



dean's professional services - Smith & Dean, Inc.

2025 - 2026

Team Member Handbook

Dean's Professional Services (dps) is an Equal Opportunity Employer



Office Location & Hours of Operation

Corporate Location:

1250 Wood Branch Park Drive, Suite 650
Houston, TX 77079

Phone Number:

713-785-7483 (Local)
800-805-9318 (Toll Free)

DPS Business Hours:

Monday - Thursday | 8am - 5pm
Friday | 8am - 4pm

Team Member Phone Line:

24 hours a day, 7 days a week | 713-785-7483

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Welcome to Dean's Professional Services

We extend a warm welcome to you at Dean's Professional Services. We are thrilled that you have chosen to join our team and eagerly anticipate a mutually advantageous partnership.

This handbook serves as a point of reference and offers guidance on essential employment matters.

We've brought you on board because we see the potential in your skills and believe you can contribute to our Company's success. Your commitment to effectively completing your assigned tasks is greatly valued.

We're confident that your dedication and hard work will not only benefit the Company but also instill in you a sense of pride and achievement.

Welcoming you as a valued member of our team brings us great joy. Each associate plays a crucial role in our operations, and we hold in high regard the expertise, experience, and background that you bring to the table. Your services form the backbone of our customer offerings, paving the way for our growth and the creation of new opportunities in the years ahead.

Your success is a priority for us, and we're here to provide all the support you need. Don't hesitate to reach out to any member of the branch staff if you require assistance or guidance.

Once again, a warm welcome to our extended family. We're excited to have you on board and look forward to achieving great things together!

Please note that these policies are not intended to establish an employment agreement, employment contract, or a legally binding document, either directly or indirectly. Nothing contained in this document, or any other materials provided to you as a team member, should be construed as a guarantee of continued employment or benefits for any specific duration.



Introduction

The Smith & Dean, Inc dba Dean's Professional Services (DPS) Team Member Handbook serves as a repository for the latest company policies and procedures related to team member conduct and operations within DPS and for their clients. Team members are expected to familiarize themselves with and comprehend the principles outlined in this handbook.



Several key points about this handbook should be kept in mind:

- It provides general information and guidelines, and its scope is not intended to be all-encompassing or to address every potential application of, or exception to, the general policies and procedures described.
- If you have queries regarding your eligibility for a specific benefit or the applicability of a particular policy or practice to your situation, please direct your questions to the Human Resources department.
- Neither this handbook nor any other company documentation confers a contractual right, whether expressly or implicitly, to maintain employment with DPS.
- Furthermore, it does not guarantee fixed terms and conditions of employment. Your position is not tied to a predetermined period and can be terminated at the discretion of DPS, with or without cause and without prior notice.

- Alternatively, you retain the right to resign for any reason at any time. No representative of DPS, except the President, possesses the authority to establish an employment agreement for a specified duration or to make any agreement contrary to the terms.

We honor each team member's individual right to identify their gender as male, female, or non-binary. To ensure inclusivity across our workforce, we have chosen to use plural pronouns such as "they," "their," and "them," which do not align with specific gender designations. This approach aims to eliminate any potential confusion in this regard.

Please be aware that the information contained in this handbook may undergo changes periodically. When such revisions occur, we will make every effort to keep you well-informed through appropriate communication channels.



About Dean's Professional Services

Who We Are

Dean's Professional Services (DPS) operates as a staffing, team member development, and consulting firm headquartered in Houston, TX.

Founded by Mrs. Jennifer Dean in 1993, DPS emerged with a vision to establish a "full-service solution", introducing a fresh and innovative perspective to the staffing industry.

DPS is NOT an agency; rather, we serve as your "career home-base" and foundation for your career journey.





Within the DPS community, our commitment revolves around ensuring your success in finding and growing your career. Our goal is to facilitate a match between you and our clients, one that aligns not only your skills and personality but also your career goals.

Beyond our staffing offerings, we extend a range of educational services, motivational workshops, seminars, as well as IT and networking solutions to our esteemed clients. DPS has garnered renown for delivering the most proficient, professional, and exceptionally skilled workforce. Your presence here signifies your successful completion of the application and screening process, endorsing you as one of the finest candidates in the field!

Our Mission Statement

Our goal is to give 150%, never settling for 100%, always knowing we can do more to serve our clients. Our clients are the reason we are in business. They are the “boss”, and we dance to the beat of their drum. They come first in all we do. Customer Service is the key to success. Our service starts with the front desk and flows throughout the office. Our business is only as good as our service.

What We Staff

- Temporary
- Temp to Hire (conversion)
- Direct Hire
- Contract / PRN

Why Work for DPS?

- Access to a wide network of employers
- Industry Insight
- Flexibility - Temporary, Contract and Direct Hire Opportunities
- Recruiter expertise and guidance
- Confidentiality in your search for career opportunities
- Streamline your job search
- No cost to you as a candidate for our job matching service
- Working interview for direct hire opportunities
- Access to continuing education, CPR and other upskill opportunities

Healthcare
Staffing Solutions

Total Care
Staffing Solutions

Professional
Staffing Solutions

Direct Hire
Staffing Solutions

Not Sure Who to Talk to?

Here at Dean's Professional Services, we offer 24/7 access to our staffing experts and leadership team. In our efforts to provide the best service possible, we want to be sure our clients understand our organizational structure as well as who to talk to in certain situations.

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1250 Wood Branch Park
Drive, Suite 650
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24 hours a day, 7 days a
week 713-785-7483

General Emails:

staffing@deansprofessionalservices.com
payroll@deansstaffing.com
compliance@deansprofessionalservices.com

Program Specific Emails:

dpssolutionpool@deansprofessionalservices.com
harrishealth@deansprofessionalservices.com
villageteam@deansprofessionalservices.com

Executive Team:

Jennifer Dean, President
Mike Dean, Vice President & IT
Shannon Divers, Chief Compliance Officer
Tiffany Wright, Chief Executive Officer
Derrick Moore, Chief Financial Officer

Customer Service / Staffing

DeMar Speller

Healthcare & Total Staffing Manager
dspeller@deansstaffing.com

Jacob Simpson

Healthcare VMS & Methodist Staffing Manager
jsimpson@deansstaffing.com

Jennifer Dean

President | jdean@deansstaffing.com

Human Resources / Safety

Gerald Stevens

Jr. Executive Director of Operations
gstevens@deansstaffing.com

Nurse Liaison

healthsafetywellness@deansprofessionalservices.com

Credentialing / Compliance

Nicole Randle

Credentialing Manager
nrandle@deansstaffing.com

Shannon Divers

Chief Compliance Officer
sdivers@deansstaffing.com

Payroll / Benefits

Trinetta Cruse

Payroll & Billing Supervisor
tcruse@deansstaffing.com



Employment Policies

Dean's Professional Services (DPS) is dedicated to maintaining a workplace that promotes inclusion, diversity, and equal opportunity. We recognize and value the unique backgrounds, perspectives, and contributions of every team member and applicant.

DPS strictly prohibits discrimination or harassment of any kind, in accordance with all applicable federal, state, and local laws, as well as Joint Commission standards. This includes protections against discrimination based on race, color, religion, sex (including pregnancy, sexual orientation, gender identity, and gender expression), national origin, age, disability, genetic information, veteran status, or any other characteristic protected by law.

Our Equal Employment Opportunity (EEO) commitment applies to all employment practices and decisions, including but not limited to recruitment and hiring, placement and assignment, training and professional development, promotion and advancement, compensation and benefits, discipline and termination and working conditions and access to opportunities

We believe that a diverse and inclusive workforce strengthens our ability to deliver high-quality services to clients and patients, in keeping with the standards of ethical and professional conduct required in healthcare environments.

DPS is committed to maintaining a workplace free from harassment, retaliation, or bias. All employees share responsibility for contributing to an environment of mutual respect.

If you experience or witness any behavior inconsistent with these principles, you are encouraged to report it immediately to Human Resources or through any available reporting channel. All reports will be handled promptly, fairly, and confidentially to the extent possible. DPS strictly prohibits retaliation against anyone who raises a concern in good faith or participates in an investigation.



Reasonable Accommodations

In accordance with the Americans with Disabilities Act (ADA), the Pregnant Workers Fairness Act (PWFA), Title VII of the Civil Rights Act, and all applicable state and local laws, DPS provides reasonable accommodations to qualified employees and applicants with disabilities, medical conditions related to pregnancy or childbirth and sincerely held religious beliefs or practices.

Disabilities and Medical Conditions

DPS will provide reasonable accommodations that enable qualified individuals with disabilities to perform the essential functions of their position, unless doing so would cause undue hardship to the company or pose a direct threat to health or safety. Examples may include modified work schedules, assistive devices, or job restructuring.

Pregnancy, Childbirth, and Related Conditions

Employees may request reasonable accommodations related to pregnancy, childbirth, or related medical conditions, such as additional breaks, modified duties, or temporary transfers, as required by the PWFA and similar state laws.

Religious Beliefs and Practices

DPS will make reasonable efforts to accommodate employees' sincerely held religious beliefs, observances, or practices, such as schedule changes, time off for religious observances, or adjustments to dress or grooming requirements, unless such accommodation would impose an undue hardship.

Request Process

Employees seeking a reasonable accommodation should submit their request to Human Resources. DPS may engage in an interactive process to determine an effective and appropriate accommodation. Documentation may be requested when needed to support the request, consistent with applicable laws.

At-Will Employment

Employment with Dean's Professional Services (DPS) is based on the principle of employment at will. This means that either you or DPS may terminate the employment relationship at any time, for any lawful reason or no reason at all, with or without notice. Likewise, DPS may change or modify employment terms, including job duties, work schedules, assignments, compensation, or benefits, at its discretion, consistent with applicable laws.

Nothing in this handbook or any other company communication—written or verbal—creates or is intended to create a contract, guarantee of continued employment, or promise of specific terms or conditions of employment. No manager, supervisor, or representative of DPS (except the President or Board of Directors, through a signed written agreement) has the authority to enter into any employment agreement for a specified period of time or to make any agreement contrary to the at-will relationship.

