



JOHNS HOPKINS

M E D I C I N E

INTRASTAFF

Employee Handbook

410-583-2950

www.hopkinsmedicine.org/intrastaff

Intrastaff



JOHNS HOPKINS
M E D I C I N E

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Intrastaff Employee Handbook

Welcome to Intrastaff!

We are pleased that you have decided to join our temporary staffing team.

Our number one obligation is to provide our clients with personal service.

Our employees are the strength of our service.

Mission Statement

Johns Hopkins Intrastaff acts in accordance with Johns Hopkins Health System – Mission - Visions – Values

Reference:

JHHSC and JHH Human Resources Policy and Procedure Manual:

Section Mission, Vision, and Values ADMIN002

DISCLOSURE STATEMENT

This employee handbook serves only as a general guide to what can be reasonably expected in the conduct of business. Therefore, neither this manual nor any of its provisions constitute an employment agreement or contract of any kind or a guarantee to continue employment. We ask that you review our policy manual before you are placed on an assignment.

Contact Information

Web site: www.hopkinsmedicine.org/intrastaff

Open Jobs/Scheduling: <https://intrastaff.b4health.net>

Business Support: BusSupport@jhmi.edu

Clinical Allied Health: ClinicalAllied@jhmi.edu

Clinical RN: ClinicalRN@jhmi.edu (RN, LPN, Clin A, PCT)

Clinical PSA: ClinicalPSA@jhmi.edu (CNA/Sitters, Companion)

Payroll Email & Benefits: IntrastaffPayroll@jhmi.edu

Recruitment Email: IntrastaffRecruiting@jhmi.edu

General Email: Intrastaff@jhmi.edu

Office Hours: Monday through Friday, 8:30 a.m. - 5:00 p.m.

Phone Number: (410) 583-2950 Fax Number: (410) 847-3659

Greenspring Address: 10751 Falls Rd, Falls Concourse, Ste. 275, Lutherville, MD 21093

Intrastaff's After Hours Contact Information

In cases of emergency, illness, tardiness, or patient occurrence after hours, please call

(410) 583-2950. (Calls received between 12:00 midnight - 5:00 a.m. will be taken by voice mail and retrieved by a staffing coordinator at 5:00 a.m.)

If an employee has a non-emergent call, such as a payroll question, please make these calls during regular office hours (Monday - Friday, 8:30 am - 5:00 pm).

Intrastaff provides this Employee Handbook for your general education and assistance. Please keep it available at all times and review it in the event of any future questions. When further information is needed, please consult an Intrastaff Administrative Staff Member.

General Employment Information

Intrastaff is a temporary staffing service. All placements offered are temporary and hours are not guaranteed. We are an equal opportunity employer and do not discriminate on the basis of race, color, sex, religion, age, marital status, sexual orientation, national or ethnic origin, physical and/or mental disability, or veteran status.

For continued employment with Intrastaff, it is the responsibility of the employee to keep their personnel file complete with current information. This includes a change of name, address, telephone number, email, and evidence of current licensure/certification/CPR. If you have not worked in 6 months, your employment with Intrastaff will be terminated.

Affiliate Policies/Procedures

- Each Intrastaff employee is responsible for knowing and abiding by the individual policies and procedures of the facilities at which you are providing care and services. Intrastaff is a subsidiary of the Johns Hopkins Health System (JHHS) and all employees are responsible for knowing and abiding by the policies and procedures of the Health System. In addition to this employee handbook,
- You are responsible for obtaining the fire and safety procedures of each facility in which you are staffed. This includes all emergency numbers. Please request this information on the first day of the assignment if at a new campus.
- Please visit your JHED portal for Policy & Document Library for JHHS policies and procedures.

Social Media

Johns Hopkins Intrastaff acts in accordance with Johns Hopkins Health Social Media policies HR918.

The purpose of this policy sets forth Participating Organizations' expectations with respect to Employee use of social media. It is intended to ensure the appropriate use of social media, protection of the Johns Hopkins Brand, and compliance with local, state, and federal laws, including the National Labor Relations Act. Johns Hopkins Health System supports the use of responsible social media among Employees. We understand the value of social media as another medium to engage and connect with others. Please visit your JHED portal to the Policy & Document Library for full details of the social media policy.

Inclement Weather

The Johns Hopkins Medicine (JHM) hospitals and clinical areas maintain patient care responsibilities and DO NOT CLOSE during a weather emergency. Unless it is announced by JHM that outpatient clinics will close, all School of Medicine clinics will remain open, and all administrative offices need to support these clinic areas remain open so that support services are available. All inclement weather guidelines are in the JHH Corporate and Administrative manual, which is available online at: <https://www.insidehopkinsmedicine.org/>

Dual Employment

When this situation occurs, employees will need to inform their supervisor and fill out a Dual Employment Form (HR104). In general, dual employment is discouraged.

Telephone Usage

For purposes of emergency information, please provide IntraStaff telephone number (410) 583-2950. We will forward any emergency messages to you immediately. Abuse of phones shall be the cause of disciplinary action and may result in the end of an assignment(s).

Eligibility for Rehire

Employees who have resigned in good standing and have given notice in accordance with the institutional policy will be eligible for rehire. **(Eligibility of rehire within Johns Hopkins IntraStaff will go under review with IntraStaff management if the employee was exited due to no work in 6 months.)**

The Joint Commission

The Joint Commission is an independent, not-for-profit organization that accredits and certifies more than 15,000 healthcare organizations and programs in the United States. Joint Commission accreditation and certification are recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. To contact The Joint Commission, you can call 630-792-5000 or visit their website at www.jointcommission.org where you can find valuable information regarding National Patient Safety Goals, Performance Measures, Filing a Complaint, and Standards in Healthcare. For the National Patient Safety Goals, please visit www.jointcommission.org/patientsafety/nationalpatientsafetygoals/.

