/or to provide assistance in the accomplishment of performance goals.

### Performance Review

Every employee, who is currently working and has worked in the last year, will have an annual performance evaluation carried out by Trusted On-Demand, either during the month of July or December. You are eligible for annual evaluations if you have worked a minimum of one 13-week assignment during the preceding year and are active during the evaluation period.

Trusted On-Demand will attempt to obtain feedback from the medical facility supervisor regarding your competence and your ongoing performance. Unfortunately, some facilities will not cooperate with us in this regard, so we may also solicit feedback via other means. Any feedback from the medical facilities to which you have been assigned regarding your clinical and/or professional performance will be addressed with you immediately. Follow-up with said facilities will be completed within an appropriate time frame.

Annual skills checklists which apply to specialty area of work will be completed by every employee of Trusted On-Demand. When training needs are identified, an opportunity to complete the training will be provided at the earliest possible occasion.

Trusted On-Demand will assess aspects of your competence at hire, at performance evaluation, and as needed or required by state licensing agencies, to ensure that you have the skills or can develop the skills to perform and continue to perform your duties. Ultimately, the Clinical Liaison is responsible for ensuring that any areas of development that are identified are addressed.

### Ongoing/Continuing Education

As a Trusted On-Demand clinician, you are responsible for pursuing ongoing continuing education to ensure that you have a current knowledge and practice base. We maintain information on available resources for BLS, ACLS, PALS, etc. Evidence of continuing education and annual required in-service education are part of the ongoing competency assessment program and will be maintained in your personnel file. Please

be sure to provide Trusted On-Demand with copies of your continuing education certificates.

# Disciplinary, Ineligible-for-Rehire, and Termination Policies

## Disciplinary Action

Trusted On-Demand has established workplace standards of performance and conduct as a means of maintaining a productive and cohesive working environment. Our system emphasizes correction of the offensive behavior; however, if correction of the problem and sustained improvement does not occur, termination may result.

The following may be grounds for disciplinary action, up to and including termination:

- Accepting an assignment and not reporting to work and/or not notifying us of the absence.
- Unauthorized possession, use, or removal of property belonging to us or the medical facility.
- Failure to comply with all safety rules and regulations, including wearing safety equipment when instructed.
- Reporting to work under the influence of alcohol, illegal drugs, or in possession of either item on the premise of the medical facility.
- Lewd behavior, possession of weapons or explosives, or provoking, instigating or participating in a fight on the premise medical facility.
- Violation of the harassment policy.
- Insubordination of any kind, i.e., refusal to carry out reasonable work requests from the medical facility supervisor. (This action is grounds for immediate termination.)
- Leaving an assignment without notice, i.e., patient or assignment abandonment.
- Falsifying records, including but not limited to time records or claims pertaining to injuries occurring on the premises of Trusted On-Demand, the medical facility, or any other work sites.
- Disclosing confidential information without authorization.
- Disregard for established policies and procedures.
- Excessive cancellations or tardiness.
- Discourtesy to staff at the medical facility or to fellow Trusted On-Demand employees.

## Termination and Ineligible-for-Rehire Prevention

Unsatisfactory experiences may leave you designated as Ineligible-for-Rehire by certain medical facilities. Maintaining the high standards of conduct that we hold you to as a Trusted On-Demand employee can help you make the most of your assignment, positively represent other flexible clinical professionals like yourself, and open the door

to other flexible clinical opportunities. Below is a non-exhaustive list of tips on how to put these standards into practice and truly be “Trusted”:

- Be on time to all shifts.
- Take detailed patient reports.
- Show initiative; communicate early and often.
- Avoid handling personal business during your shift.
- Make every attempt to adjust to the medical facility’s procedures and guidelines.
- Be conscious of Joint Commission National Patient Safety Goals in your practice.

## Termination Policy & Point Scale

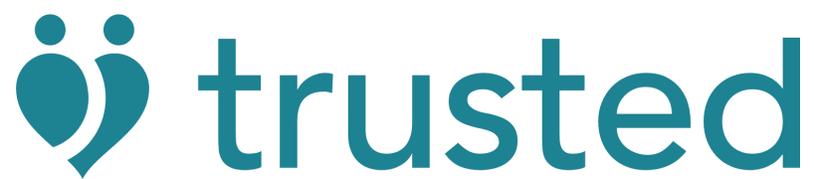
This Termination Point Scale serves to maintain a basis for an organization-wide performance improvement program based on a systematic approach to assessing and sustaining quality in clinical and professional outcomes.

While each case is clinically assessed on an individual basis and further investigated, this point scale is utilized to conduct objective assessments to ineligibility for rehire or termination. Receipt of five (5) points, either from a single incident or by accrual over a period of one (1) year will be considered for termination. Involvement in illegal activity will result in immediate termination.