Texas Employment Law and Multi-State Compliance

The employment-at-will doctrine is the basic rule of employment law in Texas and applies to all phases of the employment relationship. In the absence of an express contract or specific statutory protection, either party may modify the terms or conditions of employment—or terminate employment—at any time, for any lawful reason, with or without advance notice. While DPS is headquartered in Texas, this policy applies to all employees across the United States, subject to state and local laws that may provide additional employee rights or impose specific restrictions. DPS complies with all applicable statutes in each state where it operates.

Exceptions and Legal Protections

Employment-at-will does not override or eliminate protections provided by federal, state, or local law, including but not limited to:

- The public policy exception, which prohibits termination or adverse action against a team member who refuses to commit an unlawful act or exercises a protected legal right.

- Statutory protections under laws such as the Civil Rights Act, Americans with Disabilities Act (ADA), Family and Medical Leave Act (FMLA), Occupational Safety and Health Act (OSHA), and National Labor Relations Act (NLRA), among others.

Right to Work

Texas is a Right-to-Work state. Under Texas Labor Code §§101.052–101.053, employment cannot be conditioned or denied based on membership or non-membership in a labor union. DPS also adheres to all right-to-work and fair employment laws in other states where it conducts business.

Employee Rights Under the National Labor Relations Act (NLRA)

Nothing in this policy or in any DPS practice is intended to interfere with, restrain, or prevent employees from engaging in protected concerted activity as defined by the National Labor Relations Act. This includes, but is not limited to, employees discussing wages, hours, working conditions, or other terms of employment, or choosing to engage in or refrain from such activities.

Conflict of Interest & Outside Employment

Dean’s Professional Services and Dean’s Staffing Solutions, Inc. require all team members to avoid any activity, relationship, or outside employment that creates, or appears to create, a conflict of interest. Team members must act in the best interest of the company and its clients at all times.

If you have a personal relationship, side employment, or outside interest that could influence your decisions at work, you must disclose it to Human Resources or Compliance for review and written approval before continuing the activity.

Team members are prohibited from accessing, approving, or managing records related to family members or close associates. Violations of this policy may result in disciplinary action, up to and including termination.

Policy Modification and Interpretation

DPS reserves the right to modify, revoke, suspend, or terminate any of the policies, procedures, or benefits described in this handbook, in whole or in part, at any time, with or without notice, as business or legal needs require.

The Human Resources Department is responsible for interpreting and enforcing handbook policies and for ensuring consistency with applicable federal, state, and local laws. In the event of any conflict between this handbook and applicable law, the law will govern.

Diversity, Equity, and Inclusion (DEI) Policy Statement

At Dean’s Professional Services (DPS), our people are our greatest asset. We are committed to fostering a diverse, equitable, and inclusive workplace where every team member is valued, respected, and empowered to succeed. We believe that diversity in all its forms—including race, ethnicity, gender, age, sexual orientation, disability, religion, culture, and background—enhances our collective strength, drives innovation, and enables us to deliver exceptional service to our clients and communities.

Our Commitment

- **Equal Opportunity**
DPS provides equal employment opportunities to all individuals, in full compliance with applicable federal, state, and local laws. Employment decisions—including hiring, promotion, compensation, and development—are based solely on qualifications, performance, and organizational needs.
- **Inclusive Environment**
We are dedicated to maintaining a workplace where everyone can bring their authentic selves to work. Discrimination, harassment, or bias of any kind will not be tolerated. Our culture is one of respect, belonging, and mutual support.
- **Respectful Communication**
DPS encourages open, honest, and respectful communication among all team members. We value diverse perspectives

and recognize that thoughtful dialogue and shared experiences enhance understanding, collaboration, and decision-making.

- **Professional Development**
We are committed to providing equitable access to professional growth and development opportunities for all team members. DPS supports initiatives that promote leadership, skill development, and advancement for underrepresented groups in our workforce.
- **Equitable Policies and Practices**
Our employment policies and practices are designed to promote fairness, consistency, and inclusion. We regularly review these policies to identify and remove potential barriers, ensuring alignment with our DEI values and legal obligations.
- **Community Engagement**
DPS actively supports and participates in community initiatives that promote diversity, inclusion, and social responsibility. We believe that engagement beyond the workplace strengthens both our culture and the communities we serve.

Your Responsibility

As a valued member of the DPS team, you play a vital role in upholding our DEI commitment. Each of us is responsible for contributing to a work environment where every individual feels safe, respected, and empowered to succeed. Treat all colleagues with professionalism and kindness—both during work hours and at company-related events, whether on or off premises.

Reporting and Accountability

DPS maintains a zero-tolerance stance toward discrimination, harassment, or behavior inconsistent with our DEI principles. If you experience or witness conduct that violates these standards, report it promptly to your supervisor, Human Resources, or through any available reporting channel.

- All reports will be reviewed promptly, fairly, and confidentially to the extent possible.
- Retaliation against anyone who reports a concern in good faith or participates in an investigation is strictly prohibited.
- Any employee found to have engaged in discriminatory or inappropriate conduct may be subject to corrective or disciplinary action, up to and including termination.

Every new team member must acknowledge receipt of the Corporate Diversity, Equity, and Inclusion Policy during onboarding as part of our shared responsibility to maintain a respectful and equitable workplace.

Continuous Improvement

Our journey toward diversity, equity, and inclusion is continuous. DPS remains committed to evaluating and improving our practices, training, and outreach efforts to ensure they reflect our values and the diverse world in which we live and serve. Together, we build a workplace that celebrates differences, promotes fairness, and empowers every individual to thrive.

Cultural Diversity Policy

At Dean's Professional Services (DPS), we recognize and celebrate the richness of cultural diversity that each team member brings to our workplace. We are committed to creating an inclusive and respectful environment where all individuals feel valued, respected, and empowered, regardless of their cultural, ethnic, or social background.

Our Commitment

- **Respect and Inclusion**
We foster a workplace culture that respects and values cultural differences, recognizing the unique contributions of each team member. Inclusion is central to how we collaborate, innovate, and serve our clients.

- **Equal Opportunity**
Employment decisions—including recruitment, hiring, promotions, assignments, and training—are based solely on skills, qualifications, and performance, without bias related to cultural, ethnic, or social backgrounds.
- **Safe and Supportive Work Environment**
DPS maintains a work environment free from discrimination, harassment, or bias based on cultural or ethnic differences. Inappropriate conduct that undermines cultural diversity will not be tolerated.
- **Cultural Sensitivity**
All team members are expected to demonstrate cultural awareness and consideration in their interactions. This includes respecting different traditions, beliefs, customs, and practices.
- **Learning and Education**
DPS promotes continuous education on cultural diversity to help team members broaden their understanding and strengthen cross-cultural communication. Training and resources will be provided to enhance cultural awareness and competency.

Implementation

- **Training and Education**
All team members, including new hires and current staff, will receive training on cultural diversity, equity, and inclusion to cultivate a more inclusive and culturally aware workplace.
- **Open Communication**
DPS encourages open dialogue and sharing of perspectives across cultural backgrounds to promote understanding, collaboration, and respect.
- **Reporting and Addressing Concerns**
Team members who experience or witness behavior inconsistent with this policy are encouraged to report their concerns through established channels. All reports will be treated confidentially and investigated promptly and thoroughly.
- **Disciplinary Measures**
Any violation of this policy may result in appropriate disciplinary action, up to and including termination, to uphold our commitment to cultural diversity and inclusion.

Conclusion

Embracing cultural diversity strengthens our workplace, enhances creativity, drives innovation, and contributes to the overall success of DPS. We are dedicated to fostering an inclusive culture that values and respects the contributions of every individual, ensuring a harmonious and equitable environment for all.

Non-Retaliation Policy

Dean's Professional Services (DPS) is committed to fostering a safe, respectful, and ethical workplace. This policy underscores our zero-tolerance approach to retaliation and reinforces our dedication to protecting team members who report concerns, violations, or participate in any activity protected by law or company policy.

All team members should feel confident and empowered to report concerns, raise grievances, or participate in investigations without fear of retaliation. DPS ensures that employees may report ethical, clinical, or compliance issues to the appropriate authorities without experiencing adverse consequences.

Policy Statement

- **Retaliation Prohibited**
DPS strictly prohibits any form of retaliation against team members who report concerns, participate in investigations, file complaints, or engage in activities protected by law or company policy.
- **Protected Activities** under this policy include, but are not limited to:
 - Reporting discrimination, harassment, or unethical behavior
 - Raising safety or policy concerns
 - Cooperating with internal or external investigations
 - Participating in audits, compliance reviews, or regulatory inquiries
- **Examples of Retaliation**, including but not limited to:
 - Negative comments, threats, or intimidation
 - Isolation or exclusion from work-related activities
 - Denial of promotions, assignments, or professional opportunities
 - Unwarranted discipline or changes in job duties
 - Any action that creates a hostile or adverse work environment
- **Confidentiality**
The confidentiality of individuals who report concerns will be maintained to the extent permitted by law. Information will only be shared with those who need it to investigate or resolve the issue.

Reporting Retaliation

1. Reporting Process

Any team member who believes they are experiencing or witnessing retaliation should report it promptly to:

- Their supervisor or manager
- Human Resources
- Other designated reporting channels outlined in DPS procedures

2. Confidentiality

Reports of retaliation will be handled confidentially whenever possible and investigated thoroughly and impartially.

3. No Adverse Action for Reporting

Team members who report retaliation in good faith and without malicious intent will not face any adverse consequences for doing so.

Consequences

Any team member found to have engaged in retaliation will be subject to appropriate disciplinary action, up to and including termination of employment.

Conclusion

DPS is committed to maintaining a workplace where team members feel comfortable raising concerns, reporting violations, and participating in protected activities without fear of retaliation. By upholding this policy, we reinforce our dedication to ethical behavior, open communication, and a respectful workplace for all employees.

Conflict Resolution Policy

Our Commitment

At Dean's Professional Services (DPS), we believe in open communication, mutual respect, and fair treatment for every team member. If you ever experience a problem, disagreement, or concern related to your job, pay, working hours, assignment conditions, treatment by others, or any other workplace issue, DPS wants to resolve it quickly and fairly. You have the right to speak up without fear of retaliation. No one will ever be disciplined, penalized, or treated unfairly for reporting a concern or helping another team member do so.

How to Resolve a Concern

Step 1 – Talk to Your DPS Contact

If a concern arises while you're on assignment, talk first with your DPS Staffing Coordinator or Staffing / Project Manager. Most issues can be resolved through open, honest communication. Be clear about what's happening and what outcome you're hoping for.