Johns Hopkins Enterprise Directory (JHED)

JHED is the directory built by the Enterprise Services Group at Hopkins to provide information about staff within the Johns Hopkins organization. All IntraStaff employees will be given a JHED account at their time of hire. The JHED account is used by departments to grant access to various computer systems such as POE, EPR, WFM, Kronos, EPIC, etc. IntraStaff sponsors JHED accounts for all active employees. Depending on your assignment's computer requirements, it is the department's responsibility to sponsor you to get specific computer access. All staff is encouraged to use <https://my.jh.edu> to stay informed and to access important Hopkins information.

IntraStaff's Website

IntraStaff website <http://www.hopkinsmedicine.org/intrastaff> contains an up-to-date copy of this employee handbook and other valuable information to you as an employee. Please note that it is your responsibility to visit the website regularly to stay informed of pertinent information. You can also find the following documents on the website:

- IntraStaff Benefits Package
- Direct Deposit and Employment Tax forms (W4 and MW507)
- Name Change forms (must also submit pertinent documentation)/ Address Change forms

Identification Badges

As the final part of the employment hiring process, you will be required to go to the ID Office to obtain an Intrastaff identification (ID) badge.

- The ID office is located with the Parking Office at the Johns Hopkins Hospital facility, on the first floor of the Nelson/Harvey Building, Room 108.
- In order to receive your ID badge, you will be asked to show proof of ID.
- An Intrastaff ID badge* is required to be worn and visible at all times when on an assignment for Intrastaff, this includes entering and departing the facility.
- If you are also a Johns Hopkins employee, you will not be issued an additional Intrastaff badge. You must, however, wear your Johns Hopkins badge when on an assignment for Intrastaff at any other Johns Hopkins facility.
- Should your badge be lost or stolen, the JHMI ID Badge Office will charge a fee to reissue your badge. You must notify your staffing coordinator as soon as possible to request a new badge before going to the badge office for a replacement.

Parking

Parking costs at each of the facilities are the responsibility of the employee.

The information listed below was current at the time of this printing.

Please visit the Parking and Shuttle website for a complete overview of all the Johns Hopkins facilities http://intranet.insidehopkinsmedicine.org/security_parking/parking/

Johns Hopkins Parking and Transportation offer a variety of services to help employees safely travel to and around the JHM campuses. Parking cost at each of the facilities is the responsibility of each employee. Johns Hopkins also offers free courtesy shuttle services around campus.

The Johns Hopkins Hospital: Parking is free on weekdays after 4 p.m. until 8:30 a.m. the following morning, on weekends starting at 4:00 p.m. on Fridays until Monday morning at 8:30 a.m., and on holidays (see holiday observance). You must swipe your Intrastaff ID badge in order to enter and exit the parking facility.

Parking fees at all other times are the rates listed on the signs posted. ID badges do not work for free parking until 4:00 p.m.

If Intrastaff employees are interested in on-campus/satellite parking, contact or visit the Parking Office (Nelson/Harvey Building, 1st floor, Room 108, Parking and ID Badge Office).

JHH is accessible by the Metro Subway. JHH is the last stop on the line. Call the Metro Subway for hours of operation.

Johns Hopkins Bayview Medical Center: Parking is free on weekdays between 10 pm – 8:30 am and for weekends, Friday night 10 pm – Monday morning 8:30 am. In order to park free during these times, you must

first sign up at the Bayview Parking Office. The office is located in the Mason F. Lord Building Center Tower, Room 133. The hours are Monday – Friday 7 am – 4 pm. The Parking office number is 410-550-0168.

Parking fees at all other times are the rates listed on the signs posted.

Reporting of An Incident

If the injured individual believes his or her injury is of an emergency nature, emergency medical attention should be sought at the appropriate campus listed below. If the injured individual is unconscious or unable to make such a determination, initiate this emergency response.

- East Baltimore Campus – call 5-4444 within the hospital, for other East Baltimore Campus Buildings, Call 9-911.
- Bayview Campus – call 0-0222 within the hospital, for other Bayview Campus buildings, call 9-911.
- Homewood and Wyman Park – call 410-516-7777
- Howard County Hospital – Call 410-740-7777
- Suburban Hospital - 301-896-3167
- Sibley Memorial Hospital - 202-537-4555
- For all off-site locations, call 911 or 9-11 as applicable.

Reporting **EMPLOYEE** injury:

1. All injuries to employees shall be promptly reported within 24 hours to the supervisor and Intrastaff.

2. The injured employee should seek medical attention in the appropriate clinic listed below:

East Baltimore Campus:

- Occupational Injury Clinic
- Blalock 139
- Phone: 410-955-6433
- Phone: 410-550-0477

Homewood:

- Occupational Health Services
- Eastern High School Room C-160
- 443-997-1700

3. Employees injured at sites not listed above must report injuries to their supervisor. Their supervisor will direct them to the appropriate location for treatment.

4. For injuries requiring immediate attention which occur outside normal business hours, the injured employee should go to the nearest emergency room for treatment.

5. If the incident is a bloodborne pathogens exposure at JHH Main campus call the 5-STIX line. For all other sites please report to your supervisor.

6. The supervisor shall complete the "Employee Report of Incident" form. The injured employee must bring the completed form to the appropriate clinic with them. For after-hours injuries requiring a trip to the ED, the form must be submitted to the appropriate occupational injury clinic the following work day.

7. Any patient-related incident caused by a medication and/or practice error **must** be reported to the Intrastaff Staffing Coordinator immediately. Written documentation is required on all incidences regarding medication or practice errors.

Reference:

Payroll and Swiping Guidelines

- All time paid is for actual time worked only.
- All employees will swipe in a WFM/Lawson or KRONOS system (see our website for details).
- Each job description varies in shift differentials and weekend rates. Please reach out to your Account Manager for your correct pay rate.
- If an error has been made in an employee's pay, Intrastaff will make the appropriate corrections; it is the employee's responsibility to check for any payment errors and immediately report it to Intrastaff Payroll and Benefits Coordinator, all adjustments will be added to your next paycheck.
- Paychecks are issued on a weekly basis on Fridays. (Pay cycle is Sunday to Saturday)
- ADP ESS Service is available at no cost. Paperless pay vouchers are available through this service whereas you receive your pay vouchers by secured email on a weekly basis.
- Paychecks are directly deposited to your account (direct deposit form needs to be completed, provide a voided check and allow 2-3 weeks for the process to begin).
- If direct deposit is not elected, paychecks will be mailed directly to the address on file.

