

PPR Travel Nursing and PPR Education Services Policy & Procedure Manual



Talent Management

Travel Nursing

Education Services

Vendor Solutions

Standards of Professional Conduct

While on assignment, PPR employees are representatives of PPR. The employee's performance is integral to a facility's future use of healthcare professionals. In recognition of this responsibility, employees are expected to act in a professional manner throughout the course of the assignment.

It is the employee's responsibility to adhere to the rules, policies and procedures set forth by the facility. This includes any required professional competency, drug screening or other testing. The employee is responsible for all information presented during orientation. Allegation or commission of the following acts will be grounds for immediate termination:

- Negligence
- Malpractice
- Tardiness
- Unauthorized absence
- Substance abuse
- Insubordination
- Violation of facility rules
- Unprofessional conduct
- Breach or neglect of duty
- Failure to disclose reprimands on professional licensure.

In the event of misconduct, wages for hours worked prior to termination will be paid, less any deduction for housing (including lease termination costs) and benefit charges. Upon termination, PPR has no further financial obligation to the employee.

Ethics

PPR employees will:

- Provide services to patients regardless of race, creed, color, age, or sexual orientation.
- Respect the patient's right to confidentiality, privacy and individuality.
- Maintain professional integrity by neither seeking nor receiving personal compensation from purveyor of services in return for the referral of a patient or patients to such purveyor.
- Be responsible for informing the patient (or his/her representative) and the necessary medical and administrative personnel when a continuity of care plan is judged inappropriate.
- Maintain complete records and appropriately document the continuity of care process including assessment.
- Promote interdisciplinary practice and interagency collaborations to achieve continuity of care.
- Communicate an accurate assessment of patient care needs to service providers.
- Accurately represent any known limitations of services.
- Assure quality of practice through an ongoing evaluation process and participation in continuing education.



Equal Employment/Immigration

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications and abilities. PPR does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability or any other characteristic protected by law.

PPR will make reasonable accommodations for qualified individuals with known disabilities unless doing so will result in an undue hardship. This policy governs all aspects of employment including selection, job assignment, compensation, discipline, termination and access to benefits and training.

Any associate with questions or concerns about any type of discrimination or sexual harassment in the workplace is encouraged to bring these issues to the attention of his/her immediate supervisor and PPR's Human Resources leader. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action and/or termination of employment.

Immigration Law Compliance

PPR is committed to employing United States citizens and aliens who are authorized to work in the United States. Our company does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new associate must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. A rehired employee must also complete the form if they have not completed an I-9 with PPR within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or those who seek more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.



Benefits

401(k) Retirement Plan

PPR offers a 401(k) retirement plan. This plan is an easy and convenient way for employees to save for retirement. The employee's contribution also reduces taxes! When the employee contributes a portion of their salary into the retirement plan, he/she will reduce the taxable income by the amount of the contribution. For example, if an employee's annual salary is \$30,000 and he/she contributes \$3,000 to PPR's retirement plan, the reportable, taxable income is reduced to \$27,000. The employee immediately saves on income taxes. It is a remarkably effective way of providing for retirement. PPR will match employee contributions \$.50 on the dollar up to 6% of earnings, and the employees are 100% vested immediately. Employees are eligible to contribute after 6 months from their start date.

Referral Bonuses

PPR's referral bonus program is a great way for employees to earn extra money. Employees will receive a one-time referral bonus of \$1,000 for each person referred to PPR who completes a 13-week assignment.

Travel Reimbursement

Traveling is part of the job, and we can reimburse you based on general mileage guidelines. No receipts needed. Just check with your Recruiter to make sure you are eligible.

Bereavement Leave

PPR will permit up to three unpaid working days for an employee to be at home in the event of the death of a close relative (spouse, child, mother, father, sister, brother, grandparents, mother-in-law or father-in-law).

Gifts PPR sends employee gifts. The IRS considers gifts part of the employee's wages. That means PPR must withhold federal taxes on any gifts the employee receives. Some gifts may be considered work related supplies and may not be taxed. The amount of the gift is added to the employee's wages and accounted for on their pay stub. Employees can view their paystub online. If employees would prefer not to be included in this program, notify the recruiter, and the employee will be removed from the list.



Insurance

Medical, Dental, Vision & Life

PPR offers a comprehensive Insurance Program containing health, dental, vision and life insurance available for the duration of employment. If electing to participate in the insurance coverage, the employee pays a minimal premium which will be deducted weekly from the employee's paycheck. Dependent coverage is also available.