Step 2 – Escalate to a Staffing Manager

If your concern is not resolved or involves your coordinator directly, contact your Staffing Manager. Your manager will listen, gather information from all sides, and work to resolve the issue fairly. You will receive a follow-up within a few business days.

Step 3 – Contact Human Resources or Compliance

If the issue involves discrimination, harassment, retaliation, or pay-related concerns—or if you are not comfortable speaking with your manager—you can contact the Human Resources or Compliance Department directly.

You can reach HR or Compliance by:

- Calling the main office at 713-785-7483
- Emailing healthsafetywellness@deansprofessionalservices.com

A meeting or phone discussion will be arranged within 10 business days. You will have an opportunity to explain your concern and provide any details or documentation. The Human Resources team will review the information and provide a written response.

Step 4 – Executive Management Review

If you disagree with the outcome from Human Resources or Compliance, you may request a final review by the Executive Management Team (EMT) within 10 business days of receiving the decision. The EMT (or its representative) will review all documentation, may schedule a discussion with you, and will issue a final written decision. There are no additional appeal steps beyond this point.

Your Right to Contact The Joint Commission

Dean's Professional Services is certified by The Joint Commission for Health Care Staffing Services. As a DPS team member, you have the right to report any concerns about patient safety, quality of care, or ethical practices directly to The Joint Commission—even if you have not gone through DPS's internal process.

Reporting to The Joint Commission will not result in any retaliation.

Your identity will remain confidential to the extent possible.

How to Contact The Joint Commission

By Mail:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

By Phone:

(800) 994-6610

Online:

Non-Retaliation

DPS will not tolerate retaliation of any kind against anyone who reports a concern, assists in an investigation, or contacts The Joint Commission. Any retaliation should be reported immediately to Human Resources or Compliance.

Need Help or Advice?

If you ever feel unsure about how to raise a concern or who to contact, please call **Human Resources at 713-785-7483** or email healthsafetywellness@deansprofessionalservices.com. We are here to support you.

Summary of Steps

Step	Who to Contact	Purpose
1	Staffing Coordinator or Project Manager	Try to resolve the issue directly.
2	Staffing Manager or Director	Get management help if the issue continues.
3	Human Resources / Compliance	For pay, discrimination, or unresolved issues.
4	Executive Management Team	Final review if still unresolved.
—	The Joint Commission	For concerns about patient safety or quality of care.

Code of Conduct and Ethics

At Dean's Professional Services (DPS), we believe that respect, integrity, and professionalism are the foundation of everything we do. This Code of Conduct and Ethics outlines the standards that guide how we work together, how we serve our clients, and how we represent the company every day. We all share responsibility for upholding these principles and for creating a workplace where everyone feels valued, respected, and empowered to do their best work.

Our Commitment to Ethical Conduct

DPS recognizes that every business activity carries some level of risk. Management is responsible for implementing and following procedures that help manage those risks, and every team member plays a vital role in understanding and following these policies. By being aware of the potential risks in your role and taking steps to comply with company procedures, you help ensure a safe, ethical, and compliant work environment.

We expect every member of our team to make decisions guided by honesty, fairness, and sound judgment—even in situations where no specific rule applies. If something feels questionable or could be perceived as improper, it's always best to seek guidance before proceeding.

Compliance with Laws and Regulations

DPS fully complies with all applicable federal, state, and local laws, as well as industry-specific regulations. This includes following laws related to employment, healthcare, safety, and financial practices. Team members are responsible for understanding the laws and regulations that affect their work and for seeking clarification when needed.

We have a zero-tolerance policy for bribery or corruption in any form. Modest gifts or entertainment may be acceptable if they are consistent with local business customs and do not create an expectation of influence—but when in doubt, consult your supervisor or Executive Management before offering or accepting anything of value.

Recruiting employees from client sites or competing facilities during a work cycle is strictly prohibited in the healthcare field.

Even when the law does not specifically apply, we hold ourselves to the same high ethical standards, acting as responsible and trustworthy representatives of DPS.

Professionalism and Integrity

We expect every team member to act with integrity and professionalism in all interactions—both inside and outside the company.

We believe honesty builds trust, and transparency is essential in all communication and decision-making. If a situation arises that could create a conflict of interest, such as a personal or financial interest that might influence your judgment or decision-making, disclose it immediately to management. Business decisions—especially those involving procurement or vendor relationships—must be based solely on merit, quality, and value, not on personal benefit.

Respect and Diversity

At DPS, we treat every individual with respect, fairness, and dignity. We do not tolerate discrimination, harassment, or intimidation of any kind. Everyone deserves to work in an environment where their background, culture, and ideas are valued. We believe that diversity and inclusion strengthen our workplace, and every team member contributes to creating a culture of respect and belonging.

Confidentiality and Data Security

In the course of your work, you may have access to confidential or proprietary information. Protecting this information is essential to maintaining the trust of our clients, partners, and colleagues.

Confidential information may include business strategies, employee data, financial records, or client details. Such information must never be shared outside the company—or used for personal gain—without proper authorization.

This duty of confidentiality continues even after your employment with DPS ends. The only exceptions are information that is already public, information you possessed prior to employment, or disclosures required by law.

We also take data protection seriously. Always follow company security protocols when handling sensitive or personal information.

Workplace Safety and Responsible Use of Resources

Every employee shares responsibility for maintaining a safe workplace. Follow all safety procedures, report hazards or incidents immediately, and take personal accountability for your well-being and that of your coworkers. Use company resources—such as time, materials, and technology—responsibly and efficiently. Avoid waste or misuse, and remember that these resources exist to support our shared success.

Communication and Collaboration

We encourage open, professional, and constructive communication at all levels of the organization. Teamwork and collaboration are key to our success, and we value every contribution. Treat every interaction—whether with a client, coworker, or partner—as an opportunity to build trust and strengthen relationships.

Social Media and Online Conduct

When representing DPS online or using social media, always conduct yourself in a professional and respectful manner. Avoid posting or sharing confidential information, or any content that could reflect poorly on the company or its clients.

Political Contributions

DPS does not make contributions to political parties or candidates under any circumstances. Team members are, of course, free to engage in personal political activities outside of work, but such activities must not be conducted on company time or with company resources.

Customer Relationships

Our success depends on maintaining trust and confidence with our clients. Every team member is expected to provide excellent service, anticipate client needs, and deliver value that meets or exceeds expectations.

Competition

We compete fairly and ethically. Our goal is to earn business through quality, service, and integrity—not through disparagement or unfair advantage. Do not engage in conversations about pricing, wages, or other sensitive topics with competitors. Never

attempt to obtain or share confidential information from other companies, and do not recruit staff from client or competitor sites while on duty.

Community Engagement

DPS is proud to give back to the communities where we live and work. We support charitable organizations, sponsor community programs, and encourage employees to participate in volunteer efforts. We also create positive impact by providing meaningful employment opportunities and delivering services that improve lives.

Environmental Responsibility

We take our environmental impact seriously. While our work as a staffing firm has a smaller footprint than other industries, we remain committed to reducing waste, limiting vehicle emissions, and using energy responsibly. Small actions—like conserving paper and turning off unused equipment—make a big difference.

Reporting Concerns and Whistleblowing

If you ever see or suspect behavior that violates the law, this Code of Conduct, or DPS policies, you are encouraged to speak up. You can report concerns to your supervisor, HR, or any member of management—confidentially and without fear of retaliation. DPS strictly prohibits retaliation against anyone who raises a concern in good faith.

Consequences and Accountability

Violating this Code of Conduct may result in disciplinary action, up to and including termination. Every employee is responsible for their actions and for maintaining the trust that our clients, partners, and coworkers place in us.

By following these principles, we each play a role in protecting DPS's reputation, fostering a respectful and ethical workplace, and ensuring that we continue to deliver exceptional service with integrity and care.

Harassment Policy Statement

At Dean's Professional Services (DPS), we are committed to fostering a respectful, inclusive, and collaborative workplace. Harassment in any form is inconsistent with our values and will not be tolerated. DPS is dedicated to maintaining an environment free from behavior that is harassing, discriminatory, or otherwise disrespectful.

Scope of Harassment

Harassment includes, but is not limited to, unwelcome verbal, written, physical, or visual conduct based on an individual's:

- Race, color, ethnicity, or national origin
- Religion or creed
- Gender, gender identity, or gender expression
- Sexual orientation
- Age or disability
- Marital status, veteran status, or other protected status

This policy applies to all interactions in the workplace, including relationships with team members, clients, vendors, and other individuals associated with DPS.

Examples of prohibited harassment include:

- Offensive jokes, slurs, or derogatory comments
- Intimidating gestures or behavior
- Inappropriate pictures or visual materials
- Any conduct that creates a hostile, intimidating, or uncomfortable work environment

Sexual Harassment

Sexual harassment is strictly prohibited and may include unwelcome verbal or physical sexual advances, requests for sexual favors, or other conduct of a sexual nature. Sexual harassment occurs when:

- Submission to such conduct is explicitly or implicitly a term or condition of employment
- Submission to or rejection of the conduct is used as the basis for employment decisions

- The conduct substantially interferes with work performance or creates an intimidating, hostile, or offensive work environment

Harassment can occur face-to-face, digitally, or through third-party channels.

Reporting Harassment

Team members who experience or witness harassment are encouraged to report incidents promptly through any of the following channels:

- Staffing Coordinator
- Human Resources
- Designated company reporting mechanisms

All reports will be taken seriously, handled confidentially, and investigated promptly. Retaliation against anyone reporting harassment or participating in an investigation is strictly prohibited.

Investigation and Resolution

- Complaints will be investigated impartially to ensure the rights of all parties are protected.
- Upon substantiation of harassment, appropriate corrective action will be taken, which may include education, counseling, or disciplinary measures up to and including termination.
- Team members raising concerns about unethical behavior—including fraud, misrepresentation, theft, harassment, discrimination, or regulatory non-compliance—may escalate their concerns to:
 - Staffing Coordinator
 - Executive Management / Executive Compliance Committee
 - President

Confidentiality must be maintained, and discussions of concerns should be limited to authorized personnel or as required by law. If a whistleblower is dissatisfied with the outcome, or if the matter is of exceptional gravity, they may contact the President or applicable regulatory agency in accordance with DPS's Complaint Reporting policy.

