



STAMBUSH
STAFFING

Policy & Procedure Manual

Updated May 1, 2020



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Important Contact Information

Phone Numbers

Office Number _____ (713) 334-1818
Main Fax Number _____ (832) 565-9000
Scott Stambush (cell) _____ (713) 582-3444
Fred Salazar (cell) _____ (713) 419-3693

E-Mail Addresses

Scott Stambush
Fred Salazar
Susan Stambush, PT, MTC

scott@stambush.com
fred@stambush.com
scott@stambush.com



Thank you for choosing Stambush Staffing, and congratulations on being hired. May you always feel welcome.

As you read these policies please know that it is impossible for us to cover every single scenario possible, and that calling our Director of Staffing is the best way to get the ball rolling towards getting a specific answer.

These policies and procedures are somewhat like life in that they will change from time to time. Consequently, it is your duty and responsibility to thoroughly read the P&P, keep up with all company newsletters, emails, and even ask our Director of Staffing for an updated P&P every once in a while, especially when you have been notified of a change. We will try to keep an updated copy on our website, but the best way is to call our Director of Staffing and ask for one.

This manual should give the reader a broad view of our policy, procedure, and benefits.

Scott Stambush
CEO



Benefits

In General, Stambush is an equal pay employer. But there are exceptions such as, having less than two years' experience, having legitimate complaints lodged against you, being on probation, or scoring less than a 70% on the competency test.

I. Insurance

Workers Compensation and Professional & General Liability Insurance:

- Provided at Stambush's expense
- Coverage is provided to our group as a whole, so individual names are not submitted to the insurance company

**** Effective 01/01/17 Stambush Staffing has suspended offering health, dental, vision, long term disability to all employees. We continue to offer AFLAC and 401K. This will remain in effect until further notice.**

II. Office Personnel Only – PAID HOLIDAYS

New Year's Day
Good Friday (Easter)
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

III. Mileage Reimbursement

Due to the distance to *some* of the facilities that we service, specific agreements have been reached for mileage reimbursement. This reimbursement is passed directly to you. Stambush Staffing does not make a profit from this reimbursement.

If you have any questions which facilities pay mileage, please call our office.

IV. Hepatitis B Vaccination

Stambush Staffing will pay for your Hepatitis B vaccinations if you desire. A form in your employee packet authorizes your declination of this offer with an option to exercise this privilege at any time.

V. Stambush Employee Lotter Pool

The Stambush employee lottery pool works like this:

\$1.03 is taken from your paycheck every week that you work. The three cents is for administrative charges, and the \$1.00 is used to buy a Mega Million Lottery ticket. If one ticket wins, then everybody in the pool will share equally provided they are in good standing at the time of payout. Otherwise, their \$ 1.03 will be returned.

Stambush may take up to six months to effect a payout in order to make sure that it is done properly, and take an accurate reading of all the people who plan on quitting if we win the jackpot. This is so that no customers are suddenly hurt by the creation of any instant millionaires.

So, if we win the lottery in a big way, do not quit or get fired. Just stay where you are, wait to collect your big money, and have a little patience. Of course, if a written resignation has been submitted prior to winning the lottery, then the employee is free to leave at the date specified in the resignation letter and will not be penalized.

The Stambush Lottery Pool is strictly voluntary. Anyone interested will be required to sign our Lotter Pool Agreement, which over-rides the language in this P&P.

VI. Referral Fee

Stambush Staffing will pay up to \$1,000 to **any employee, former employee, or non-employee** who refers a professional to Stambush. The referred person must work full time for two months (or 344 hours) within six months - this would come to a little over 13 hours per week. **Employees' referral fees will be added to their paychecks, and former employees or non-employees will get a 1099.**

This includes office workers too, but answering the phone first and then putting the applicant on hold for Scott does not count.

So that our customers can trust us not to steal their staff, any referral that arises out of the staffing relationship where a customer's staff is the referred person is excluded from this referral fee.

VII. 401K

Stambush offers a 401K package to all employees. Our Director of Staffing processes the 401K paperwork received, however, it is the *employee's* responsibility to ensure their paperwork is received and that they are successfully enrolled in the Stambush Staffing 401K. If anyone needs any help, please contact: fred@stambush.com . Employees also have a duty to ensure they are in the plan, and have the proper amount of money is being deducted from their paycheck and into their 401K.

Employees have two options when enrolling in our 401K plan:

1. Designated investment alternatives – The Plan provides designated investment alternatives into which you can direct the investment of our plan funds. This plan does not allow you to buy stocks individually. Some people consider this the option for those who only want to invest in mutual funds and similar investment vehicles.
2. Self-directed brokerage account option – Here, the Plan offers you the option of making your own investments through a brokerage account option established with Matrix Trust. This plan allows you to buy stocks individually. Please note that the plan's fiduciaries do not monitor the investments available in the brokerage account. Here, you are on your own.