- Health Insurance – Basic Plan, Premium Plan, or a High Deductible Health Plan with correlating Health Savings Account
- Dental Insurance
- Vision Insurance
- Life Insurance - \$25,000 Term Policy and AD&D for associate only; 100% of Life premium is paid by PPR

Section 125

PPR offers a Section 125 plan which allows the employee to make premium contribution(s) to PPR's Group Insurance plan on a pre-tax basis. This means the employee's premium payments will be deducted from their gross income before income and Social Security taxes are calculated.

Professional Liability and Workers' Compensation Insurance

100% of premium is paid by PPR.

Supplemental Insurance

Life

Additional Term Life Insurance is available (up to \$500,000) for purchase for employees, spouse (up to \$250,000), and children (up to \$10,000).

Short Term and Long Term Disability

PPR offers Short Term Disability for all associates payable at 60% of the employee's weekly salary with a 30day waiting period. PPR offers Long Term Disability for all employees payable at 60% of the employee's monthly salary with a 180-day waiting period.



Payroll Information

Payroll Process

PPR pays weekly. Pay periods begin on Sunday and end on Saturday (unless otherwise specified by the hospital). In order to process payroll, **time sheets must be received by PPR every Sunday by 12:00 p.m., Eastern Standard Time.** In the event that a time sheet is not turned in by 12:00 p.m., EST, on Sunday, that paycheck may be delayed until the following pay period.

Time Sheets

Time sheets are provided by PPR or the facility to which you are assigned. When filling out a time sheet, calculate hours based on 15 minute increments. Each employee is responsible for properly documenting hours on the time sheet, getting signature approval of hours from the facility, and faxing/emailing the time sheet to PPR by Sunday at Midnight EST each week. Timesheet can be faxed to [877-309-5038](tel:877-309-5038) or sent via email to payroll_pprtmg.com In addition, if the facility has the employee complete a log for billing purposes, the hours in the log must match those on the time sheet. Any discrepancy which results in an overpayment in hours to the employee will be corrected with a future payroll deduction. It is important that an employee account for all hours that he/she is scheduled to work and that an explanation for any time off is included. Note all schedule changes (ex: sick time, requested time off, or exchanging hours on time sheet). In addition, if there is a missed shift due to facility scheduling, illness or any other reason, please contact PPR immediately. Should the facility request an employee to use its time sheets, please inform PPR immediately. PPR can then make appropriate arrangements with the facility before the end of the pay period.

Holiday Policy

PPR does not pay wages for holidays not worked. Employees will only be paid for the actual hours worked during pay periods in which holidays fall. PPR follows the traveler holiday schedule of the facility in which the current assignment is being conducted. If an employee works on one of the holidays predetermined by the facility, he/she will be paid at the over time/holiday rate. Please contact PPR for the holiday schedule and policy of the current facility.

Overtime

PPR follows all federal wage, state wage and hour laws for payment of overtime worked. Overtime is considered any regular hours worked over 40 hours per week (some state laws may be different). Some facilities do not authorize overtime work for travelers; therefore, overtime hours worked must be pre-approved by the on-site manager. If this is the case, the manager must also validate the overtime on the employee's time sheet.

On Call/Call Back

In some instances, the employee may be required to be on-call. In these instances, the employee will be paid a predetermined rate. Please indicate the hours in and out. In the event the employee is on-call and gets "called back" to work, he/she will be paid at a rate of 1.5 times the hourly rate as specified in the service agreement. When filling out the time sheet, do not include call back hours in the on-call column. Please indicate the hours worked.

Pay Corrections PPR takes all the responsible steps to ensure that employees receive the correct amount of pay in each paycheck. PPR also sees to it that employees are paid promptly on the scheduled day. In the unlikely event that there is an error in the amount of pay, the employee should immediately bring the discrepancy to the attention of his/her payroll coordinator so that corrections can be made as quickly as possible. Corrections will be made on the next pay period.



Confidential Information

Compensation data (hourly rates, salary, etc.) are confidential and must not be divulged to anyone. Discussing confidential information or divulging compensation data to co-workers and/or anyone outside the company may result in termination without previous counseling.

Work Schedule/Time Off

PPR recommends that the employee reviews with the facility and his/her recruiter all anticipated work schedules during the assignment. This includes weekends and overtime policies. Any absence from scheduled work must be approved by the facility, as well as PPR. Missed hours should be made up throughout the duration of the assignment. While at work on a PPR assignment, schedule is determined by the facility. Employees may not perform scheduled work for another employer during an assignment without advance approval from both PPR and the facility.