Time Collection Policy

1. All employees must have a Johns Hopkins-issued badge or your JHEDID/Lawson password to clock in and clock out.
2. Employees that clock in 1 minute after the scheduled start time will be considered late.
3. Employees that clock in later than 7 minutes from the scheduled start time will be docked 15 minutes.
4. Employees clocking out earlier than 7 minutes before the scheduled end time will be docked 15 minutes.
5. Employees should not clock in earlier than 7 minutes before the scheduled start time unless pre-approved by the assignment manager.
6. Employees should NOT clock in out and for breaks.
7. Major Rule Violations which will result in termination:
 - a. Never clock another employee in or out
 - b. Tampering with or destroying the computer system
 - c. Falsification of records or any fraudulent activities

Holiday Observance

Intrastaff's main office will be closed on the following holidays; however, an on-call staffing coordinator will be available via the main number:

- | | |
|---|---|
| <input type="checkbox"/> New Year's Day | <input type="checkbox"/> Labor Day |
| <input type="checkbox"/> Martin Luther King Jr.'s Day | <input type="checkbox"/> Thanksgiving Day |
| <input type="checkbox"/> Memorial Day | <input type="checkbox"/> Christmas Day |
| <input type="checkbox"/> Independence Day (July 4 th) | |

Note: If you are scheduled to work on a holiday but the site/facility to which you are assigned does not celebrate the holiday, you will be paid your regular rate. If your site observes other holidays not listed

you will be paid accordingly. Holiday hours are from 11 pm the night prior to 7 pm the day of the holiday.

Lunch/ Breaks

Intrastaff recognizes a regular workday to consist of 8, 10, or 12 consecutive hours, exclusive of meal breaks. Immediate supervisors schedule rest periods when staffing and/or patient care permits.

MEAL AND BREAKS PERIODS	
8-HOUR SHIFT	12-HOUR SHIFT
1 – 30 minute meal break	1 – 30 minute meal break
1 – 15 minute break (if permissible)	2 – 15 minute breaks (if permissible)
OR	OR
1 - 45 minute break	1 - 1 hour break

Should it not be feasible for the assignment supervisor to grant a meal break due to staffing shortages or patient care issues, it is the responsibility of the employee to notify their supervisor and Intrastaff Staffing Coordinator during their shift so the Staffing Coordinator can advocate for a break. If a break cannot be granted, the Intrastaff Staffing Coordinator will modify hours to reflect no meal break. It is not acceptable for an Intrastaff employee to take a rest period or meal break without proper approval from their supervisor. Should an Intrastaff employee take an unauthorized break, it will be considered a rule violation.

- For Non-Clinical Kronos users, the ‘no lunch’ quick-cut option is available on each clock. Users should select the ‘**no meal break**’ button on the KRONOS clock before swiping their badge to clock out at the end of the shift.
- For Lawson users, if the unit/assignment is unable to provide a meal break select no lunch when clocking out.

Overtime

All overtime must be pre-approved by Intrastaff prior to working the overtime shift. Intrastaff will communicate any overtime request with the assignment manager to have the overtime shift granted.

Critical Hours

Intrastaff has set forth the following standards for consecutive hours worked for all clinical positions:

- No more than 80 hours within any 7-day period
- No more than 16 hours per day
- No more than 40 hours over three (3) consecutive days

NOTE: Work hour limits are at the discretion of Intrastaff. Individuals who have attendance management or performance issues may have different limits imposed by Intrastaff. Limits may also be more restrictive than the above guidelines.

Intrastaff/Shift Cancellation:

- Units can cancel shifts up to 2 hours before the start of the scheduled shift.
- Intrastaff will communicate cancellations to temporary employees within 15 minutes of the 2-hour deadline.
- If you are awarded/confirmed for a shift you can cancel your shift 7 days prior without an occurrence, however habitually cancelling shifts will result in minor rule violation.
- You can be cancelled at any time during your shift. If you are canceled during your shift and worked less than 2 hours, you will be paid a total of 2 hours.
- If your shift is canceled within 2 hours and Intrastaff does not have another working opportunity you will receive a total of 2 hours of inconvenience pay.
- If an employee refuses other working opportunities the employee will forfeit receiving 2-hour inconvenience pay.
- Any scheduled training such as Epic or restraint classes are considered a confirmed shift and if an employee is a no-call / no-show this will result in disciplinary action.

Assignment Scheduling/Communication

All scheduling must be communicated and approved through the Intrastaff office prior to working. No employee is to accept an assignment or change an assignment without contacting the Intrastaff Staffing Coordinator first.

All personnel shall call the Staffing Coordinator with any concerns related to their assigned areas.

Assignments

Intrastaff uses b4health as its scheduling system. Employees are able to log in to b4health using <https://intrastaff.b4health.net>

Employees use b4health to:

- Enter and update their contact telephone numbers;
- View, request and accept shift and contract work assignments;
- Enter their availability to work on future work assignments;
- View their personal and professional information and ensure that their credentials are up to date.
- Receive various communications from Intrastaff

Requesting Work Assignments

Employees can view and request all open Intrastaff assignments they are qualified to work. Staffing Coordinators will respond to requests for open work assignments using the b4health messaging system. If offered an assignment employees are required to accept the assignment before they are confirmed. Once employees have accepted work assignments, cancellations are subject to the Intrastaff Attendance policy as

contained in this handbook. Some assignments are automatically awarded based on employee's requests and availability in b4health.

Availability

Employees are able to enter and change their work availability in b4health at any time up until an assignment is awarded or scheduled. Thereafter Intrastaff Attendance Policy applies. Employees are encouraged to use b4health to regularly enter their future work availability to allow Staffing Coordinators to allocate their work assignments in advance. For further information on b4health, employees should read the *b4health Employee User Guide* which can be found on the Intrastaff website.