Conclusion

By working together to prevent harassment and foster a culture of respect, DPS ensures a safe, inclusive, and professional workplace for all employees. Cooperation from every team member is essential to uphold this commitment.

HIPAA Violation Policy

The Health Insurance Portability and Accountability Act (HIPAA) mandates strict confidentiality and security standards for Protected Health Information (PHI). At Dean's Professional Services (DPS), we are fully committed to safeguarding the confidentiality, integrity, and availability of PHI. Any unauthorized use, disclosure, access, or breach of PHI constitutes a violation of this policy and will result in appropriate action. This policy applies to all DPS team members, contractors, volunteers, and business associates who handle, access, or encounter PHI in the course of their work.

Policy Guidelines

Use and Disclosure

- PHI may only be accessed, used, or disclosed as necessary for job responsibilities and in accordance with HIPAA regulations.
- Unauthorized disclosure of PHI is strictly prohibited.

Access Controls

- Access to PHI is limited to authorized individuals who require it for legitimate purposes.
- Users must log out of systems containing PHI when not in use to prevent unauthorized access.

Security Measures

- PHI must be stored, transmitted, and disposed of securely to prevent unauthorized access.
- Electronic PHI must be protected using encryption, password protection, and other security protocols.
- Physical PHI must be safeguarded through secure storage and restricted access.

Reporting Violations

- Suspected or confirmed HIPAA violations must be reported immediately to the Human Resources Officer or designated responsible party.

- Whistleblower protections are in place for good-faith reporters.

Investigation and Response

- All reported violations will be promptly investigated by designated personnel.
- Corrective actions may include retraining, disciplinary measures, or legal action, depending on the severity of the violation.

Breach Notification

- In the event of a breach of unsecured PHI, affected individuals and regulatory authorities will be notified as required by HIPAA.
- Mitigation measures will be implemented to prevent further unauthorized disclosure.

Training and Awareness

- All personnel handling PHI will receive HIPAA training to understand responsibilities and consequences of non-compliance.
- Ongoing awareness campaigns will reinforce HIPAA principles.

PHI Safeguard Tips

- Speak quietly about patient information to prevent others from overhearing.
- Keep patient files secure and out of public view.
- Use cover sheets for faxed PHI.
- Share patient information only on a need-to-know basis.
- Shred documents containing PHI when no longer needed.
- Obtain signed HIPAA authorization for non-therapeutic disclosures.
- Verify identity and permission before sharing information with family or over the phone.
- When in doubt, take reasonable steps to protect privacy (e.g., close curtains, limit bystanders).

Consequences of Violation

Violations of this policy may result in disciplinary action, up to and including termination of employment, legal action, and reporting to regulatory authorities.

Exceptions: No disciplinary action will be applied if PHI use or disclosure involves:

1. Good faith whistleblower disclosures to health oversight programs, DPS, public health authorities, or legal counsel.
2. Limited disclosures by a crime victim to law enforcement, following HIPAA procedures.
3. Filing complaints with DPS or the Department of Health and Human Services.
4. Participation in investigations, compliance reviews, proceedings, or hearings related to HIPAA.
5. Opposition to unlawful practices under HIPAA, provided the action is reasonable and in good faith.

Review and Revision

This policy will be reviewed periodically to ensure continued effectiveness and compliance with HIPAA regulations. Updates will be communicated to all relevant personnel.

By following this policy, DPS ensures the highest standards of PHI confidentiality and security, fulfilling both legal and ethical responsibilities while maintaining trust with clients, patients, and employees.

Base Wage Agreement

At Dean's Professional Services (DPS), the base wage for all team members meets or exceeds the applicable federal and state minimum wage requirements.

In addition to this base rate, hourly wages may vary depending on factors such as:

- Job role or assignment
- Individual skills, training, and experience
- Market conditions and client requirements

DPS is committed to compliance with all labor laws and ensuring that every team member receives fair, equitable, and lawful compensation for the work performed.

Applicant Onboarding Requirements

Background Checks

As part of the onboarding process, Dean's Professional Services (DPS) conducts comprehensive criminal background checks.

These checks may include:

- Searching for felony and misdemeanor records in the applicant's state of residence.
- Extending checks to prior states and counties of residence or employment over the previous 7–10 years, when required by client agreements.
- Conducting post-employment checks if there is reasonable suspicion of criminal activity.

Additionally, DPS ensures that all applicants are not listed on the Office of Inspector General (OIG) exclusions list, the Excluded Parties List System (EPLS), or any other relevant exclusion databases applicable to their occupation and client requirements.

Reference Checks

DPS verifies at least one professional reference from previous employers to confirm:

- Dates of employment
- Knowledge and applied job skills

Clinical Applicants:

- Professional and peer references are also verified to assess clinical knowledge, skill proficiency, and prior experience relevant to the role.

Pre-Employment Skills and Competency Assessment

Non-Clinical Applicants:

- Required to complete skill-based evaluations aligned with their job responsibilities.
- Evaluations are scored to demonstrate competency, typically categorized as Entry Level, Intermediate, or Advanced.
- Failing these assessments may disqualify the applicant from a specific position or client assignment, but not from employment with DPS.

Clinical Applicants:

- Must complete a competency self-assessment for each unit or specialty they will be assigned to.
- Assessment results are maintained in personnel files and updated annually.
- Applicants must achieve a passing score of 80% or meet the client-specified Angoff standard.
- Candidates who fail after two attempts may undergo remediation or may become ineligible for employment with DPS.

E-Verify Employment Eligibility Verification

Dean's Professional Services (DPS) participates in the E-Verify program, an internet-based system operated by the Department of Homeland Security (DHS) and the Social Security Administration (SSA). E-Verify allows DPS to electronically verify the employment eligibility of team members and ensure compliance with federal immigration laws.

Form I-9 and E-Verify Process

- All team members are required to complete Form I-9, Employment Eligibility Verification, upon joining DPS.
- In addition to Form I-9, DPS will use E-Verify to confirm employment eligibility based on the information provided.
- To complete this process successfully, team members must present accurate and unexpired documents as outlined in the Form I-9 instructions, which establish both identity and employment authorization.

Confidentiality and Privacy

- DPS is committed to safeguarding your personal information and maintaining the confidentiality of all documentation submitted during the Form I-9 and E-Verify process.
- All records will be stored securely and managed in accordance with applicable laws and regulations.

Team Member Responsibility

- Team members must cooperate fully with the Form I-9 and E-Verify process to ensure DPS remains in full compliance with federal employment eligibility requirements.
- For questions or assistance with the process, contact the Credentialing team.

By participating in E-Verify, you help DPS uphold its commitment to legal and ethical employment practices, ensuring a compliant

and professional workplace for all team members.

A high-angle photograph of a man and a woman working together at a wooden desk. The man, with a beard and wearing a light blue button-down shirt, is leaning over the desk. The woman, with blonde hair, is partially visible on the right. They are looking at a tablet computer. A laptop is open on the left side of the desk, and a pair of glasses lies on the wooden surface. The overall tone is professional and collaborative.

On the Job Expectations & Policies

Maintaining a high standard of professionalism is a fundamental aspect of being a member of the DPS team. Our understanding of professionalism encompasses a comprehensive approach that encompasses attire, punctuality, demeanor, and mindset. Every individual associated with DPS is expected to uphold professionalism consistently and without exception. Professional characteristics to be exhibited while working for Dean's Professional Services:

Professional Conduct

Communication

Professional communication is essential in all interactions. Team members are expected to:

- Use appropriate language, tone, and grammar in both written and verbal communication.
- Communicate openly, transparently, and courteously with colleagues, supervisors, clients, and external parties.
- Listen actively and respond respectfully, fostering a positive and collaborative work environment.

Service-Oriented Behavior

All team members are expected to demonstrate a commitment to providing exceptional service. This includes:

- Taking pride in creating a positive experience for clients, patients, and colleagues.
- Greeting others with warmth, friendliness, and eye contact, using names when possible.
- Maintaining a positive attitude and assuming positive intent in all interactions.
- Showing respect and courtesy toward patients, clients, and co-workers at all times.
- Taking ownership of responsibilities, including safety, cleanliness, confidentiality, and overall quality of service.

By consistently modeling professional conduct, DPS team members help maintain a workplace that is respectful, productive, and service-driven.

LEAP

Learn to leap when it comes to a service complaint, OWN IT! Remember: Customer perceptions are reality. Deliver service the customer/patient wants (not what you think they want).

LISTEN

EMPATHIZE

ASK QUESTIONS

PRODUCE A SOLUTION

SMART

Be smart in providing feedback to team members. Everyone wants feedback. Build positive relationships with co-workers by recognizing their strengths, successes, and opportunities. So Be:

SENSITIVE

MEANINGFUL

ACCURATE

REINFORCING

TIMELY

Professional Conduct and Ethical Standards

At Dean's Professional Services (DPS), all team members are expected to uphold the highest standards of ethical behavior, professionalism, and accountability. These expectations guide daily interactions, decision-making, and performance.

Core Principles

Ethical Conduct

- Act with honesty, integrity, and transparency in all professional activities.
- Maintain confidentiality of sensitive company, client, and patient information.
- Disclose conflicts of interest promptly to management.

Teamwork and Collaboration

- Contribute positively to a collaborative work environment.
- Share knowledge, support colleagues, and participate actively in team efforts.

Client and Customer Interactions

- Interactions should reflect DPS values, demonstrating courtesy, responsiveness, and professionalism.
- Provide service excellence by anticipating client needs and maintaining a positive demeanor.

Adaptability

- Demonstrate flexibility and a willingness to embrace change.
- Contribute constructively during transitions or challenging situations.

Conflict Resolution

- Address workplace conflicts professionally and respectfully.
- Engage in open dialogue with colleagues or supervisors to reach collaborative solutions.

Continuous Learning

- Seek opportunities for skill development and professional growth.
- Stay informed of industry standards, trends, and best practices.

Respect for Diversity

- Treat all colleagues with dignity and respect, regardless of background, culture, or beliefs.
- Discrimination or harassment of any kind is strictly prohibited.

Dress Code

- Adhere to DPS dress code, wearing neat, professional, and appropriate attire that reflects a positive company image.

Attendance and Punctuality

- Arrive on time for work, meetings, and scheduled commitments.
- Manage schedules effectively to minimize absenteeism and tardiness.