Housing

PPR offers both paid, private housing and a housing stipend option.

If choosing paid, private housing, employees are placed in private one-bedroom apartment (unless they requesting to share accommodations with another employee). An employee requesting a two-bedroom apartment for his/her own use, will be asked to pay the additional costs of the two-bedroom apartment and furniture for the second bedroom.

In metropolitan areas, especially those with housing shortages, PPR may lease apartments or condominiums in several complexes in order to house employees. While PPR strives to provide comparable amenities in each, the employee's individual housing may look different or have different amenities than the housing of other employees. This is dictated by availability at the time the employee starts an assignment.

Rent

PPR is responsible for paying the deposit and rent for the employee's apartment during the assignment. An employee may incur a rent and/or apartment charge on an assignment due to a special housing request, for which he/ she will be responsible.

Roommates

If the employee is traveling with another PPR employee, spouse or other travel partner, PPR will do our best to fulfill the employee's request to share an apartment. The employee should inform their recruiter of his/her needs prior to confirming the placement.

Pets

When the assignment is confirmed, the employee should let the recruiter know if he/she has pets. You should also include the breed and weight of each pet you are bringing on assignment. Many, but not all, housing complexes permit animals, and a select few are stricter on specific breeds or have weight restrictions, we will make every attempt to find something for you and your animal. The PPR housing department will need sufficient, advanced notice to secure housing with pet accommodations. The employee will be responsible for any pet fees and/or pet security deposits required by the condominium or apartment complex upon moving in. The employee will also be responsible for any fees involving damages upon moving out.



Move-in The employee should schedule his/her arrival to coincide with the business hours of the apartment or condominium complex. This will allow the employee to easily obtain keys and perform a move-in inspection with the property manager. PPR makes every attempt to have the apartment available for move-in 48 – 72 hours prior to the start of assignments.

Phone /Internet/ Cable

Phone, Internet and Cable installation, service and bills are the responsibility of the PPR employee. PPR is not responsible for telephone, cable or internet expenses. In most locations, employees may arrange telephone, cable, and internet hook-up in advance by contacting the local telephone company, provided by the PPR Housing Department. It is suggested that employees bring a personal phone on assignment. This will help in avoiding local leasing or phone rental charges. Most select one long-distance carrier and keep one account for long-distance charges throughout a travel career.

Utilities

PPR will pay 100% of reasonable and customary utility charges. This includes gas, water, electricity and trash removal.

Furnishing

PPR paid, private housing is furnished with the basic living essentials. These essentials may vary upon availability in different geographic areas. Optional items can be provided if the employee chooses to pay the monthly fee for extra amenities.

Move-out

Make arrangements to move out of PPR housing within 48 hours after the completion of the employee's last shift. Schedule and participate in a final walk-through inspection with the apartment manager before leaving. Please turn in keys and other property-provided items before leaving. Most properties charge a fee for non-returned items. Fees incurred are the responsibility of the PPR employee.

Cleaning

Upon vacating the apartment, employees are responsible for all expenses incurred related to damages or excessive cleaning. PPR will deduct fees assessed for cleaning and repairs from any compensation owed to the employee at the end of the assignment. The employee will also be responsible for any missing furnishings and/or excessive wear and tear of the home furnishings provided. To protect the employee's interests, it is vitally important that the employee inspects the apartment and notifies the apartment manager of any pre-existing damages or cleaning needed as soon as he/she moves in. **Assignment**

Extensions

When an employee extends his/her assignment, PPR's Housing Department works with the rental property to assist in keeping the existing housing arrangement. However, lease constraints outside of PPR's control, may necessitate the employee's relocation.

Items to Bring

If the employee plans to bring valuable personal possessions, PPR advises them to secure renter's insurance to protect investments. PPR is not responsible for stolen or missing items.



Employee Responsibilities

Employees residing in PPR provided housing are expected to: (a) maintain living accommodations in a clean and orderly fashion; (b) comply with all rules established by the management or owners of the housing; (c) respect the solitude and privacy of any roommate and/or other building residents; and, (d) accept the responsibility for payment of any telephone, cable television bills and damages incurred.

Emergencies

In the event that you have an emergency – please call PPR at 866.581.5038. We have an RN on call 24/7 if you have a clinical emergency. In the event that you have a HOUSING emergency-please call 877-592-9444. We have a 24/7 housing hotline available. If you call after hours – you will be directed to the appropriate resource.