Contact information:

Anything investment-related – Questions about fund selection and how to allocate account online:

(281) 612-2035
pjackson@lsaminc.com

Any new employees/participants can contact:

Natasha Coheleach
(888) 684-6653
coheleachn@pcscapital.com

Existing participants should call:

Customer Service
(888) 621-5491



I. Sick Leave

Sick pay is not available. If you must be off from work, it is imperative that you make every effort to inform the staffing department as soon as you know. It is crucial that you actually **speak** to **Fred Salazar in person**. **His phone numbers and other important phone numbers are at the front of this P&P.** Do not rely on an answering machine or email to relay the message.

In addition, **it is your responsibility to call the facility.**

II. Late Arrival

In order to maintain strong relationships with the facilities that we service, we must be reliable. Therefore, if you anticipate a late arrival at a facility, please inform both the facility and the staffing department that you will be late.

It is **very important** to be apologetic to the facility personnel for your tardiness. It is also **very important** to call **before** your scheduled arrival time, not after you are already late.

III. Death In The Family

This is often an unexpected and always sorrowful event. However, we would appreciate it if you could notify the office as soon as you become aware that you will require time off. Presently, there is no pay for absence due to death in the family.

IV. Jury Duty

Notify the office **in advance** for time off for jury duty. There is no pay for time off due to jury duty.



I. Pay Rates

We strive to be an equal pay employer for multiple reasons including, but not limited to:

- **There is no stress on the applicant to try to negotiate the highest rate;**
- **It decreases the likelihood of a corrupt motivation on our part to give work to the lowest paid people;**
- **We like the idea of equality;**
- **It eliminates people asking “why is she getting paid more than me”;**
- **It makes all employees free to ask each other what their hourly rate is (unlike most other companies);**
- **It makes payroll easier and decreases the chance of us making a mistake;**
- **It makes communication easier so when we raise rates, we just say in the company newsletter (Straight Shooter) how much per hour each discipline is increasing;**
- **See January 12, 2016 Straight Shooter issue for additional and expanded reasoning**

However, sometimes we don’t pay equally. These instances include, but are not limited to:

- **When someone has less than two years of experience we pay less.**
- **When someone is on probation we pay less.**
- **When someone scores low on the competency test we pay less.**
- **When a customer is super desperate and offers us more money we have been known to pay more.**
- **Getting two legitimate complaints from a customer and/or someone from Stambush could lead to probation and less pay.**

II. Overtime Rate

All hourly “non-exempt” (non-salary) employees will receive time and a half for the hours that exceed forty hours in a one-week pay period (from Monday to Sunday). However, time and a half will only be paid for every hour over forty that each employee **physically** works. For example:

If an employee works forty (40) hours from Monday through Friday, and physically works two (2) hours on Saturday, that employee will be paid for forty-two (42) regular hours and two (2) over-time hours.

Because of the four (4) hour minimum guarantee, an extra two (2) hours was given. However, since the two (2) hours were not physically worked,

they do not apply as over-time hours and would therefore be paid at regular rates and not time and a half.

Salaried personnel are not paid overtime.

III. Guaranteed Hours, Cancellations, Short Days and Calling Your Staffing Coordinator

The majority of the facilities that we service will pay a minimum of four hours even if you work less than four hours. If you have any questions as to which facilities this rule applies to, please feel free to call us. If you are late in arriving to the facility or you choose to leave early, the four-hour minimum, or any other guaranteed minimum will not apply. Remember, to get your guaranteed minimum pay, you must get the permission of the Facility to leave early. For example: Talent has a four hour minimum but completes her entire patient load in three hours. Thinking she is done, she leaves. In cases like this the Talent must get the permission of the Facility Representative to leave before their four hours is up, otherwise, the guaranteed minimum is void.

If you arrive at a Facility and you are told you are not needed, DO NOT leave until you talk to a staffing coordinator. If you do, you most likely will not get paid anything.

If you are thinking you will get 8 hours and you only get 4 hours, immediately call your staffing coordinator. Sometimes we have a guaranteed 8 hours but the person who is only giving you 4 hours is unaware of our deal. Or, sometimes we have another customer who needs you and you can still get your 8 hours that day, but with two different customers.

IV. Paychecks

Payroll is performed weekly and paid via direct deposit.

V. Probation

There are three reasons that you may be placed on probationary status at Stambush Staffing:

I. **Less than 2 years experience:**

The probationary rate is (as of this writing) \$3.00 per hour less than the current rate for the first 360 hours you work *or* for the first 3 months after your start date (whichever comes first) for full-time employees. If you do not join full time, then the probationary rate is \$3.00 per hour less than the current rate until you complete the 360 hours. Once you have fulfilled your probationary hours or time frame, your rate will be increased to the regular current rate.

NOTE- Stambush Staffing will count any paid internship hours or cooperative education rotation hours as a paid employee toward our experience requirement. The paid work hours must be in your respective clinical environment and be a requirement of your respective program.