Communication and Email Etiquette

- Communicate clearly, professionally, and courteously in all correspondence.
- Respond to emails promptly and use company email for work-related purposes only.

Social Media Usage

- Maintain a professional image online and avoid sharing confidential information.
- Refrain from posting content that could negatively impact DPS's reputation.

Misconduct and Team Member Improvement

Responsibility and Accountability

- Team members are responsible for adhering to all policies, procedures, directives, and workplace rules.
- Disciplinary actions are flexible and considered on a case-by-case basis.

Disciplinary Process

- Handled primarily by the Staffing Coordinator and Human Resource Manager.
- Factors considered include severity of the offense and team member's prior record.

Types of Disciplinary Actions:

- Verbal Warning: Typically for first offenses unless severe.
- Written Warning: For repeated offenses or initial serious violations; outlines potential consequences.
- Termination: For severe policy violations or repeated misconduct.
- Discretionary Action: DPS reserves the right to take action even if violations are not explicitly listed.

Grounds for Discipline or Dismissal

- Violations of company policies, state or federal laws, or safety regulations.
- Patient or client abuse, theft, fraud, falsification of records, or unauthorized possession of weapons.
- HIPAA or confidentiality breaches.
- Substance abuse or intoxication at work; unauthorized sale/distribution of drugs/alcohol.
- Harassment, discrimination, or bullying.
- Safety violations or reckless behavior endangering self or others.
- Dishonesty, falsifying documentation, or misrepresentation.
- Unauthorized access, data breaches, or cyber misconduct.
- Sexual misconduct, including harassment, assault, or inappropriate content.
- Sabotage or vandalism of company or client property.
- Violation of legal obligations, including failure to report illegal or unethical behavior.

Additional Considerations for Licensed or Certified Team Members:

- Violations may result in disciplinary actions affecting professional licenses or certifications.

By adhering to these standards, team members help maintain a safe, ethical, and productive workplace, reinforcing DPS's reputation for professionalism and service excellence.

Attendance Policy

Consistent attendance is essential to maintain operational efficiency, meet client expectations, and foster a positive work environment. This policy outlines team member responsibilities, expectations, and consequences related to attendance.

Regular Attendance

All team members are expected to report to work punctually and remain present during their scheduled hours. Consistent attendance is vital for team performance, client satisfaction, and organizational success.

Scheduling and Notification

- If you need to be absent or late, you must notify DPS immediately and your client site, if required. Include the reason for your absence and the expected duration.
- For planned absences (e.g., medical appointments), advance notice is strongly encouraged.
- Reporting Absences or Lateness:
 - Call 713-785-7483, available 24/7. Emails or texts are not accepted.
 - If unsure about arriving on time due to sickness, weather, traffic, or other reasons, notify DPS immediately.

Late Arrival

- Tardiness impacts productivity and team dynamics.
- Habitual lateness will be addressed through counseling or disciplinary action.

Call-Off / Unscheduled Absences

- If unable to complete an assignment, notify your Staffing Coordinator as soon as possible, ideally at least 24 hours in advance.
- Unscheduled absences disrupt workflow and affect colleagues and clients. Immediate communication on the day of absence is required.

Emergency or Weather-Related Absences

- Notify DPS as soon as possible in case of emergencies or severe weather conditions.

Medical Absences

- Extended absences may require medical documentation before returning to work.
- Maintain communication with Human Resources and your Staffing Coordinator regarding updates on your absence.

Job Abandonment / Walk-Off / No Call No Show

- Job Abandonment: Leaving a shift without completing your assignment is considered resignation and may make you ineligible for rehire or future assignments, unless extenuating circumstances apply.
- Walk-Off: Leaving a client site without approval from your Staffing Coordinator.
 - If a work assignment feels unsafe or problematic, call the office before leaving.
 - Stay on assignment until your Staffing Coordinator instructs otherwise.
- No Call No Show: Failing to report to your assigned shift without notifying DPS is considered job abandonment.

Consequences of Poor Attendance

Excessive absenteeism or tardiness may lead to counseling, progressive discipline, or corrective action. Continual failure to meet attendance expectations can result in suspension or termination.

Attendance occurrences that may result in disciplinary action up to and including termination include:

- No Call No Show (automatic termination)
- Job Abandonment or Walk-Off (with or without notice)
- Unexcused absence (with or without notice)
- Late calls, repeated tardiness
- Three (3) or more tardies on any assignment
- Three (3) or more absences (excused or unexcused) on any assignment
- Any combination of three occurrences on the same assignment may result in automatic termination

Summary

Maintaining good attendance reflects dedication, professionalism, and respect for colleagues, clients, and the organization. Team members are expected to adhere to this policy to support operational efficiency and foster a positive, productive work environment.

Personal Appearance Policy

Maintaining a polished and professional appearance promotes a positive company image, fosters confidence among colleagues and clients, and supports the organization's standards.

Identification Badges

- DPS and client badges must be worn at all times and remain visible.

Attire

- Clean and Appropriate: Clothing should be free of stains, wrinkles, or tears.

Business Attire:

- Professional office attire is required, including suits, dress shirts/blouses, slacks, skirts, or dresses.
- Jeans are not permitted.

Scrubs / Uniforms:

- Required client uniforms must be worn unaltered and according to departmental guidelines.
- Clothing must fit properly and be of appropriate length; avoid overly tight, short, or revealing items.

Footwear

- Business: Closed-toed, clean, polished, and comfortable. Avoid overly casual or sporty shoes.
- Clinical / Hospitality: Closed-toed, non-slip, clean, and well-maintained to ensure safety.

Hair and Grooming

- Hair must be clean and neatly groomed; extreme or unnatural colors are prohibited.
- Clinical: Long hair must be tied back to prevent contamination.
- Hospitality: Hairnets, hats, or caps are required for food handling.
- Beards and mustaches must be well-trimmed and clean.

Nail Care

- Keep nails trimmed and clean.
- Clinical and food service areas prohibit artificial nails and bright/chipped polish. Neutral, professional polish is permitted in non-clinical settings.

Jewelry and Accessories

- Minimal jewelry is recommended to maintain safety and hygiene.
- Clinical roles should avoid excessive jewelry to reduce infection risk.
- Jewelry in piercings should be professional; some piercings may need to be removed for safety reasons.

Hygiene and Fragrances

- Maintain proper personal hygiene.
- Business: Subtle or no fragrance.
- Clinical: Avoid strong perfumes/colognes; maintain a sterile environment.
- Hospitality: Fragrances should not affect the aroma or quality of food.

Tattoos:

- Visible tattoos should be minimal and inoffensive. Offensive content is prohibited.
- Large or distracting tattoos should be covered during work.

Piercings:

- Ear piercings should be reasonable in number and style.
- Facial piercings (nose, lip, eyebrow, tongue, dermal) are not allowed.
- Body piercings should be discreet and not interfere with duties or safety.

Cultural or Religious Accommodations:

- Requests for accommodations related to tattoos or piercings are considered on a case-by-case basis.

Exceptions and Modifications

- Certain clinical or business functions may have unique dress code requirements. Team members must follow departmental guidelines.

Personal Protective Equipment (PPE)

- PPE must be worn in areas with exposure to hazards, infectious agents, or biohazards.

Clinical:

- Lab coats or protective clothing must be worn as instructed and stored properly when not in use.
- Gloves must be intact and replaced immediately if compromised.

Hospitality:

- Aprons and protective clothing must be worn as required.
- Gloves are mandatory when handling ready-to-eat foods and must be changed frequently.
- Heat-resistant gloves or safety shoes must be used in areas with hazards.

Personal Expression

- Team members may express personal style within the boundaries of the dress code, provided professionalism is maintained.

Consequences

- Failure to adhere to the dress code may result in counseling, corrective action, or further disciplinary measures.

Non-Smoking Policy

Smoking is strictly prohibited on all client site premises. This policy applies to all team members, including temporary staff. To maintain a safe, healthy, and professional work environment for everyone, all team members are expected to comply fully with this policy.

Consequences:

Failure to adhere to the non-smoking policy may result in disciplinary action, up to and including termination.

Availability Communication

Commitment

At DPS, team members are engaged for assignments of varying lengths and types. Before accepting any assignment, please review your personal schedule for prior commitments.

Clients rely on team members to complete each assignment, whether short-term or long-term. Your commitment to fulfilling assignments is essential for maintaining client trust and ensuring successful outcomes.

Availability

To be considered for temporary, temporary-to-direct hire, or direct hire assignments, DPS requires an up-to-date view of your schedule. Please note that indicating your availability or preferred call time does not guarantee assignment placement or priority status.

- Team members must report their availability to DPS every business day between 8:00 AM and 5:00 PM, Monday through Friday.
- Failure to communicate your availability for more than one week may result in your status being set to inactive, which DPS may interpret as a voluntary resignation. This could impact your eligibility for unemployment benefits.

Hours Guarantee

DPS does not guarantee a specific number of hours per shift or assignment. Shifts may be shortened or canceled due to factors such as client census, production schedules, or temporary business slowdowns.

Assignment Completion

After completing an assignment, it is your responsibility to contact DPS within 24 hours (1 business day) to report your availability for future assignments.

- Failure to notify DPS or to accept a new assignment without reasonable cause may be treated as a refusal of available work, potentially indicating voluntary separation from DPS. This may affect your eligibility for unemployment benefits.

Position Notification & Communication Methods

DPS uses multiple channels to keep team members informed of available assignments:

Email & Job Postings

- Team members receive emails and should regularly check job postings on our website to stay updated on opportunities.

Text Messaging

- Optional text notifications are available to alert you about open positions. You can respond with your availability without needing a phone call.

Automated Calls

- DPS may occasionally send automated calls to inform team members of new openings or seek referrals.

Direct Calls

- When a position matches your qualifications, a Staffing Coordinator will contact you directly. While waiting for these calls, continue to report your daily availability as required.