Credentialing Requirements

PPR's Joint Commission Certification

The Joint Commission on Accreditation of Healthcare Organizations has awarded PPR the Health Care Staffing Services Certification. PPR has met national standards which ensure that competent staff is provided to healthcare facilities. PPR was the seventh staffing company in the U.S. to gain such certification. The Joint Commission seeks to continuously improve the safety and quality of care provided to the public. This is done through establishing standards that support performance improvement in health care organizations. The Joint Commission evaluates, accredits and/or certifies more than 15,000 healthcare organizations and programs in the United States. It is the nation's oldest and largest standards-setting and accreditation body in healthcare. Client facilities recognize that Joint Commission certified healthcare staffing companies employ only those professionals who meet well established standards and provide quality patient care. Certification is an important factor in creating a wider variety of employment opportunities for our employees.

Certifications

All employees must maintain a current certificate for Basic Life Support (BLS). For assignments in certain clinical areas, other certifications may be required and will be identified at time of placement. A copy of current certificates must be submitted for inclusion in PPR's files. Employees must bring original certificate(s) when reporting to the assignment so that the facility may inspect and copy the documentation. All certificates must be current prior to beginning the assignment. If certifications will expire during the assignment, employees will need to provide a plan to update or proof of class to update within two weeks of expiry date. Certifications must be maintained with PPR's Quality Management Department. PPR's certification Policy will supersede any hospital certification policy for PPR employees.

Medication Administration & Basic Nursing Skills Testing*

Nurses will be required to achieve 80% or better on a computer-offered medication administration and basic nursing skills test provided by PPR. Employees may also be required to pass a medication administration test given by the assigned facility. Some facilities may also require a nurse to pass a specialty-specific exam. **RNs only*



OSHA Testing

The Federal Government requires all employers of healthcare workers to provide education in blood borne pathogens, fire safety, and fall prevention. Employees will be required by PPR to complete generalized tests related to these areas. Employees must also complete in-service sessions addressing facility-specific OSHA topics conducted by the assigned facility.

Drug Screening

Prior to the first assignment and then annually, employees will be required to pass a 10-panel drug screen. Employees may be required to submit to a drug/alcohol screen more frequently if required by a facility. Some facilities may also require a drug screen that tests for more substances such as alcohol and nicotine.

Tuberculosis Screening

Employees must submit documentation of a negative TST administered within a year of the initial assignment. If the TST shows positive for the first time, the employee will be required to present a statement from a physician, PA or nurse practitioner confirming that there is no threat of infecting others with TB. If the employee has shown a positive PPD in the past, he/she must submit documentation showing negative chest X-ray within the past five years and complete a form stating that there are no signs or symptoms of TB.

Drug & Alcohol Use

It is PPR's desire to provide a drug-free, healthy and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform jobs in a satisfactory manner. PPR retains the right to test current employees at any time in response to reasonable suspicion on the part of management. While on PPR premises and while conducting business-related activities off premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescription drugs is permitted on the job only if it does not impair the employee's ability to perform the essential functions of the job. This must be done effectively and in a safe manner that does not endanger others in the workplace. Violations of this policy may lead to disciplinary action, immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance, abides by all PPR policies, rules and prohibitions relating to conduct in the workplace. Likewise, any leave granted must not cause PPR undue hardship.

Physician's Statement

A statement by a physician, PA or nurse practitioner ascertaining that the employee is physically and mentally able to work must be on file with PPR. The appropriate form is provided with the New Hire paperwork. There must be an updated physical and physician's statement each year. Some facilities will perform physical examinations at the beginning of an assignment. Other facilities may require pre-employment drug screening while some may ask employees to bring additional health documentation to the assignment. Recruiters will help ensure that employees are prepared to comply with all facilities.



Immunizations and Titers

Documentation of immunity to measles (rubeola), German measles (rubella), mumps, varicella (chicken pox), and hepatitis B must be submitted to PPR before the first assignment. Immunity can be shown through documented titers. Attestation of having the disease is not considered sufficient proof of immunity.

Identification/Work Eligibility Documents

On each assignment, employees must bring original documents that establish both the employee's identity and employment eligibility. A Social Security card and a driver's license are the most common documents used to complete the Employment Eligibility Verification form (I-9) for PPR and the facility. For questions regarding other acceptable documents, call PPR or the facility well in advance of departure for the assignment.