Should your assignment end, it is your responsibility to request another assignment. Should you not do so or refuse assignments offered to you, you may jeopardize your eligibility for unemployment entitlement.

Job Descriptions

When an assignment is offered to you verbally, please note that it is a brief description of your proposed responsibilities. The verbal job description may not necessarily state every detail and task that will be asked of you while on the job. You are entitled to a written job description. Anytime you change assignment positions, you should receive the job description that corresponds with your new assignment position. You can obtain this information from your Staffing Coordinator. Each time a change occurs, you are required to sign and return the "Job Description Acknowledgement Form" to Intrastaff; it is a Joint Commission requirement that we have them on file. This form can be obtained from your Staffing Coordinator at the Intrastaff Office or on the Intrastaff website (www.hopkinsmedicine.org/intrastaff). At any time, you may call the Intrastaff office and ask for a copy. It is advisable to review the job description prior to your starting the assignment.

Annual Updates and Regulatory Compliance

Ongoing educational updates are requirements for continued employment for all positions. Intrastaff routinely communicates to its employees, through various means of communication, including but not limited to B4Health, JHED email, telephone, and text for educational updates as required. All updates must be completed and returned within an established deadline.

Should any employee's file not be 100% compliant (including required certification as applicable), the employee will not be eligible to work through Intrastaff until all requirements are up to date. It is each employee's responsibility to maintain up-to-date on all their compliance credentials to sustain employment.

- RNs are required to provide their nursing license and CPR at all times while working on a unit.
- All personnel are required to provide their current licensure, CPR card (if applicable) and driver's license/Maryland ID at the beginning of the first shift worked at JHHS.
- Annual Flu vaccines are required for clinical environments, additional requirements may be instituted by Johns Hopkins which may not be listed in this handbook at this time of revision. Employees will be given prior notice of requirement deadlines.

- Online course systems are utilized to take required courses. Any instructor-led courses, unless scheduled by Intrastaff directly, will not be authorized and any charges incurred will be at the Intrastaff employee's expense.
- Restraints are required by specific clinical staff upon hire and every two years. (RN, CNA, Clin Tech)
- If an employee does not arrive at a scheduled training such as Epic or Restraint classes this will result in a disciplinary action

Confidentiality

- The Privacy Regulations under the Health Insurance Portability and Accountability Act (“HIPAA”) is a federal law that requires covered entities to protect the privacy of individuals' health information. Most Hopkins entities are covered under the Regulations. To protect privacy, the Regulations require Hopkins (among other things) to give privacy notices to patients, safeguard their information, disclose their information only to certain people, keep track of these disclosures, and allow individuals to access their medical records. As part of the employment process, you are required to sign a confidentiality statement that will remain as part of your permanent employment file.
- Never discuss a patient outside of the context of a professional conversation relevant to the patient's condition and plan of care or in the presence of non-involved individuals.
- Any information that pertains to the patient should be considered strictly confidential and not to be communicated in any form outside of your work area.
- A breach of confidentiality may warrant automatic dismissal.

Performance Review

After you have completed an assignment, a Performance Review Form will be sent out to the assignment supervisor for comments. You will receive an initial review and a yearly review. The Review evaluates your ability to meet essential job functions along with attendance, punctuality, reliability, skill proficiency, cooperation, appearance (as it relates to dress code), and professional behavior. Performance Reviews are kept in your personnel file and may be reviewed on request.

Benefits

Intrastaff offers the following general benefits to employees (Employee benefits information can be found under the benefits section on our website)

- **Professional Liability Insurance** – provided for all Intrastaff employees in clinical practice. Employees in non-clinical practice are covered under General Liability.
- **Johns Hopkins Federal Credit Union** – all Intrastaff employees may join The Johns Hopkins Federal Credit Union and enjoy all the benefits provided for members. <https://www.jhfcu.org>
- **Direct Deposit** - all Intrastaff employees are offered the convenience of direct deposit. If the direct deposit option is selected, a form must be submitted with a voided check or authorized direct deposit form from your bank. No personal bank statements are acceptable. Please note that it may take up to 3 pay cycles until the direct deposit is effective. Contact Intrastaff Payroll with questions.
- **MyLearning** – MyLearning is a web-based interactive, multimedia e-learning system that allows staff to complete educational modules, online, using any computer with internet access. Intrastaff provides LearnShare to all active employees at no cost to you. Please note that instructor-led or other courses with fees are not authorized by Intrastaff for employee use.

- **Medical, Vision, and Dental Insurance** – Intrastaff employees can purchase medical and dental benefits from Johns Hopkins Employer Health Programs (“EHP”) if they work an average of thirty hours per week measured over a calendar quarter. The open enrollment period is annually in the fall and effective January 1. Should you be enrolled in insurance coverage and your average hour’s decrease, making you ineligible for coverage, your coverage will be canceled and therefore your premiums will not be deducted. Since Intrastaff prepays insurance premiums on behalf of its employees, you may owe Intrastaff for past premiums due. In the event this situation occurs, you will be contacted by the Intrastaff Office to make payment arrangements. For more information, please contact the Intrastaff Payroll and Benefits Coordinator. *See the rate sheet for specific Intrastaff subsidies on the website.*
- **Tax Deferred Annuity – 401K Retirement Plan** – Intrastaff is pleased to offer a retirement plan with Transamerica to employees. Benefits begin immediately following employment, should the plan be elected. There is not an hours worked requirement nor is there a length of service requirement in order to qualify. The amount selected is deducted weekly by Intrastaff on a **pre-tax** basis in the amount YOU select (percentage of earnings). The advantage of pre-tax contributions, which lowers the tax taken out of your paycheck, while at the same time building your retirement account.
- **Family & Medical Leave Act (HR 328)**The Family and Medical Leave Act (FMLA) requires employers to provide up to twelve (12) weeks of unpaid, job-protected leave to eligible employees for certain family and medical reasons in a rolling 12-month period. FMLA defines family as a spouse, son, daughter, or parent. Granted leaves will run along with any other paid or unpaid leave (such as short-term disability, workers’ compensation, and/or PTO). Reinstatement will result in the return to the current position or an equivalent position. Certification by a physician is required and must be received thirty (30) days prior to the expected leave, or within fifteen (15) days of the leave if the need to take leave was not expected. If you have additional questions, check with your Intrastaff Staffing Coordinator, contact the HR Service Center, or review the FMLA policy in the JHH/JHHS HR . JHHS policies and procedures can be found online at <https://www.insidehopkinsmedicine.org/>
- **FMLA FACTS: Specific Explanation**
 - **Eligibility** – An employee is eligible when he/she has worked for at least one year AND for 1,250 hours during the last twelve (12) months.
 - **Criteria for Granting Leave** – Leave will be granted for the birth or adoption of a child, care of a spouse, child or parent with a serious health condition or the employee’s own serious health condition.
 - **Length of Leave** – Length of leave can be broken down in three ways: block of time, intermittently or reduced hours.
 - **Notification** – An employee must give thirty (30) days’ notice, if the leave is expected.