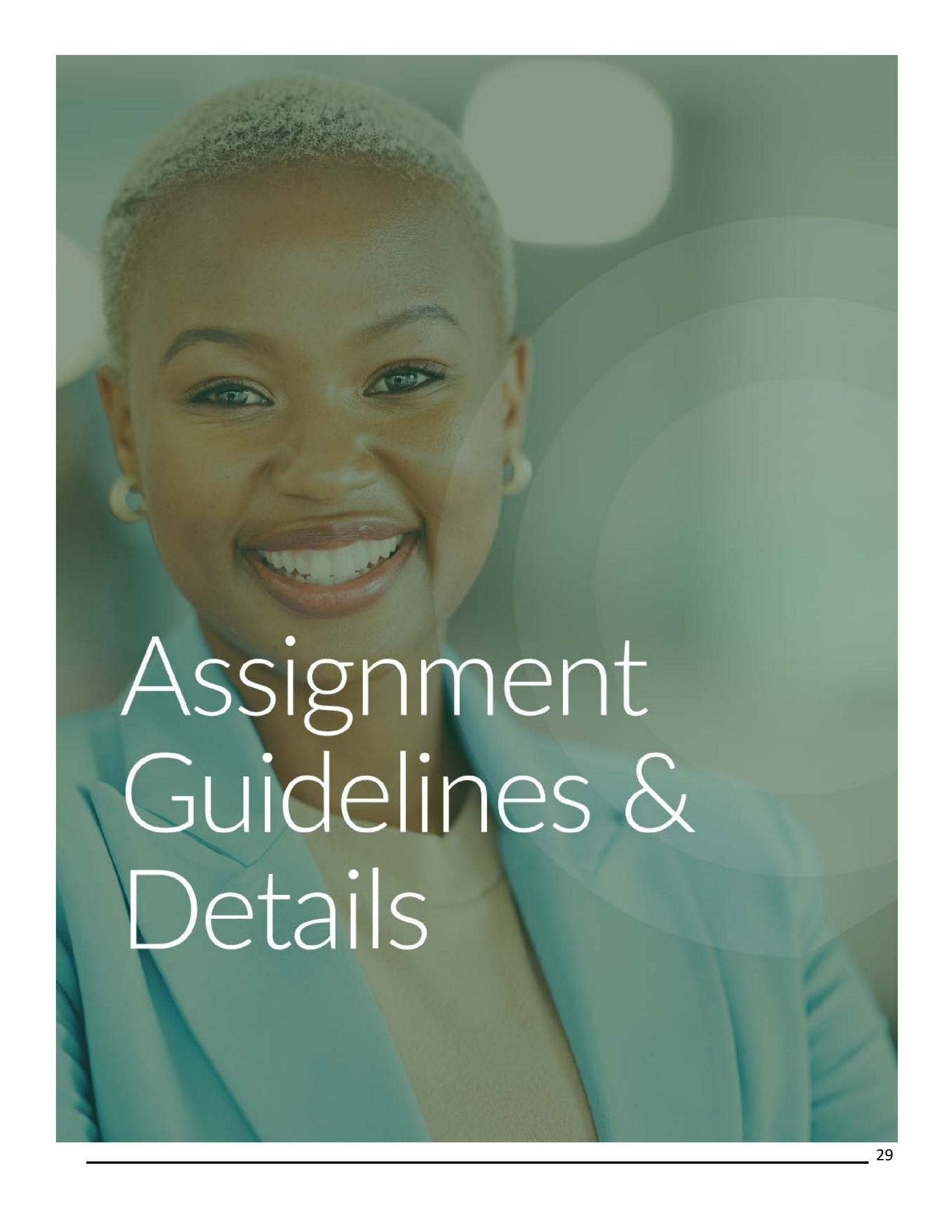
Opt-Out Instructions

To unsubscribe from DPS communications:

- Click the unsubscribe link in emails, or
- Respond with **STOP** to any text message.

Unsubscribing will take effect within 24 hours. If you continue receiving messages after this period, please email marketingteam@deansprofessionalservices.com with the subject line “unsubscribe.”

DPS is committed to transparent and effective communication to ensure you have access to opportunities that support your professional growth.

A close-up portrait of a smiling woman with short, blonde hair, wearing a blue blazer. The image is overlaid with a semi-transparent teal filter. Large, white, sans-serif text is centered on the lower half of the image.

Assignment Guidelines & Details

Accepting an Assignment

Assignment/Interview Confirmation

When accepting an assignment or interview, it is your responsibility to review and understand all assignment details. You will receive an email confirmation containing the necessary information. Thoroughly read this confirmation, as you will be held accountable for all included details, including:

- Work hours
- Assignment address
- Pay rate
- Start and end dates
- On-site supervisor and contact person
- Parking instructions
- Dress code
- Reporting instructions
- Timesheet procedures
- First pay date

Location

Before your assignment, we recommend mapping your route or doing a trial drive to the facility. If you get lost en route, do not return home or to the DPS office. Instead, contact DPS for guidance, and we will provide directions to the facility as quickly as possible.

First Day Arrival

On your first day of any assignment, arrive 15–20 minutes early and notify your Staffing Coordinator promptly upon arrival.

Parking, Mileage, and Tolls

Parking, mileage, and toll road expenses are not covered by DPS. You are responsible for managing and covering all related costs.

Exceptions for Travel Positions:

- Certain roles requiring travel between multiple sites during a shift may qualify for mileage reimbursement.
- Reimbursement is only available with written approval from both the client and your Staffing Coordinator.
- Any potential reimbursement will be communicated before the start of your assignment.

Equipment Possession and Return

You are responsible for the proper care and use of all company-issued or client-issued equipment. At the conclusion of your assignment, upon resignation, or termination, all equipment must be returned to the client site management or DPS.

Guidelines:

- **Permission Required:** Do not accept any equipment (uniforms, keys, cell phones, computers, etc.) without express written permission from DPS.
- **Written Authorization:** Authorized equipment must have documented approval specifying its use and responsibilities.
- **Proper Care:** Employees are responsible for protecting equipment from loss, theft, damage, or unauthorized use.
- **Unauthorized Use:** Equipment is for business purposes only. Misuse for personal activities may result in charges to the employee.
- **Return of Equipment:** Equipment must be returned promptly when no longer needed. Failure to do so may lead to disciplinary action or financial responsibility for replacement.
- **Unauthorized Assignment:** Equipment may not be lent, transferred, or assigned to others without DPS and client approval.
- **Loss or Damage Reporting:** Report any loss, damage, or malfunction immediately to DPS.

Financial Responsibility:

- Employees are responsible for repair or replacement costs if equipment is lost, damaged, or used improperly.
- These costs may be deducted from payroll during employment or upon termination/resignation.

While on Assignment

Ongoing Communication

During your first week on an assignment, your Staffing Coordinator will check in to ensure everything is going smoothly and answer any questions you might have. After the first week, someone from our staffing team will reach out weekly to see how your assignment is going, review any time-off requests, and address any concerns or questions you may have. We're here to support you and ensure your experience on assignment is successful.

Your Role During an Assignment

As a member of the DPS team, you represent the company at all times. If your on-site supervisor requests that you perform tasks outside your assigned responsibilities, such as overtime or work outside your specialty, it's essential to notify your DPS Staffing Coordinator immediately for approval before proceeding.

Remote Work and Telecommuting

If you are approved to work remotely, you are expected to maintain your regular work schedule and remain available during official work hours. All remote work arrangements must be approved in advance by your supervisor.

Cell Phones and Personal Devices

To maintain a productive and professional environment, personal electronic devices, including cell phones, should not be used during your shift. Phones must always be in silent or vibrate mode, and calls may only be made or received during your scheduled lunch or break periods. Any violation of this policy may result in disciplinary action, up to and including termination.

Email and Internet Usage

Company email and internet resources are provided for work purposes. While limited personal use is allowed during breaks, you must follow client site guidelines and ensure that all usage aligns with DPS policies. You may not use company systems to engage in derogatory, offensive, or illegal activity, including sharing explicit content. Personal opinions expressed in emails must be clearly labeled, and care should be taken to avoid introducing viruses or harmful software.

Inspections

DPS and client property, including desks, computers, telephones, and mail systems, may be inspected at any time. These systems are for business use only. Telephone calls and voicemail may be monitored for operational or customer service purposes. Any inappropriate or threatening content discovered during monitoring may result in immediate termination.

Client Cancellations

If you arrive at an assignment that has been canceled without notice, you will be reimbursed for two hours of travel at your assignment pay rate. Mileage reimbursement requests must include supporting documentation, such as Google Maps or Yahoo Maps.

Client "Do Not Return (DNR)" Policy

If you are designated as DNR, DNU (Do Not Use), or DNA (Do Not Assign) at a client site, management will review the situation and communicate the final determination. If the designation impacts your continued employment, you may be classified as Not Eligible for Rehire (NER). Please note that failure to meet client expectations can result in an automatic DNR designation without prior warning.

Ending an Assignment

How you conclude an assignment is just as important as how you perform it. Always leave a positive impression by being professional, courteous, and proactive. When resigning from an assignment, provide at least two weeks' notice. Leaving without giving five days' notice is considered job abandonment.

Assignments can also end when the client confirms your obligations are complete or when they release you without notice. In all cases, make sure to complete and hand over any tasks, collect your personal belongings, return all company property, express gratitude to on-site staff, and notify your Staffing Coordinator. You should also call in your availability, update your resume and contact information, and document any new skills acquired.

It is important to remember that you may not contact client personnel about your employment status or revisit the site without written authorization from DPS. DPS manages all employment matters, including property retrieval and assignment communications.

Benefits

Vacation Time Off Requests

Taking time off is important, and we want the process to be smooth and clear. Vacation or time off requests are only considered for team members who are actively employed at the time of the request. All requests must be approved by both your Staffing Coordinator and the client site team before taking time off. Please note that submitting a request does not guarantee approval.

How to Request Time Off:

- Submit all requests through the Dean's Professional Services – Team Member Time Off Request Form, available on our website: [Time Off Request Form](#)
- Requests for time off of eight hours or more should be submitted at least two weeks in advance.
- Time off should not be requested for non-scheduled workdays.

Vacation Pay Eligibility:

- You must be actively employed to receive vacation approval and pay.
- Team members become eligible for one week of vacation after completing 2,080 hours of work over the last 14 months (equivalent to one year of full-time employment).
- Your employment record must be free from any client "Do Not Use" (DNU), "Do Not Assign" (DNA), or "Do Not Return" (DNR) designations.
- Vacation pay is not provided upon termination or resignation.

Holiday Pay

Our holiday pay policy clarifies eligibility and pay during designated holidays.