2. **Score of less than 70% on the Competency Test.**

The probationary rate is (as of this writing) \$3.00 per hour less than the current rate for the first 360 hours you work *or* for the first 3 months after your start date (whichever comes first) for full-time employees. If you do not join full time, then the probationary rate is \$3.00 per hour less than the current rate until you complete the 360 hours. Once you have fulfilled your probationary hours or time frame, your rate will be increased to the regular current rate.

3. **Disciplinary Probation.**

The probationary rate is (as of this writing) \$3.00 per hour less than the current rate. If there is a *legitimate* complaint and we cannot determine who is at fault, we usually consider the first incident to be a warning without any disciplinary action.

However, depending on the severity of the incident or the severity of the action or inaction, the professional can be disciplined or terminated.

If there is a **second** *legitimate* complaint, the probationary rate is applied for 3 months. Consequently, if a **third** *legitimate* complaint occurs while on probation, this will result in automatic termination. If there are no more occurrences throughout the 3 month probationary period, the original rate will automatically be restored.

Know that Stambush Staffing will do everything in its power to rectify each complaint. If the complaint is resolved, Stambush Staffing will reconsider the legitimacy of the complaint (again, this all depends on the severity of the incident or action in question).



It is the policy of Stambush Staffing not to hire inexperienced new graduates or newly arrived, foreign-trained health care professionals. Our reasoning behind this is simple: It is not fair to hire these people to do temporary staffing work, and everybody knows it. Inexperienced people should be in a setting where they can have a mentor and some continuity, and (as of this writing) we have not found a temporary staffing assignment that can provide these things. So, we **must act honorably and do what is right by all parties** - this includes employees, customers, patients, and professions. Hopefully, this is a big reason you chose Stambush.

Our therapists must also:

1. Possess a degree from an accredited school that leads to licensure in your particular field
2. Keep a current professional license in good standing
3. Exhibit good ethical and reliable character
4. Successfully complete the Stambush interview process
5. Have good references
6. Pass a drug test and background check
7. Complete all required forms, training, testing required by either Stambush or a customer of Stambush whether it is actual paper, online, or in person.

Start Date

Your start date with Stambush Staffing is the first day you actually work at a facility through our company, not the date you give us as first available.

Standard Termination for Inactivity

In order to keep our books and record keeping clean (in addition to just following common sense), any employee who is inactive for 180 days is automatically terminated. "Any employee" means "every employee" including, but not limited to Scott Stambush, Fred Salazar, all other office personnel, and all therapy professionals and/or contract people.

Once someone is automatically terminated, they must go through the rehiring process in order to go back to work. Sending in updated credentials will not constitute rehiring. Exceptions will be made only as required by any applicable law.



Code of Ethics

A. Professionalism

It is important that as an employee of Stambush, you strive to present a professional image representing both yourself and Stambush.

B. Personal Conduct

You are not only representing yourself when you go out into the field, therefore, it is more important than ever that you are punctual, have a positive attitude, and maintain a good rapport with your patients and co-workers.

C. Smoking

When working in a facility, abide by their smoking policy.

D. No Solicitation

Please do not attempt to sell anything (including, but not limited to goods, services, or ideas) while representing Stambush. In fact, don't even try to sell Stambush. However, if someone ask you a question about Stambush, you may answer.

E. Confidentiality

As an employee of Stambush Staffing, you will honor the confidentiality of persons, of patients, of facilities, and of Stambush Staffing. Information regarding the above will be kept in the strictest confidence. Please see [page 33](#) on HIPPA regarding any patient you see

F. Notes and Patient Supervision

It is against company policy for a health care professional to write notes on a patient when the patient was treated by a technician without supervision. Stambush Staffing does not want any employee to put their license in jeopardy. You are too valuable to us to risk your license. Furthermore, it is against policy to violate any rules or laws pertaining to your health care profession.



I. Priorities Stambush Therapy Professionals Should Have

1. **Do No Harm:** This includes but is not limited to the patient, your body, your license, your co-worker(s), etc.
2. **Do The Most You Can With The Time You Have:** As we all know, the world is not perfect and you will not always get all the time you need with every patient. In times like these, do the best you can with the time you have. And remember, for every second you take to complain or think about how unfair the world is, you now have even less time to treat your patient.
3. **Help The Customer Make As Much Honest Money As Possible:** Having owned an outpatient clinic before, we know firsthand how important it is to document all your work as well as dot every "I" and cross every "T". Unfortunately, it seems many Payors are looking for reasons to not pay our customers for your work. So please make sure you do everything within your power to help our customers make as much honest money as possible. If you don't that won't be fair. And we all want fairness.