Attendance

Policy

The Participating Organizations are committed to establishing and maintaining work schedules on a fair and consistent basis and providing opportunities for the employee and manager to jointly manage attendance. The purpose of this policy is to define the intent with respect to tracking employees’ time, and attendance at work, and managing employees’ attendance to meet the scheduling and business needs of the department.

Employees’ work schedules should be established and maintained on a fair and equitable basis, and in a way that assures quality patient care, the health of the employee, and the safe and efficient operation of the organization. Please refer to the Family and Medical Leave (FML) Policy, Reasonable Accommodation of Individuals With Disabilities Policy.

Definitions

- A. Absence means not being present or not in attendance for a scheduled shift and/or missing 50% or more of a scheduled shift. Any absence may be chargeable under this policy for corrective action purposes.
- B. Occurrence means the absence of “a scheduled shift” whatever the reason, subject to the following exceptions;
 - 1. Leaves of absence covered by the Family and Medical Leave Act, provided that (See FML Policy) Medical certification is provided within fifteen (15) calendar days of the first date of absence. FML leave may be denied and considered “chargeable” as an occurrence for disciplinary action when medical certification is not submitted in a timely manner.
 - 2. Leave granted as a reasonable accommodation under the Americans with Disabilities Act, as amended.
 - 3. Employees who have been found to present an infection control or safety risk (as defined by Hospital Epidemiology and Infection Control) due to illness or injury and are instructed to leave the workplace, either by Occupational Health or by an Emergency Department physician.
- C. Late: There is no grace period recognized by the Participating Organization's policy for lateness. Late means missing less than 50% of a shift from the beginning of the start time. For the purposes of this policy, two (2) incidents of lateness will be considered an occurrence.
- D. No-call No-show means missing the entire shift without notice.
- E. Missed Punched means not punching in or out for the scheduled shift. For the purposes of this policy, three (3) instances of not clocking in or out will be considered an occurrence.
- F. Early departure means missing less than 50% of a shift prior to the end of the shift. For the purposes of this policy, two (2) incidents of early departure will be considered an occurrence. Management-approved early departure will not result in the employee receiving an occurrence.
- G. Rolling Twelve (12) Month Period will be considered by beginning with the most recent occurrence and counting twelve (12) consecutive months backward.

Expectations of Employees:

- 1. Employees are expected to arrive on time, dressed appropriately, and ready for work at their work location, according to department schedules.
- 2. Employees are expected to notify the appropriate supervisor according to department procedures as well as the Intrastaff staffing coordinator when he or she will be absent due to illness or other unexpected reasons, including FML.

Note: Employees on FML must comply with the departmental notification procedures.

- 3. Employees who have not worked because of personal illness/injury for more than three (3) consecutive scheduled shifts or one calendar week, whichever is less, should report to Occupational Health Service (OHS) before returning to duty, including employees on FML. OHS has the responsibility to evaluate the medical ability of the employee to return to work and issue a Return to Work Slip to the employee for the supervisor.

Attendance Corrective Action

- A. Before a **Written Warning** is issued the employee will receive counseling regarding scheduled time missed and the responsibility to be present for the entire work shift. If the employee continues to accumulate time missed, corrective action will be issued as illustrated below.
- B. **“No-Call/No-Show”** - One (1) no-call/no-show will result in a Written Warning or next level of corrective action and will count as an occurrence. Employees are expected to follow department policy as it relates to call-in procedures, including contacting the manager. Two (2) consecutive shifts of no-call/no-show will result in a Final Warning or next level of corrective action as well as an occurrence. After three (3) consecutive shifts of no-call/no-show, the employee is considered to have voluntarily resigned from the organization.
- C. **General Guidelines**
1. Occurrences and lateness are monitored on a rolling twelve (12) month period.
 2. After three (3) occurrences within twelve (12) months, the employee will be provided counseling (not counted as corrective action).
 3. After five (5) occurrences within twelve (12) months, the employee will be issued corrective action in the form of a Written Warning. If the employee accrues the requisite number of occurrences to equal another Written Warning for attendance within six (6) months of the first Written Warning, the employee will progress to a Final Warning.
 4. If the employee incurs seven (7) occurrences within twelve (12) months, the employee will be issued the next level of corrective action in the form of a Final Warning. If the employee accrues the requisite number of occurrences to equal another Final Warning for attendance within six (6) months of the Final Warning, the employee will be discharged.
 5. If the employee incurs eight (8) occurrences within twelve (12) months or the accrual of a second Written Warning within six (6) months of the first Final Warning, the employee will be discharged.
 6. Corrective action issued for violating the Attendance Management Policy will be active for one (1) year from the date of issue.

Occurrences of Absence Within a Continuous Rolling 12-Month Period	Incidents of Tardiness Within a Continuous Rolling 12-Month Period	Corrective Action to be Taken
3 Occurrences	6 incidents = 3 Occurrences	Counseling
5 Occurrences (2 additional)	10 incidents = 5 Occurrences	Written Warning
7 Occurrences (2 additional)	14 incidents = 7 Occurrences	Final Warning
Any additional occurrences	Any additional incidents	Discharge

Disciplinary Action

Intrastaff is committed to defining acceptable and unacceptable behaviors in the workplace, and providing a reasonable process for managing behavior that does not meet acceptable standards. It is the responsibility of each employee to ensure that their behavior supports the delivery of quality patient care and services in a safe environment.

