



Standards of Conduct Policy & Field Associate Cancellation Policy

Standards of Conduct Policy

In order to provide associates with some guidance concerning unacceptable behavior, the following are examples of types of conduct that are not considered appropriate. While Angel Healthcare reserves the right to terminate any associate's employment at will, associate's who engage in this conduct or whose performance is unsatisfactory will be subject to termination.

Angel Healthcare associates must represent Angel in the best possible light at all times. This list is a sample and is not meant to be all-inclusive.

- Working under the influence of drugs or alcohol is not acceptable and will not be tolerated.
- Falsification of forms, records, or reports, including sign in sheets and time cards, application materials or patient records will result in termination.
- Possessing or bringing any type of weapon, alcohol, or illegal drug on or to hospital or office property.
- Theft of company, patient or facility property.
- Sleeping while on duty.
- Violation of safety or health rules, or engaging in conduct that creates a safety hazard.
- Leaving the work assignment without permission of direct supervisor.
- Multiple call-offs and/or tardiness, or no-shows will absolutely not be tolerated.

Field Associate Cancellation Policy

As our newest Angel, you are a vital part of the service we provide. Angels report on time to assignments, and show up when expected. Angels have the right to refuse any assignment, however, once you have accepted an assignment, it is yours! When it is absolutely necessary to cancel an assignment, Angels are expected to contact our office themselves, not your husband, or wife, or Uncle John. And please Angels, give us enough notice so that we can get our customer someone else. (4 hours minimum) If an Angel runs into a problem on the job, do not leave your workstation! Call the staffers immediately, and we will handle whatever the issue might be. Of course Angels, all no-shows and walkouts will result in termination.

- More than two cancellations in the month may make you an inactive Angel.
- Dress appropriately – like an Angel should!
- Be professional at all times; remember you want to work as an Angel.
- A minimum of 4 hours notice is required for cancellation of a shift.
- When you accept an assignment, make sure you have a sitter for the kids, a car or a reliable ride, and make sure you are not ill.

Adherence to the above policy will keep you in good standing. It is your responsibility to know and maintain our standards! For more information refer to the Associate Conduct Guidelines.