II. Calling The Office and Facilities

In order to maintain our reputation for being reliable, it is imperative that you *immediately* call the Stambush office as well as the facility you are assigned to when you will not arrive as scheduled. Some examples of when to call the office include, but are not limited to:

- A) You will be late for work at a facility
- B) You have transportation problems
- C) You are sick or have an illness in the family that will prevent you from working or being on time
- D) When you are unable to find the facility or unable to get there due to weather conditions
- E) When the facility wants to send you home early

F) When anything happens that concerns you

This allows our staffing department to assist you with the problem immediately. Whenever you dial the main number (713) 334-1818, every extension leads to the following departments:

- #1 Staffing needs
- #2 Employment opportunities
- #3 Human Resources

III. Requested Time Off and Resignations: **30 DAYS NOTICE**

You are expected to notify Stambush in writing for the following situations to allow time for the staffing department to fill the vacancy.

- A) When you are expecting to take time off for any reason, e.g. vacation, seminar, etc. Please give 30 days' notice.
- B) **At least 30 days in advance of your intended date of resignation.** We also like to perform an exit interview to say our "good-byes" and receive/give suggestions and constructive criticism.

Money will be deducted from your Check(s) in order to repay Stambush for any money owed. Including, but not limited to the following:

- a) any outstanding insurance premiums owed to Stambush
- b) loans, damage/lost/stolen equipment or property, and/or immigration fees

The aforementioned list does not exclude any other funds due to be repaid to Stambush. Again, these balances will be deducted from your last paycheck(s) from Stambush Staffing

IV. Time Sheets

Please scan and email or fax time sheets to the office so the office receives them no later than **9 AM Monday morning** of the week following the week worked. This is so that you can be paid accurately and so that we can bill our customers on time. **If the facility uses Kronos timekeeping please make sure it matches your timesheet and submit a copy of Kronos with your timesheet.**

Calling in your time is acceptable only if there is no other option.

However, if your time is called in, you are still required to turn in your timesheet(s), and you will not get a paycheck until your timesheet is completed and turned in.

If for any reason, your timesheet is not turned in and a facility holds or declines payment until the timesheet is provided, we have the right to deduct the difference that you have received until you present us with the correct timesheet. We are not trying to short you; we are just trying to pay you for the hours that you have worked, but your work must be documented.

If you have documentation to prove otherwise, please send in your timesheets. **Please call the office to confirm we have received your time sheet(s).** You may also leave a message telling us what your hours were AND that you have sent your time sheet.

No cover sheet is necessary when faxing timesheets.

V. Active vs Inactive

You will remain an active employee with Stambush as long as you have all documentation up to date or you are in the process of getting all documentation up to date so that you may begin working or keep working with Stambush. Note: Standard Termination for Inactivity policy on page 12.

VI. Complaint / Grievance Process

You are encouraged to submit suggestions, concerns, and grievances/problems without fear of being subjected to retaliation, discrimination, coercion or interruption of service for doing so. Please communicate any concerns or issues with a Stambush Staffing representative. Additionally, **a Stambush Staffing representative is available 24 hours a day, 7 days a week for immediate concerns.** All complaints, grievances and suggestions will be reviewed by the Director of Staffing. Significant or recurring complaints will be forwarded to the Owner for further review and, when possible, resolution of issue.

VII. Annual TB Test

Any therapist that is pregnant may defer their required annual TB test until after their pregnancy.



Purpose: To convey our continuing practice of non-discrimination in employment and support the intent, as well as the written word, of applicable state and federal laws.

Discrimination Policy:

It is and will continue to be the policy of Stambush Staffing that all persons are entitled to equal opportunity, regardless of race, creed, color, sex, age, national origin, religion, physical or mental handicap, or any other status protected by law.

Specifically:

- A) Employment opportunities are and shall be open to all qualified applicants solely on basis of their experience, aptitudes, and abilities.
- B) Advancement is and will continue to be based entirely on the individual's achievement, performance, ability, attitude, and potential for promotion, and other relevant factors.

Harassment Policy:

It is the policy of Stambush Staffing to provide a workplace that is for just that – work. It is our goal to make this workplace free of external matters and tensions that do not relate to work. Specifically, we want to avoid an atmosphere of tension created by remarks or animosity related to race, creed, color, sex, age, national origin, religion, physical or mental handicap. This includes unwelcome sexual advances, requests for sexual favors, or other conduct of a sexual nature, which does not belong in our workplace.

If you believe this policy has been violated or you have been offended in any of the above stated situations (whether it is a customer, patient, coworker, other Stambush employee or anyone else), you are required to contact Fred Salazar or Scott Stambush so they can investigate and deal with the problem. If you feel the matter has not been handled properly, please feel free to file a complaint with the EEOC and/or TCHR.

All complaints of these matters will be considered as confidential as practicable. But they will also be investigated and dealt with immediately.

Keep Reading:

As stated before, it is the policy of Stambush Staffing that all employees should be able to enjoy a work atmosphere free from all forms of discrimination and harassment, including but not limited to race, creed, color, sex, age, national origin, religion, physical or mental handicap, or any other status protected by law.

Although all the above forms of harassment are illegal, sexual harassment seems to be the most prevalent in our society. Consequently, the wording below will be talking about sexual harassment.