Licensure

All states require that employees hold a current license valid to practice in the state in which they are assigned. It is important that employees plan enough time to achieve the legal ability to practice in the state of assignment. Licensure is the employee's responsibility. Employees are accountable for the timely submission of completed, accurate applications and for following all prescribed procedures related to paying fees, obtaining verifications, filing fingerprints and documenting education.

Before starting an assignment, each employee must submit to PPR a copy of his/her temporary or permanent license for the state in which he/she is assigned. It is also the employee's responsibility to follow-up on the status of permanent licensure if they are issued a temporary license. Employees should carry any required professional license and/or certification from their home state and assignment state during all working hours of the assignment. It is the employee's responsibility to present documentation of all required licensure and certification(s) if asked by supervisors.

Neither PPR nor its clients will pay for any work performed by employees who are not licensed or who do not have the legal right to practice in the state in which services were provided. PPR employs only those healthcare professionals who hold a current, unencumbered, active license to practice their professions. If at any time during employment with PPR, one or more of the employee's professional licenses is disciplined, reprimanded, becomes under investigation, or otherwise – the employee must notify PPR's Quality Management Department. Failure to do so may result in termination of employment.

To Obtain Reimbursement for Licensure

PPR can reimburse for some or all of the expenses related to achieving licensure once the employee starts the assignment. License-related expenses include fees for verifications and mailing. This does not include food or lodging. A copy of the employee's license and receipts proving expenses must be submitted to PPR in order to process licensure reimbursements. In the event of assignment cancellation, licensure reimbursement may be withheld from any compensation owed to the employee.

Other Requirements/Background Check

Healthcare professionals may need to meet additional requirements if mandated by a specific healthcare facility. These may include, but are not limited to, mask fit-testing, color blind testing, a 12-panel drug screen, and additional references. PPR the company may investigate or obtain records of the following, but not limited to, criminal history, education verification, motor vehicle report, personnel information, references, periodic drug and alcohol testing and medical history.



Work Injuries/Incidents

It is critical that employees notify PPR about any significant incident that occurs while on assignment. Any on-the job injuries, exposures to disease, illnesses that may be attributable to the workplace or any other significant incidents must be reported to the supervisor at the facility. The PPR recruiter must be informed immediately after the event, as well. If an employee ever experiences a work injury, the employee should always seek first aid or other medical attention as soon as possible. If the employee is not able to first talk with his/her recruiter or worker's compensation officer, check with the on-site supervisor. Then, go to the facility's emergency room, outpatient area or clinic to receive treatment. As long as a work injury is properly documented, reasonable necessary follow-up medical attention will be paid for by the appropriate worker's compensation insurance. This will continue even after the assignment has ended. If the employee anticipates further treatment may be required, be sure to check with the PPR worker's compensation officer. The officer will provide the name, address and policy number for the employee to give future medical providers. Most insurance carriers need to hear from the employee before seeking follow-up treatment in order to give prior approval for payment or physician selection.

For work related injuries, employees must complete a Worker's Compensation Incident Form. Please contact your recruiter to obtain this form within 24 hours of injury. For all other incidents please contact your recruiter for our general Incident Report Form. This must be completed within 24 hours of incident.

Worker's Compensation Insurance

A worker's compensation insurance policy is maintained for all assignments in which PPR issues employee's paychecks. This provides employees with comprehensive coverage in the event of an on-the-job injury or work-related illness.

Occupational Exposure to Disease

If the employee is in a situation with a likelihood of exposure to a contagious disease (e.g., tuberculosis) or a blood borne pathogen (e.g., hepatitis B or HIV), immediately report this to the facility supervisor. Follow up with a report to the worker's compensation representative. Before the employee starts an assignment, he/she will need to provide documentation of the hepatitis B vaccination series or a waiver of vaccination. While on assignment, any required vaccinations for hepatitis B will be provided to the employee through reimbursement of expense by PPR. If this is not already completed, employees are strongly encouraged to take this significant preventative step. There has been an increased emphasis on educating health professionals on occupational exposure to disease, particularly those illnesses that are communicable by blood borne pathogens. PPR is committed to fulfilling an obligation to reduce the risk of exposure through vaccination, education and follow-up of any incident. If an employee becomes ill and has reason to believe the illness is work-related, it is important that the employee notifies the facility supervisor, PPR recruiter or worker's compensation officer immediately in the same manner that he/she would in the event of injury.