Recognized Holidays:

- | | |
|--------------------|--------------------|
| • New Year's Day | • Labor Day |
| • Memorial Day | • Thanksgiving Day |
| • Independence Day | • Christmas Day |

Eligibility for Holiday Pay:

- Team members must have completed 2,000 hours of employment within the 14 months leading up to the holiday.
- You must have worked 80% of the month preceding the holiday.
- Employment status must be active, with no DNR designation on record.

Working on a Holiday:

If your assignment requires you to work on a holiday per the client contract, you are entitled to holiday pay for the hours worked.

Insurance

DPS offers medical and dental insurance at discounted group rates.

Eligibility:

- Team members must complete 30 days of employment or 30 completed shifts averaging 30 hours per week.
- Requests for insurance benefits must be made within 30 days of employment.

Enrollment Process:

You can enroll online via our website at [DPS Benefits](#). For assistance, contact the DPS Accounting department for guidance throughout the process.

We are committed to making insurance accessible and beneficial for all team members. If you have questions or need more information, please reach out to us anytime

Payroll

Payroll Policy

To ensure timely payment, all team members must submit their time through Bullhorn Time and Expense (BTE) (unless instructed otherwise) by Saturday at midnight.

Our standard pay period is weekly, with pay distributed on Fridays. If a timesheet is submitted late, it will be processed in the following pay period, meaning payment will be delayed by one week.

Key Points:

- Always submit your electronic timesheet by Saturday at midnight.
- Late timesheets are honored in the next pay period.

Payroll Notes

- It is your responsibility to make sure your timesheet is submitted on time.
- Do not rely on anyone else to complete your timesheet.
- Payroll will not process your check if your timesheet is not submitted.
- Timesheets – Certain clients require that you submit time into their system, but you must also submit time into the Bullhorn Time & Expense. You will be notified if this is the case.
- If you do not have direct deposit, your pay will be deposited onto a pay card to be picked up at the Accounting Office.
- The manager or supervisor must initiate any changes or corrections.
- **If your timesheet is “Rejected” you must log in, correct your timesheet, and then resubmit.**

Pay Increase Policy

At Dean’s Professional Services, we value the dedication and hard work of our field team members and believe in rewarding performance fairly.

Eligibility:

- You must have worked at least 720 hours on your current assignment within the last 14 months.
- Team members with a break in DPS employment of 30 days or more are ineligible for a pay increase.

Requesting a Pay Increase:

1. Submit a Request: Complete the DPS Request for Pay Increase Form: [Pay Increase Form](#)
2. Review Process: Your request will be reviewed by your Staffing Coordinator, Client, and Human Resources team. They will consider your performance record and the request to determine any approved increase.
3. Evaluation & Feedback: Performance is assessed based on client and Staffing Coordinator evaluations. This feedback provides an objective foundation for salary recommendations.

We are committed to a fair and transparent pay increase process. Contact Human Resources for guidance or questions regarding your pay.

Address Changes

To ensure payroll accuracy, address changes must be submitted in writing via fax (713.785.7601) or updated online by Sunday at midnight.

Payroll Deductions

By joining DPS, you authorize payroll deductions for:

- Insurance premiums
- Transportation fees
- Drug testing

- Replacement of lost or damaged company property
- Reimbursement for documented overpayments
- Standard processing fees for more frequent wage disbursement

Lost Pay Card Policy

DPS is not responsible for postal delays. If a pay card is lost, misplaced, or damaged, we will replace it free of charge after 10 business days from the mailing date.

If a replacement card is requested before 10 business days, a \$2.00 replacement fee applies. Cards can be picked up at the DPS office or mailed to you.

Payment Options

Team members can receive pay via:

- Direct Deposit – Recommended. Funds transfer on Thursday and are usually available Friday morning. Changes to direct deposit must be submitted in writing by Sunday at midnight for the following Friday's pay. Your check stub is available in your team member profile.
- ADP Pay Card – If someone other than yourself will pick up your card, DPS must receive written, signed, and dated authorization.

For any questions or concerns regarding payroll, please contact the Payroll Department directly.



Workplace Safety

The safety and well-being of our team members are of utmost importance. This Team Member Safety Policy is established to create a safe work environment, prevent accidents and injuries, and ensure compliance with all applicable safety regulations and guidelines.

Team Member Safety

At Dean's Professional Services (DPS), the safety and well-being of our team members is our top priority. This policy is designed to provide a safe work environment, prevent accidents and injuries, and ensure compliance with all relevant safety regulations and guidelines.

Team Member Responsibilities

Every team member plays an important role in maintaining a safe workplace. You are expected to:

- Follow all safety policies, procedures, and guidelines.
- Report any hazards, incidents, or near misses to your supervisor or safety officer promptly.
- Use personal protective equipment (PPE) as required for your role.
- Participate in safety training and drills.
- Take reasonable care to prevent accidents for yourself and others.

Safety as a Priority

Safety is always a top concern at DPS. Team members are expected to take safety rules seriously, whether communicated through posters, discussions with supervisors, or departmental guidelines.

We foster a culture of safety, encouraging open communication about hazards and active participation in safety initiatives or committees. Non-compliance with safety policies is taken seriously and may result in disciplinary action, up to and including termination.

Safety Training

DPS provides ongoing safety training to help team members recognize and mitigate workplace risks. This includes:

- Orientation for new team members.
- Periodic refresher courses.
- Specialized training based on job roles.
- Training on the safe use of equipment and machinery.

Reporting Unsafe Conditions

If you encounter unsafe conditions, report them immediately to your supervisor. This helps us prevent accidents and maintain a safe workplace for everyone.

Emergency Response

In an emergency, team members must:

- Evacuate promptly using designated routes.
- Follow the Emergency Response Plan.
- Seek medical attention and report injuries to a supervisor.

Accident Reporting

All injuries, accidents, and near misses must be reported immediately to a supervisor or safety officer, regardless of severity. Prompt reporting ensures proper medical care, adherence to workers' compensation regulations, and timely documentation.

Key Points:

- Work-related injuries may require drug and/or alcohol testing. Failure to comply may result in termination and affect workers' compensation eligibility.
- If injured, report to both the client company and the DPS On-Call Manager, available 24/7.
- Seek treatment from a DPS-approved physician if needed and follow all medical guidance.
- Team members may need to be available for light-duty work if authorized by the physician.

Hazard Identification and Control

Team members are encouraged to identify and report potential hazards. Management will promptly assess and control risks to prevent accidents.

General safety rules include:

- Report all illnesses or injuries, no matter how minor. Do not attempt self-treatment for injuries or remove foreign objects from eyes.
- Avoid loose clothing or jewelry around machinery to prevent entanglement.
- Minimize distractions and focus on safety when interacting with others.
- Wear appropriate PPE, such as goggles, gloves, masks, hairnets, etc.
- Ensure proper storage of materials and equipment so that aisles, exits, fire equipment, electrical panels, and valves remain unobstructed.

Know the location of important safety equipment:

- Fire extinguishers in your department.
- Closest fire-alarm pull station.
- Evacuation routes and fire doors.
- Next safe fire zone or smoke compartments.

Safety Checklist

Watch for potential hazards and report them immediately. Common items to check include:

- Slippery floors, leaks, or blocked aisles.
- Broken or missing handrails, guardrails, or windows.
- Poorly lit stairs or work areas.
- Blocked fire doors, extinguishers, hose sprinkler heads, or emergency signage.
- Equipment running hot or improperly guarded.
- Open electrical panels or unsafe electrical devices.
- Evidence of smoking in non-smoking areas.
- Dangerously stacked supplies or equipment.
- Roof leaks or unsafe directional/warning signs.

Housekeeping Guidelines

A clean workspace is a safe workspace. Follow these key practices:

- Keep workspaces clean, organized, and free of clutter.
- Maintain clear aisles and promptly address spills or leaks.
- Dispose of waste in designated containers.
- Decontaminate surfaces and protective coverings as needed, especially if exposed to blood or infectious material.
- Inspect and clean refuse containers regularly.
- Use proper tools to handle broken glass or contaminated sharps—never handle by hand.

This policy ensures a safety-conscious environment, proper medical care in case of injury, and compliance with workplace safety regulations. Every team member must be familiar with these procedures to maintain a safe, healthy, and compliant workplace.

Fire Safety

In the event of a fire, remember the emergency procedures RACE and PASS. Being proactive and prepared is the key to staying safe.

R A C E

R ESCUE	Remove persons from immediate area.
A LARM	Pull alarm box located by exits.
C ONFINE	Close doors as you leave to confine fire.
E XTINGUISH	Extinguish fire if possible or evacuate.

P A S S *to use a fire extinguisher.*

P ULL	Pull the pin.
A IM	Aim the hose at the base of the fire.
S QUEEZE	Squeeze the handle.
S WEEP	Sweep back and forth.

Here are some important practices to follow:

- Keep your work area clean and free of clutter.
- Running, horseplay, or other unsafe behavior is strictly prohibited.
- Never block access to fire extinguishers or emergency exits.
- Do not tamper with electrical controls, switches, or equipment.
- Only operate machinery or equipment after proper instruction and authorization from your supervisor.
- Always use common sense and follow safety rules—avoid risky or unsafe practices.
- Report any unsafe conditions or acts immediately to your supervisor.
- Help prevent accidents by staying alert and mindful of your surroundings.
- Use designated walkways and passages; avoid hazardous shortcuts.
- Lift properly using your legs, not your back, and ask for help with heavy loads.
- Never throw objects in the workplace.
- Clean up spills, including liquids, oil, or grease, immediately to prevent slips and falls.
- Always wear closed-toe shoes and appropriate clothing for your work area.

Following these guidelines will help protect you, your coworkers, and the workplace.

Drug Interdiction Policy

At Dean’s Professional Services (DPS), maintaining a safe, healthy, and productive work environment is one of our highest priorities. The use, possession, sale, or influence of illegal drugs or alcohol in the workplace poses serious risks to our employees, clients, patients, and the integrity of our services.

This policy applies to all DPS employees, contractors, and temporary staff—regardless of work location or assignment—and complies with federal, state, and local laws, as well as The Joint Commission’s standards for healthcare staffing agencies.

Commitment to a Drug-Free Workplace

DPS is committed to ensuring that every workplace and client site is free from the effects of drug and alcohol misuse. This policy supports our goal of promoting safety, protecting company and client property, and maintaining trust with the healthcare facilities and communities we serve.