Nevertheless, the wording below also equally applies to race, creed, color, age, national origin, religion, and physical or mental handicap or any other status protected by law. Got it?

Sexual harassment infringes on an employee's right to a comfortable work environment and is a form of misconduct that undermines the integrity of the employment relationship. No employee - should be subjected to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical.

Sexual harassment does not mean occasional compliments of a socially acceptable nature. Sexual harassment refers to unwelcome conduct, which is offensive to the individual, harms morale and interferes with business.

Prohibited Conduct:

- Repeated offensive sexual flirtations, advances or propositions;
- Continued or repeated verbal abuse of a sexual nature
- Explicit or degrading verbal comments about another individual or his/her appearance
- The display of sexually suggestive pictures or objects
- Any offensive or abusive physical contact
- The taking of, or refusal to take, any personnel action on the basis of an employee's submission to or refusal of sexual overtures. (No one in any setting should do so much as to even imply that an individual's cooperation would have any effect on the individual's employment, assignment, compensation, advancement, career development, or any other condition of employment).

GUIDELINES:

1. Any employee who believes that he or she has been the victim of sexual harassment (or any other type) or has any knowledge of such behavior, is required to report such conduct **IMMEDIATELY** to Scott Stambush or Fred Salazar. Stambush Staffing will not tolerate retaliation against the complainant for making a complaint of harassment. The Company will **IMMEDIATELY** investigate and take remedial action to remedy any instances of sexual harassment. This remedial action can include disciplinary action up to termination.
2. If an investigation of a complaint shows that the complaint or information was false, the individual who provided the false information will be subject to disciplinary action, up to and including termination.



Safety Policy Statement

The success of our company depends upon our efficient use of resources to produce a high quality service for our clients. Our most important resource is our employees. To protect this resource, we are committed to providing a safe and healthy work environment for all employees by establishing and maintaining an effective safety and health program. We consider safety and health to be a fundamental part of our company's operations.

The responsibility for safety resides with each of us. We are each challenged to stay informed and to take responsibility for our own safety and the safety of our co-workers. To ensure the success of our safety and health process, we must all lend our full participation and support to the safety policies and procedures that have been developed to protect us. **Working safely and in accordance with established safety policies is an absolute requirement.**

Safety Rules

You are expected to take the proper care of your safety and that of your fellow workers. **Know your limitations!** Do not try to perform any task that you have not been trained to do safely or any task that you are not qualified to do.

NEVER experiment, take short cuts or take chances. **If there is anything you do not understand about your job, ask the facility director or someone with the authority and/or ability to help you.**

The following safety practices are recommended to help avoid injury. Not all situations can be covered by rules. The practices listed below are generally accepted as good safety practices. Please make every effort to learn and practice them when you work. Do not hesitate to caution a fellow employee where there is a danger of being injured because of an unsafe practice.

- Report to work fully rested. You may not report to work under the influence or the residual effect of illegal drugs or alcohol.
- Follow the safety procedures established by the facility you are assigned to.
- Report unsafe practices or unsafe conditions to the Director of Staffing. Know the Practice Act for your specific profession.

- Report near misses to the Director of Staffing immediately. Near misses are warnings.
- Report all accidents and sentinel* events to the Director of Staffing immediately whether there is an injury or not. In case of injury get first aid or medical attention as soon as possible. ****All accidents and sentinel events must be reported.** All incidents will be recorded and kept on file. See page 37 for instructions on how to file an *Incident Report*.
- Inspect equipment (wheelchairs, walkers, etc.) before using.
- Use proper body mechanics when lifting or transferring patients.
- Pay close attention to your surroundings and be prepared for possible accidents (such as wet floors, obstructing objects, etc.)
- Horseplay, such as playing practical jokes or throwing things at each other, will not be tolerated.
- Read and be familiar with the National Patient Safety Goals as listed at www.jointcommission.org. (The goals are changed/ updated yearly)
- Maintain safety in parking garages and/or parking areas:
 1. Try to park in well-lit areas
 2. Have keys out and ready when returning to your vehicle
 3. Always be aware of your surroundings
 4. **Call Stambush if you ever feel threatened in any way. We are not afraid to call the customer for help, call the police for help, or when practical, physically come out and walk you to your car and follow you home to make sure you are safe.**

**sentinel event: an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. The phrase "or the risk thereof" includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome. Sentinel Event P&P's. (n.d.).*

Retrieved May 30, 2007, from <http://www.jointcommission.org/SentinelEvents/PolicyandProcedures/>



Alcohol and Drug Abuse Policy

Stambush Staffing is a drug-free workplace. The purpose of this policy is to ensure the safety of all employees and to promote productivity. This policy applies to ALL employees. Substances covered under this policy include alcohol, illegal drugs, inhalants, and prescription and over-the-counter drugs.

We reserve the right to conduct alcohol and drug tests at any time. We may terminate your employment if you violate this policy, refuse to be tested, or provide false information.