The purpose of this policy is to set guidelines and procedures for correcting unacceptable behavior in the workplace. Our Clients have established employee standards of conduct to promote efficient and congenial working conditions and employee safety. It is the policy of Intrastaff that such standards are enforced in a consistent and equitable manner.

Intrastaff expects every employee to observe basic rules of good conduct. Most of these are common sense rules that require fair dealing by supervisors and co-workers. It is important that employees understand these rules and the penalties involved for violating them.

The cause of disciplinary action taken under this policy may be any violation of an affiliate organization and/or Intrastaff's written policy and procedures. The purpose of acting under this Policy is to:

1. Inform the employee of behavior or conduct that is considered inappropriate and/or does not meet Intrastaff or a client's standards or expectations.
2. Allow employees to correct such behavior and bring performance to an acceptable level.

This policy is a tool for use in managing the behavior of all employees. Standardization and consistency are necessary, but good judgment and common sense are also vital to the success or the program. While the techniques and tools should be consistent, the treatment of people must continue on an individual basis.

Progressive Disciplinary Steps

- A. Counseling Before taking formal corrective action for violation of a rule, the employee should be afforded corrective and/or developmental counseling. The counseling should be documented on the counseling form for departmental use only. The employee's signature is required for counseling.
- B. Written Warning A written warning is a written notice to an employee regarding the employee's failure to meet performance standards, service standards, and expectations. It will include a discussion of the behavior or performance at issue and expectations for improvement. An employee's failure to comply with the terms of a written warning may result in progressive action. A written reprimand will remain active for one year. Written warnings and above may trigger further unfavorable consequences. Further infractions may result in further corrective action, up to and including separation of employment.
- C. Final Warning / Probation will be given on continued failure to meet the performance standards. Placing an employee in Probationary status will take place face-to-face, whenever feasible and documented on the Disciplinary form. A note will also be placed in an electronic record. The form will remain as a permanent part of the file. **Probation remains active for 1 year.**

- D. **Discharge** is the most serious disciplinary action imposed. It is used for violation of Critical rules or because of cumulative/progressive discipline as the result unacceptable behavior or conduct. **Any critical rule violations may warrant termination without counseling and/or probationary period.**

Minor Violations

Minor violations normally warrant pre-disciplinary counseling on the first offense. Listed below are examples but not an all-inclusive list"

- Engaging in rude or discourteous conduct
- Engaging in the unauthorized sale of services, merchandise, raffle tickets, lotteries, etc. (Note: Extensiveness, cash value, and/or the nature of the merchandise may escalate this to a more severe corrective action)
- Failure to call out absent or tardy in the minimum time frame specified in Intrastaff Attendance Policy
- Failure to follow the Participating Organization, department, division, and/or unit policies, procedures, and/or standards
- Failure to give proper advanced notification for leave, e.g. military, civic responsibility
- Failure to wear appropriate uniform (including wearing unapproved jacket/cover-up while working)
- Negligent use of property resulting in damage or loss
- Presence in an unauthorized area
- Returning to or remaining on the premises during non-working time, except to conduct business or seek medical care
- Failure to swipe in and out as required on the proper device and within proper time frames.
- Failure to follow Intrastaff's or assignment facility's policies and/or standards Unsatisfactory job performance/ failure to perform job duties at a satisfactory level Presence in an unauthorized area including returning to the workplace during non-working time, except as needed to seek medical care.
- Unauthorized absence from an assigned work area, less than one (1) hour
- Unauthorized or inappropriate use of the telephone, computer, email voicemail, fax, or other office/business equipment
- Unauthorized solicitation or distribution of material on the premises during work time, or in-patient care areas during non-working time
- Unauthorized use of food or nourishment intended for patient use.
- Unsatisfactory job performance, or otherwise not performing to standards
- Sitters – Refusal to move to another assignment during assignment work time/shift unless for a medically verifiable reason.
- Unwelcome, intimidating, or harassing comments, remarks, conduct, or gestures creating an unfavorable hostile working environment. Greater corrective action may be issued dependent upon the egregiousness of the violation.
- Unauthorized or inappropriate use of personal electronic

communication device(s), as outlined in applicable Personal communication Device Use Policies

- Smoking in non-designated areas
- Habitually canceling scheduled shifts with less than 7 days' notice.

Major Violations

Major violations normally warrant a Warning on the first offense. The following are examples of major rule violations but are not inclusive:

- Leaving an assignment without talking directly to the Intrastaff coordinator on duty and being granted approval by IS coordinator to leave.
- Sleeping during shift/assignment
- Accepting and failing to report cash or cash equivalent (e.g., gift cards) gratuities of any value, or non-cash gifts of more than nominal (\$75.00) value from patients, family members, or vendors
- Accepting gifts or money from patients or family members
- Deliberate misrepresentation of work-related matters relating to the Participating Organization's operations, safety, or patient care
- Engaging in disruptive, unprofessional, or inappropriate behavior while on the premises, including but not limited to using profane and abusive language, gambling, horseplay, practical joking, name-calling, yelling, arguing loudly in a public area, etc.
- Unauthorized absence from the workplace greater than 1 hour
- Unauthorized use of property
- Violation of posted safety, security, health, or fire prevention rule, or otherwise causing a safety hazard or failure to report an unsafe condition existing on the premises.
- Workplace harassment or discrimination where such conduct has the purpose or effect of interfering with an employee's work performance and/or creating an intimidating, hostile, or offensive work environment, including but not limited to conduct defined in HR923; Equal Employment Opportunity Policy & Harassment & Complaint Procedures.
- Failure to produce professional license renewal in a timely manner.
- Failure to adhere to universal masking or physical distancing guidelines and/or failure to wear Personal Protective Equipment (PPE) with eye protection when indicated, i.e. N95 masks/shields, gowns, or gloves in both clinical and non-clinical settings in accordance with Hospital Epidemiology and Infection Control (HEIC).
- Failure to comply with Hospital Epidemiology Infection Control (HEIC) and Occupational Health guidelines, including adherence to COVID testing directives.
- Use of personal cell phones or other electronic devices while caring for patients
- Failure or refusal to perform assigned duties or carry out instructions or engage in activities detrimental to operations of the unit, dept, and/or JHH/JHHS or patient care.