1 Point	<ul style="list-style-type: none"> <li>● Attitude / lack of professionalism / customer service.</li> <li>● Poor time management.</li> <li>● Breach of policy/protocol.</li> </ul>
2 Points	<ul style="list-style-type: none"> <li>● Clinical incompetence – poor clinical judgement or performance.</li> <li>● Medication error.</li> <li>● Documentation error/deficiencies.</li> </ul>
3 Points	<ul style="list-style-type: none"> <li>● Danger to patient.</li> <li>● No call, No show.</li> <li>● Departing facility before end of shift secondary to dissatisfaction with assignment.</li> <li>● Termination or ineligibility for rehire (Do Not Rehire) from any local assignment for cause.</li> </ul>

5 Points	<ul style="list-style-type: none"><li>● Illegal behavior (includes false identity; falsified documentation, use of or distribution of controlled substances, etc.)</li><li>● Patient abandonment.</li><li>● Self-terminating local assignment without proper notice to facility or Trusted On-Demand.</li><li>● Error resulting in patient death or permanent physical or mental damage.</li></ul> <p><i>(When under investigation for the above behavior, you will be considered terminated until exonerated from all accusations.)</i></p>
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Should you have any questions regarding our termination policy, please feel free to contact the Trusted On-Demand Concierge Team for clarification.



## Giving Feedback

# Complaint Resolution

## Complaint Resolution Policy

### Purpose of Complaint Resolution Policy

This policy applies to any complaint and/or concern from the medical facility to which you are assigned regarding a situation or incident that results in the medical facility's dissatisfaction with you or Trusted On-Demand. The purpose of our complaint policy is:

- To have a positive impact in improving customer service and satisfaction.
- To understand the causes that underlie a complaint and to focus on making changes to end similar complaints in the future.
- To prevent compensable events and to protect Trusted On-Demand from medical facilities dissatisfaction.
- To analyze trend data to identify opportunities for improvement.

### Guidelines on Filing Complaints

You are entitled to full and equal accommodations, advantages, facilities, privileges, and services provided by Trusted On-Demand. Trusted On-Demand accepts complaints from persons who believe that they have experienced a violation of their rights. The following guidelines shall be followed in resolving complaints.

- Complaints must be filed within 30 days of the alleged act.
- The complaint must be a written document that describes the occurrence and why the employee filing the complaint believes the action or incident was in violation of their rights.
- To file a complaint, you must contact the Trusted On-Demand Concierge Team. An intake interview or phone interview will be conducted with the complaining party. If the complaint is regarding the Trusted On-Demand Concierge Team, you can alternatively contact [legal@trustedhealth.com](mailto:legal@trustedhealth.com)
- After a careful screening process, the complaint is investigated to determine if there is sufficient evidence to support the allegation. The complaint documentation must contain a claim which constitutes a violation of your rights.
- A complaint may be settled at any time after it is filed. Opportunities will be given to all parties involved to ask questions, provide information, and suggest witnesses in order to resolve the complaint.
- As the investigation proceeds, individuals will be interviewed, and pertinent records and documents will be reviewed.
- When filing a complaint, you must cooperate fully by providing accurate information and by supplying documents to support the allegations.
- All information gathered in the course of an investigation is subject to disclosure unless otherwise protected by an individual's right to privacy (e.g., medical records).
- If the complaint is substantiated, a reconciliation conference to settle the complaint will be scheduled. Settlement terms may require:

- Restoration of previously denied rights.
- Compensation of any out-of-pocket losses incurred by person filing complaint.
- Correction of other harm(s) resulting from the violation(s).
- Modification of practices that adversely affected you.
- Other actions to eliminate the effects of the violation of your rights.

Our goal is to always provide both you, medical facilities, and patients to which they are assigned with a consistent level of service and support. We encourage members of either party to contact the Trusted On-Demand Concierge Team to discuss any sources of dissatisfaction, and we have processes in place to resolve complaints in an effective and efficient manner.

## For Any Cases Requiring Further Complaint Resolution

If you have a concern about the quality and safety of patient care delivered by Trusted On-Demand's clinical professionals, whose concern has not been addressed by Trusted On-Demand, is encouraged to contact the Joint Commission at [www.jointcommission.org](http://www.jointcommission.org) or by calling the Office of Quality Monitoring at 630.792.5636. Trusted On-Demand will take no retaliatory or disciplinary action against you for reporting safety or quality of care concerns to the Joint Commission.

# Reporting Issues

## Guidelines for Filing Reports

Issues may arise while you are on assignment for Trusted On-Demand. It is important that you maintain professionalism and integrity throughout the conflict resolution process and remember that, above all, patient safety is the priority.

Common issues that may arise are:

- Conflict with medical facility staff.
- Conflict with patient and/or patient family members.
- Unfair patient assignments, or “dumping.”
- Assignment to a unit for which you are incapable of safely performing your duties.

In the event of any of the above events:

- Contact the medical facility supervisor for assistance.
- If escalation is required, contact the Trusted On-Demand Concierge Team for mediation.
- Complete an incident report at the medical facility (if required).
- Complete an incident report for Trusted On-Demand (if required).