I. Definitions under this policy

A “substance” includes alcohol, illegal drugs, inhalants, and prescription and over-the-counter drugs.

An “illegal drug” is any substance that is illegal to use, possess, sell, or transfer.

“Drug paraphernalia” are any items used or intended for use in making, packaging, concealing, injecting, inhaling, or consuming illegal drugs or inhalants.

A “prescription drug” is any substance prescribed for an individual by a licensed health care provider.

An “inhalant” is any substance that produces mind-altering effects when inhaled.

You are “under the influence” if any substance:

- impairs your behavior or your ability to work safely and productively;
- results in a physical or mental condition that creates a risk to your own safety, the safety of others, or company property; or
- is shown to be present in your body, by laboratory evidence, in more than an identifiable trace.

“Company premises” include any place you may be assigned to work such as, but not limited to, hospitals, nursing homes, and clinics or Stambush’s office.

II. Company Rules

You must follow these rules while you are on company premises and while you conduct company business. The rules apply any place you conduct company business, including your own vehicle:

1. You may not use, possess, or be under the influence of alcohol on company premises.
2. You may not use, possess, or be under the influence of illegal drugs.
3. You may not sell, buy, transfer, or distribute any drugs. It is against the law to do so, and we will report such actions to the authorities.
4. You may not use, possess, sell, buy, transfer, or distribute drug paraphernalia.
5. You may not use or be under the influence of inhalants.
6. You must follow these rules if you take prescription or over-the-counter drugs on the job.
 - You may use a prescription drug only if a licensed health care provider prescribed it for you within the last year.
 - You may use prescription or over-the-counter drugs only if they do not generally affect your ability to work safely.
 - You must follow directions, including dosage limits and usage cautions.
 - You must keep these drugs in their original containers or bring only a single-day supply.

Stambush may consult with a doctor to determine if a prescription or over-the-counter drug may create a risk if you use it on the job.

You must cooperate with any investigation into substance abuse. *An investigation may include tests to detect the use of alcohol, drugs, or inhalants.*

III. Testing

All applicants accepted for employment with the Stambush will be notified of and given an alcohol and drug screening examination as a condition of employment. Any result that indicates substance abuse will be cause for denial of the application. If the result of the test is received after the prospective employee becomes active, a result that indicates substance abuse will be cause for immediate discharge.

Testing may include saliva, urine, blood, or breathalyzer tests. Before testing, you will have the chance to explain the use of any drugs. We will follow laws for keeping test results confidential.



HIPAA

HIPAA (Health Insurance Portability Accountability Act) has three key elements:

1. To protect our patient's medical privacy or PHI (Personal Health Information).
 2. To provide appropriate security standards of our patient records.
 3. To appropriately maintain our patient information and billing processes in compliance with national standards.
-
1. The Department of Health and Human Services describes privacy as **the patient's right over the use and disclosure of his or her own personal health information**. Privacy includes the right to determine when, how and to what extent personal information is shared with others. **A key HIPAA (Health Insurance Portability Accountability Act) Term is Personal Health Information (PHI)**, which is any information in any form, i.e., paper, electronic or verbal that personally identifies a patient. It is easy to fall into the trap of thinking that the ideas of security and privacy apply only to a written document. However, keep in mind that what you say to another person about a patient is just as protected as what you write or send electronically. Simply stated:

Personal Health Information (PHI)

Three Major areas addressed under the Privacy Regulations

1. **When can we use and disclose protected health information/Individual Identifiable Health Information (IIHI)?** For continuum of care without patient authorization, with specific patient authorization to other sources, such as attorneys.
 2. **How can this information be relayed?** Verbal, Electronic or written.
 3. **What is the extent of the PHI relayed?** Both administrative and physical information should be protected, and here again only with specific authorization from the patient that information can be relayed to others.
-
2. HIPAA included a series of "administrative simplification" provisions that required the Department of Health and Human Services (HHS) to adopt national standards for electronic health care transactions. The final Rule adopting HIPAA standards for the security of electronic health information was published in the Federal Register on February 20, 2003. This rule specifies a series of administrative, technical, and physical security procedures for covered entities to use to assure the confidentiality of electronic protected health information. General standards and/or rules:

1. Covered entities must do the following:
 - a. Ensure the confidentiality, integrity, and availability of all electronic protected health information the covered entity creates, receives, maintains, or transmits
 - b. Protect against any reasonably anticipated threats or hazards to the security or integrity of such information
 - c. Protect against any reasonably anticipated uses or disclosures of such information that are not permitted or as required under the standard
 - d. Ensure compliance with this standard by its workforce
2. Implement policies and procedures to prevent, detect, contain, and correct security violations.
3. The Security Standard Requirement that must be considered: Access, Administrative safeguards, Authentication, Confidentiality, Encryption, Facility, Information System, Integrity, Malicious software, Password, Physical safeguards, Security incident, Technical safeguards, and Workstation.
3. HIPAA Code Set Standards: The Secretary has adopted the following code sets as the standard medical data code sets: ICD-0-CM Volumes 1 and 2 (including the Official ICD-0-CM Guidelines for Coding and Reporting), as updated and distributed by HHS, for the following conditions:
 1. Diseases
 2. Injuries
 3. Impairments
 4. Other health related problems and their manifestations
 5. Causes of injury, disease, impairment or other health-related problems.