Critical Violations

Listed below are examples but not an all-inclusive list". These normally warrant immediately termination of employment.

- Workplace violence and disruptive behavior, depending on severity as determined by the facility's HR team and Intrastaff Director
- Attempt to falsify records - payroll or any other document
- Theft/misuse of any property that does not belong to the employee, including drug diversions. * (*Drug diversion events; Medication or practice errors*)
- Any violation of Intrastaff or institutional policies or procedures may be deemed a reason for termination at the discretion of the director
- A criminal complaint, arrest, indictment, or conviction of an employee for alleged unlawful activity may result in a suspension pending an investigation or discharge, depending upon, for example, the alleged seriousness of the act, or the job-relatedness, and the evidence supporting the allegation(s)**
- Deliberate inattention to patient care, or engaging in any conduct detrimental to patient care, or the safety and security of patients, employees, or visitors
- Deliberately accessing or releasing confidential information covering Hopkins business, patient information (HIPAA), and/or employee information, etc. without proper authorization
- Failure to notify management regarding criminal complaints, arrests, or convictions that occur during the course of employment.
- Intentionally disregarding a security or safety directive from a Johns Hopkins Corporate Security Officer, or public safety personnel on the premises for official business.
- Reporting to work while impaired by or under the influence of any intoxicant, hallucinogenic, or narcotic, or where the presence of any such substance has been established by a "For Cause" drug test (Impairment caused by properly prescribed medications, used as prescribed shall be handled as a "Fitness for Duty" issue)
- Failure to submit to a required fitness for duty examination, including but not limited to drug testing for drugs or alcohol
- Theft of property, or willfully causing damage to, waste of, or loss of property
- Unauthorized possession of a deadly weapon on the premises
- Unauthorized possession or use of an intoxicant, hallucinogenic, or narcotic while on the premises
- Engaging in any behavior that places the employees, patients of the institution at risk for violence or harm, including but not limited to

possession of a deadly weapon, intoxicant, hallucinogenic, or narcotic while on premises.

- No call/No Show for three consecutive shifts

*Incidents involving medication and/or practice errors are reviewed on a case-by-case basis.

**It is the employee's responsibility to inform Intrastaff of any criminal complaint(s), arrest(s), indictment(s), or conviction(s) that occur after the date of hire. Failure to do so may result in termination.

Multiple Violations of Minor, Major, Or Critical Levels

All actions for minor violations should begin with counseling before moving to the progressive corrective action steps. For

any combination of violations, disciplinary action will be taken in the following manner:

PREVIOUS ACTION	NEXT VIOLATION	IN LIEU OF NEXT VIOLATION/RESULTS IN
Written Warning	Written Warning (for which counseling has been issued)	Final Warning
Final Warning	Written Warning	Discharge
Final Warning	Final Warning	Discharge

Cumulative Violations

Subsequent repeated minor violations generally will move to the next step in the corrective action process (e.g., *Written*

Warning will be followed by a *Final Warning* which will be followed by *Discharge*) if violations continue.

Examples of repeated minor violations are as follows:

MINOR VIOLATION	ACTION ISSUED	DATE OF ACTION
Failure to follow dept. policy	Counseling	01/12/20
Presence in unauthorized area	Counseling	01/15/20
Failure to follow dept policy	Written Warning	02/18/20
Unsatisfactory performance	Counseling	03/07/20
Unsatisfactory performance	Final Warning	04/02/20
Presence in unauthorized area	Discharge	04/30/20

Responsibilities

Intrastaff of Affiliate Supervisor/Coordinator

Upon termination, any affiliate and/or Intrastaff property must be collected from the employee prior to issuing their last paycheck.

Disciplinary Form will be completed and placed in the employee's file stating the reason for termination.

Intrastaff Director has final decision-making authority for all disciplinary actions and will review all terminations for appropriateness and to ensure consistency.

Employee

The temporary employee is responsible for reading, understanding, and following the rules of conduct, policies, and procedures of Intrastaff and Clients, the Employee Handbook and subsequent notices sent to their email and/or posted on the Employee section of the

Intrastaff Website.

Reference:

JHHSC and JHH Human Resources Policy and Procedure Manual: Section HR972
Corrective Action Policy

Appearance Standards

To foster a positive and professional image (determined by departmental standards) appropriate for a healthcare environment, all employees of the Participating Organizations will dress in a manner that is appropriate for their position and work performed. Employees will dress in a way that establishes confidence and respect — and maintain the health and safety of patients, visitors, and employees. In adherence to the standards of the policy, employees will be subject to corrective action.

Employees are responsible for:

- Adhering to hospital and department-specific standards
- Maintaining standards of your department and any other department affiliate in which you work
- Communicating to the supervisor any challenges with meeting the standards, and working cooperatively to address the problem

The following factors have been taken into consideration in defining the appearance standards policy:

- Patient and Staff Safety
- Infection Control
- Job Responsibilities
- Professional image
- Harassment-free workplace
- The establishment of Departmental standards will be developed in consultation with the Participating Organization's internal resources (Human Resources, Organizational Equity, Infection Control, etc.).
- Standards must be consistent for all employees in a given work area regardless of their department or organization affiliation.
- For religious accommodations, refer to the Religious Accommodation policy HR916.
 - For disability-related accommodations, refer to Reasonable Accommodation for Individuals with Disabilities policy HR915

A. The employee identification badge must be worn above the waist at all times while in the institution with the employee's name and photograph clearly visible.

B. Staff appearance shall be professional, appropriate for the workplace, and consistent with the spirit of the Participating Organization's Equal Employment Opportunity policy. Attire shall be neat, clean, and appropriate according to departmental standards.