International Classification of Diseases, 9th Edition, Clinical Modification, (ICD-9 CM), Volume 3 Procedures, as updated and distributed by HHS for the following procedures or other actions taken for diseases, injuries, and impairments on Hospital inpatients reported by Hospitals.

1. Prevention
2. Diagnosis
3. Treatment
4. Management

The combination of Health Care Financing Administration Common Procedure Coding System (HCPCS), as updated and distributed by HHS; and Current Procedural Terminology, (CPT-4) as updated and distributed by the American Medical Association, for physician services and other health related services. These services include, but are not limited to, the following:

1. Physician services
2. Physical and Occupational Therapy services
3. Radiological procedures
4. Clinical Laboratory tests
5. Other medical diagnostic procedures
6. Hearing and vision services
7. Transportation services including ambulance

The Health Care Financing Administration Common Procedure Coding System (HCPCS) as updated and distributed by CMS, HHS for all other substances, equipment, supplies, or other items used in health care services. These items include, but are not limited to the following:

1. Medical supplies
2. Orthotic and prosthetic devices
3. Durable medical equipment

SUMMARY OF THE HIPAA RULE:

1. It sets boundaries on the use and release of health records.
2. It establishes appropriate safeguards that health care providers and others must achieve to protect the privacy of health information.
3. It holds violators accountable, with civil and criminal penalties that can be imposed if they violate patients' privacy rights.
4. It strikes a balance when public responsibility requires disclosure of some forms of data – for example, to protect public health.
5. For patients – it means being able to make informed choices when seeking care and reimbursement for care based on how personal health information may be used.
6. It enables patients to find out how their information may be used and what disclosures of their information have been made.
7. It generally limits release of information to the minimum reasonably needed for the purpose of the disclosure.
8. It gives patients the right to examine and obtain a copy of their own health records and request corrections.

Added to these as of May 23, 2005:

National Provider Identifier (NPI) Final Rule Published - The Final Rule adopting the HIPAA standard unique health identifier for health care providers was published in the Federal Register on January 23, 2004. Health care providers can begin applying for NPIs on the effective date of the final rule, which is May 23, 2005. All health care providers are eligible to be assigned NPIs; health care providers who are covered entities must obtain and use NPIs. All HIPAA covered entities must use NPIs by the compliance dates May 23, 2007 for all but small health plans; May 23, 2008 for small health plans).



Policy: In the event of an incident involving occupational illness or injury or any other violation of employees' rights, the incident must be reported. A confidential (as confidential as practicable) incident report will be filed in accordance with the following guidelines:

1. An immediate verbal report will be made to the Director of Staffing.
2. A written report will be made to the Director of Staffing within 24 hours after the incident and forwarded to the Director of Human Resources upon receipt.
3. The Director of Human Resources will respond appropriately to the report within 24 hours. Action taken will include, but is not limited to:
 - A. Reviewing the incident report to ensure that the report is complete
 - B. Alerting the proper channels, whether they be families, superiors and/or the workers' compensation insurance carrier
 - C. Notifying, if reported incident occurred at a contracted facility, the director of said facility is notified within 24 hours of the incident
 - D. Informing appropriate health care professionals, such as the treating physician, if applicable
 - E. Completing a written report of the investigation into the alleged incident of employee's injury, action taken to resolve the incident, and analysis of the corrective action taken. The incident report shall include, but is not limited to:
 - Date and time of the incident or alleged abuse
 - Identity of the person/s involved
 - Summary of the incident facts
 - Names of witnesses and the witness account
 - Action taken (persons notified, nature of first aid, diagnostic tests, etc.)
 - Names of the physical therapy supervisor, program coordinator, medical director and chief executive officer
 - Name of person completing the incident report
 - Date when the incident report was completed
4. If the incident is work related, appropriate forms are filed and sent to the Texas Workman's Compensation Commission, insurance company, or OSHA. The safety Committee reviews the incident reports once a year to identify possible trends and causes of incidents.

FINAL THOUGHTS:

Here are some bullet point rules and suggestions to help you get more work, make more money, and make Stambush Staffing continue to be the best!!! Of course, it is impossible to cover every issue and concern, so this is a work in progress, and it is not intended to be a summary of the Policy and Procedures Manual.

Helpful Reminders:

- Do no harm.
- Do the best you can with the time you have.
- Help the customer make as much honest money as possible.
- Be punctual, kind, honest, and helpful.
- Do not solicit people to buy stuff or join Stambush.
- Immediately call your Staffing Coordinator for anything regarding your schedule, availability, concerns etc.
- Say what you mean and mean what you say.
- Always give 30 days' notice for vacations and resignations.
- Don't be afraid to ask for time off if it will be less than 30 days' notice...we want to help.
- Don't tell people where you are working if it is none of their business.
- Pass any one looking for a job on to your staffing coordinators or Scott Stambush. If you do, we will share part of our referral fee with you.
- Be a recruiter for Stambush. It pays ☺
- Remember that we try hard to look out for you. We even double check your timesheet and correct your math which often leads to you getting paid more than you thought.
- Know our business ethics and reasoning. For example:
 - We are a staffing agency that refuses to hire inexperienced new grads. **It's bad for the new grad and their profession.**
 - We have an equal pay policy. **This eliminates corruption and promotes transparency, fairness and teamwork (see Straight Shooter January 12, 2016 issue).**
 - We give every applicant a competency test. **Promoting and ensuring competency is considered revolutionary? Yup, sad huh?**
 - We hire ethical and dependable talent. **Besides the obvious, these people are easier to book, they have friends like them, and are more fun to work with.**
 - We are on call 24/7 to help you. **We're good teammates and we care.**
 - We love paying overtime...even if we lose money. **Makes you happy, makes customer happy, and puts competitor on the sidelines where they belong.**
 - We don't pay our staff to steal our customers' staff. **That is soooo unethical. Why would any therapist join an agency that did that?**
 - We don't pay our staffing professionals commission. **Commission paying can lead to game playing and we don't play games.**

- Stambush is concerned for your well-being and future so we have a 401K to help your future.
- **Tell us how you are feeling about us.** Of course we love to hear we are loved, but if you are unhappy, tell us.
- **Don't be afraid to be introspective.** That is not a weakness. Yes, sometimes we drop the ball, but sometimes you drop the ball. But we can all get something positive out of the situation if we are willing look at ourselves and ask, "How did I miss the boat on that?"
- **Read the Policy and Procedures** and understand them. Feel free to call or email Grace for any clarification.
- **Be very aware that freedom is not free.** As Professional Stambush Staffing Talent, you are way more free than your colleagues, but remember that turning down work could (I emphasize the word *could*) result in a loss of money, benefits, and opportunity.
- **Turning down work does not give anyone the right to complain about not having work.**
- **Remember that you are not alone.** It feels like it because you are physically alone sometimes, but you need to call us when you need help. Scott and Fred have personally driven people to and from work before, and they are not against doing it again. We are all thrilled you joined our revolution, and we want you to stick around for our continuing evolution. So if your car breaks down in the dark, call Scott ([713-582-3444](tel:713-582-3444)), and if he doesn't answer call Fred ([713-419-3693](tel:713-419-3693)). We won't knowingly tolerate you standing on the roadside in the dark or being in any other dangerous situation if we can help it. That is not who we are and that is not consistent with our revolution.
- We are not too good to come out and walk you to your car and follow you home to make sure you are safe. We have even been known to send Luke Stambush.
- **Remember that we're a team.** Sometimes one person's willingness to take a far assignment holds that spot for someone who lives close. We all want to work close to home, and in a weird way, being willing to drive far could set your Karma in motion for a closer spot...really weird how that works.
- **Remember that we don't play favorites and we don't retaliate.** Our equal pay policy helps decrease the likelihood of any corrupt motivation to book certain people over others. Your placements are a result of: how many customers like you, how the staff likes you, how helpful you are, how many places you've worked (Directors move around), where you live, timing, how far you are willing to drive, your skill set, your experience, and other relevant factors.

The End!!!

Remember, your questions and suggestions are always welcome. If you are unclear about anything, call anyone in Stambush management, but usually Human Resources is the best place to start.

Also, please tell us about any bad grammar or bad spelling. We ain't perfect.



**STAMBUSH
STAFFING**

“THOU HAST RECEIVED...”

We need you to authorize that you have received, and will comply with, the Stambush Staffing Bible (which includes our Drug and Alcohol Abuse Policy) by signing your old John Hancock below (and dating it as well). We recommend that, once you have read the Bible in its entirety, you keep it for future personal reference. You are responsible for any future updates, changes, or additions that will come out in any company newsletters or communiques including, but not limited to The Straight Shooter, regular mail, certified mail, faxes, email, or website updates.

Print Name

Signature

Date

DISCRIMINATION AND HARASSMENT POLICY ACKNOWLEDGEMENT FORM

I hereby acknowledge that I have received a copy of: Stambush Staffing Sexual Harassment Policy. I also acknowledge by my signature below, that I have read and understand the policy, and that I agree to adhere to the policy as a condition of my employment and/or continuing employment with Stambush Staffing.

I acknowledge that I understand how to follow the procedures and guidelines set out in this policy and that if I have any questions, I will ask for clarification.

I have reviewed the Policy Against Harassment and have been given the opportunity to ask questions about the policy. I know that I may file a complaint of harassment or participate in an investigation without fear of retaliation.

Employee Signature

Date