1. Clothing must be professional and appropriate to the position. Clothes that are revealing or unnecessarily tight-fitting are not considered appropriate apparel. Unacceptable, but not all-inclusive, are low-cut or excessively unbuttoned necklines, see-through garments, midriff-cut tops, strapless tops/dresses, tight pants, short skirts or shorts, jeans, and leggings.
2. Casual dress may be acceptable as defined by department standards as appropriate within job responsibilities.
3. The Participating Organization does not permit dress that includes messages that are contrary to the Johns Hopkins Medicine core values, such as those that promote hate or inequality, that promote a political party or candidate, or that advertise commercial products or places. No aspect of the staff's dress should embarrass or offend patients, visitors, or co-workers. Shirts worn must be free of offensive language/pictures/advertising/or political statements. Exceptions:

Department-approved designs.

4. If an employee has been provided a uniform, the clothing must be neat and clean at all times and conform to organizational or departmental standards.

D. Footwear shall be appropriate and safe for the individual and work environment.

1. Footwear should be appropriate and safe for the individual and work environment. Shoes should promote the safe transport of patients and equipment and support good body mechanics.
- 2.. Sandals and open-toed shoes are unacceptable for areas or positions with a potential safety hazard. Flip-flops are prohibited.
3. Shoes and shoelaces (nursing and athletic) must be clean.
4. Colored clogs without holes may be worn.
5. Clinical Customer Service Representatives and non-clinical staff footwear should be professional, clean, and coordinated with business attire.

E. Hair, including facial hair, shall be clean and well-groomed at all times. The style of any of the aforementioned shall not interfere with the ability of the employee to maintain standard precautions or sterile technique, when appropriate in their work environment.

1. Protective hairstyles including braids, twists, afro hairstyles, and locs are acceptable within clinical and nonclinical settings.
2. Hair is to be well groomed, clean, and free of glitter/ornaments.
3. Hairstyle and accessories are to be appropriate so that they do not interfere with the ability of the employee to maintain standard precautions or sterile techniques. Hairstyles and accessories shall be worn so as to avoid contact with the patient.
4. While on duty, hair beyond shoulder length is to be worn up or pulled back and secured. Hair should be worn out of the eyes.
5. Facial hair must be well-groomed and short. Mustaches and beards are to be kept neat and trimmed.
6. Hats, scarves/bandanas, and other head coverings are not permitted unless required as part of clinical duty. Acceptable hair accessories include barrettes, ponytail holders, and headbands (3 in. wide or less).

F. Fingernails/Makeup/Perfume/Cologne;

1. Makeup, if worn, must be applied in moderation to enhance the natural features and create a professional image. Glitter, sequins, and false eyelashes (including lash extensions) are prohibited.
2. Fingernails are to be clean and no longer than ¼ inch beyond fingertips.
3. Fingernails are to be free of ornaments. Fingernail polish is to be free of chips.
4. Artificial fingernails or nail enhancements are not allowed to be worn by direct caregivers. (See IFC001 Hand Hygiene)
5. For patient and staff health and comfort, the use of perfume, cologne, or after-shave scents is prohibited as they have adverse effects on patients, visitors, and other employees. Employees will not smell smoke and other tobacco products when reporting to work.

G. Jewelry should allow nursing staff to practice acceptable hand washing and sterile technique and maintain standard precautions. Jewelry should not pose a safety hazard to the patient and/or staff (i.e. rings and earrings). A safety hazard can be defined as the potential to scratch patients or tear gloves. Earrings and necklaces that have the potential to be grabbed by patients or caught on equipment should be avoided.

Jewelry may include:

1. Watch or fitness tracking device
2. One visible necklace, up to 18 inches in length.
3. Rings, no more than three.
4. Piercings (e.g., posts, studs, loops) are permissible only on the ear and are limited to two per ear. No eyebrow rings, nose rings, lip rings, chin studs, tongue studs or other facial piercings are to be worn while on duty.
5. Earrings should be small (no larger than size of a quarter) and not dangle below the jawline. Ear gauges (open holes in lobes) are not acceptable.
6. All offensive tattoos must be covered.
7. Only hospital-issued or hospital-approved communication devices should be visible.

H. Tattoos shall be covered if inconsistent with the spirit of the Participating Organization's Equal Employment Opportunity policy.

Clinical Appearance Standards

1. Clothing should be appropriate to a professional setting and respectful of internal and external customers. Outerwear fit, style, and cut should be appropriate to the work activities and not compromise the employee's ability to function safely. All clothing for direct care providers must be uniform or scrub wear. Clothing must be clean, neat, pressed, not "worn" or faded, and free from holes or tears. Clothing that promotes political causes, products or nonprofessional organizations is not acceptable. The apparel standards for the Department of Nursing will be relaxed only for defined "special events" days, as determined by the Nurse Manager.

- A. Employees shall wear scrubs in accordance with the Standardized Apparel Program Expectations (ACT201 Appendix A)
- B. Employees shall wear the scrub color designated for their role (ACT201 appendix B)
- C. Employees shall display the appropriate hang tag for their title on their ID badge. (ACT201 Appendix D)
- D. Employees shall wear the appropriate locator tag (Hill-Rom, Versus) for their unit at all times during a clinical shift.
- E. Skorts and capris are not acceptable.
- F. Undergarments (of non-contrasting colors and patterns) must be worn and should not be visible through clothing.
- G. White/neutral color hosiery must be worn with skirts and dresses. Hosiery/socks must be worn with pants.

2. Only OR's, ICU's, the ED, and procedural area nurses and technicians may wear hospital-issued scrubs.
 - A. White or neutral-colored camisole under the blouse is recommended.
 - B. Black, white or neutral hose must be worn at all times with skirts or dresses. No socks with skirts.
 - C. Black, white or neutral socks or hose should be worn under slacks.

- D. Per Infection Control, sweaters, and fleece wear may not be worn in the OR and procedure areas as they pose a risk for contamination and infection.
- E. Maternity uniforms are to be worn as appropriate (ACT201 see Appendix A).