We strictly prohibit:

- The use, sale, purchase, transfer, or possession of illegal drugs or controlled substances while on duty or on company or client premises.
- Reporting to work or performing job duties under the influence of alcohol, illegal drugs, or any substance that impairs judgment or performance.
- The misuse of prescription or over-the-counter medications.

Compliance with State and Federal Laws

Because DPS operates in multiple states, employees must comply with all applicable state-specific drug testing laws in addition to federal regulations such as the Drug-Free Workplace Act of 1988.

- In states where medical or recreational marijuana is legal, DPS remains obligated to follow federal law and client-specific requirements that may prohibit its use or presence in the workplace.
- State-specific testing procedures or employee rights will be applied in accordance with local statutes.

Drug Screening Procedures

To ensure a consistent and compliant approach across all states and client contracts, DPS may conduct drug and alcohol screenings in the following situations:

- **Pre-Employment Screening**
All candidates must successfully pass a drug test before beginning employment or any client assignment.
- **Random Screening**
Ongoing, unannounced drug testing may occur for any active team member, in compliance with applicable laws.
- **Post-Accident or Incident Screening**
Employees involved in or witnessing a workplace accident or safety incident may be required to undergo immediate drug and/or alcohol testing as part of the investigation process.
- **Reasonable Suspicion Screening**
If a team member displays signs of impairment—such as changes in behavior, speech, coordination, or odor—testing may be required.
 - The incident will be reported to DPS management with documented observations.
 - If testing is required, safe transportation will be arranged to the testing facility.
 - Refusal to cooperate with testing may result in disciplinary action, up to and including termination.

Testing and Results

- **Laboratory Confirmation:** All test results are verified by a certified laboratory to ensure accuracy.
- **Rapid Screening:** When immediate results are needed (e.g., reasonable suspicion or post-incident), a rapid screen may be conducted.
- **Suspension Pending Results:** Employees may be placed on temporary suspension during an investigation.
- **Confidentiality:** All test results are handled confidentially and shared only with authorized personnel in accordance with applicable privacy laws (e.g., HIPAA).

Consequences of Positive Results

A verified positive result from any type of drug or alcohol screening—pre-employment, random, post-incident, or reasonable suspicion—will result in disciplinary action. Depending on the situation and state regulations, this may include:

- Immediate termination of employment,
- Disqualification from current or future assignments, or
- Required participation in an approved substance abuse or rehabilitation program (if applicable under state law or client policy).

Joint Commission Compliance

As a healthcare staffing organization accredited by The Joint Commission, DPS upholds all standards related to employee safety, competence, and ethical behavior. Maintaining a drug-free workplace is a critical component of our compliance with Joint Commission requirements and our ability to deliver safe, high-quality patient care.

Employee Acknowledgment and Responsibility

Each employee is responsible for reading, understanding, and complying with this Drug Interdiction Policy. Questions regarding testing procedures, state-specific requirements, or reasonable accommodation requests (e.g., for prescription medication use) should be directed to Human Resources.

Workplace Violence Policy

At Dean's Professional Services (DPS), we are committed to maintaining a safe, respectful, and productive workplace. Every team member is expected to perform their duties in a way that avoids actual, threatened, or perceived violence. Weapons and acts of violence have no place in our workplace, and team members are expected to report to work free from weapons and ready to perform their jobs without resorting to aggression.

Any behavior that intimidates, threatens, or coerces a colleague, customer, vendor, or business associate is unacceptable. Threats stemming from abusive personal relationships are treated with the same seriousness as other forms of violence.

Reporting Concerns

Team members are encouraged to report any threats—direct or indirect—acts of violence, or suspicious activity as soon as possible. Reports should be made to your Staffing Coordinator, Human Resources, or a member of DPS management. When reporting, provide as much detail as possible, but never put yourself in harm's way or attempt to intervene during a violent incident.

If you have a protective or restraining order that lists your workplace as a protected area, please notify Human Resources immediately. DPS also supports team members who experience intimate partner violence and will provide referrals to community resources, as well as time off related to such situations. No retaliation will occur for good-faith reports.

Investigation and Safety Measures

DPS takes all reports seriously and will promptly investigate any threat, act of violence, or suspicious activity. We strive to protect the identity of anyone making a report. To ensure safety and preserve the integrity of the investigation, DPS may suspend team members suspected of workplace violence or threats, with or without pay, pending the outcome of the investigation.

Team members found responsible for threats, acts of violence, or violations of this policy will face swift disciplinary action, including possible termination.

We encourage open communication—bring disputes or concerns to your Staffing Coordinator or Human Resources before situations escalate. Raising concerns will never result in penalty.

Prohibited Actions

The following actions are strictly forbidden:

- Possession, use, or sale of weapons as defined by this policy.
- Storing weapons in lockers, desks, vehicles, bags, purses, lunch boxes, or on client premises.
- Illegal possession, use, or sale of weapons that endanger safety at work.
- Conviction for violent acts or illegal possession of a weapon, assessed individually based on client requirements and applicable laws.

Team members must fully cooperate with investigations related to workplace violence or weapons. Failure to do so may result in disciplinary action.

Key Definitions

- **Crime of Violence:** Includes murder, voluntary manslaughter, aggravated rape, rape, mayhem, robbery, burglary, assault, battery, or any express or implied threat of violence.
- **Weapon:** Includes explosives, firearms, knives, and any item intended to cause bodily harm without a legitimate purpose.
- **On the Worksite:** Refers to all property owned or occupied by DPS clients.
- **Possession:** Includes having a weapon on your person, in a vehicle, locker, bag, purse, desk, or cabinet.

- Coverage: This policy applies to all DPS team members, including independent contractors.

Important Note: Team members who are injured while participating in or initiating a fight may be denied workers' compensation benefits. DPS reserves the right to modify this policy as needed.

Team members must immediately report any threat or act of violence to their supervisor or a member of management—without fear of retaliation.

Disaster Preparedness Guidelines

At Dean's Professional Services (DPS), our team members are our most valuable asset. While we can put procedures in place before a disaster, it's equally important to know how to recover afterward. We understand that you may need time to ensure the safety of your family, but returning to work plays a key role in personal recovery and re-establishing routines after a disaster.

Emergency Evacuation Plan for Off-Site Team Members

Objective: To ensure a clear evacuation and communication process for all DPS team members working away from the corporate office during disasters such as floods, snowstorms, ice storms, or other emergencies.

Procedure:

Internal Communication

Your safety is our top priority. Please follow these steps:

- If a disaster occurs during regular working hours, follow your on-site supervisor's or manager's disaster plan first, then contact your Staffing Coordinator.
- If a disaster occurs after hours, follow your on-site disaster plan, then use the after-hours messaging system to reach the on-call Manager.

Phone Contact Order:

- 713-785-7483 – Main Office Number (follow the prompt for Manager)
- 832-715-6045 – Mike Dean, VP of Information Technology

If phone lines are unavailable, DPS will post updates on our website: www.deansprofessionalservices.com. You can also reach our IT department via email at mdean@deansstaffing.com

Emergency Communication and Data Processing

DPS will make every effort to restore or forward the main office phone line to available team members. In the event of a power outage, operations will resume as quickly as possible from an alternate location to maintain continuity.

A photograph of a woman with short, grey hair, smiling and looking down at a laptop. She is wearing a white lab coat over a blue top and a blue lanyard. The background is blurred, showing what appears to be a clinical or office environment. The text 'DPS Occupational Health' is overlaid on the left side of the image in a large, white, sans-serif font.

DPS Occupational Health

Occupational Health Requirements

At Dean's Professional Services (DPS), the health, safety, and well-being of our field team members and the patients we serve are top priorities. All field team members must complete required occupational health screenings and maintain compliance throughout employment. These requirements ensure that our workforce meets regulatory, client, and industry standards for healthcare staffing.

Purpose

To verify that every field team member is medically fit for assignment and compliant with health and safety standards required by DPS and its clients. These requirements protect both employees and the individuals under their care.

Pre-Employment Occupational Health Requirements

Before beginning an assignment, all field team members must complete the following:

Medical Clearance

- Completion of a physical examination by a licensed medical professional, confirming fitness for duty.
- Fit-for-Duty statement or physical capacity evaluation when required by a client facility.

Drug Screening

- Pre-employment drug screening is required for all healthcare roles.
- Additional or random testing may be required based on client policy or post-incident circumstances.

Immunization & Health Record Requirements

DPS follows CDC and client-specific immunization guidelines for healthcare personnel.

All field team members must provide documentation of required immunizations or positive titers prior to placement.

Vaccine Information Statements (VIS) are provided during onboarding to ensure informed consent for vaccination or declination. Team members are responsible for reviewing all VIS materials and signing the appropriate acknowledgment forms.

Required Immunizations:

- Tuberculosis (TB): 1-Step TB Skin Test, 2-Step TB Skin Test or QuantiFERON Gold (annual renewal required), per the client.
- MMR (Measles, Mumps, Rubella): Two documented doses or positive titer
- Varicella (Chickenpox): Two documented doses or positive titer
- Hepatitis B: Completed 3-dose series or signed declination
- Tdap (Tetanus, Diphtheria, Pertussis): Within the past 10 years
- Influenza: Annual vaccination during flu season (unless exempt)
- COVID-19: As required by client policy (proof or exemption)

All records must be legible, dated, and verified through official documentation (titer report, vaccine record, or physician statement).

Documentation is maintained by the Health, Safety & Wellness (HSW) and Credentialing teams in accordance with HIPAA and OSHA standards.

Ongoing Health & Safety Requirements

Once assigned, team members must maintain their occupational health compliance at all times.

- Annual TB Renewal: Updated documentation must be provided before expiration.
- Flu Vaccine: Required each flu season (typically October – March).
- COVID-19 Boosters: If required by client facilities.
- Fit-for-Duty Evaluations: May be required following illness, injury, or exposure.
- Exposure Management:
 - Report all potential bloodborne pathogen or communicable disease exposures to DPS within 24 hours.
 - Complete an Incident Report and follow instructions for medical evaluation and follow-up testing.

Incident & Injury Reporting

Any work-related injury, exposure, or illness must be reported **immediately** to the **HSW Team** and your DPS Manager. Team members will be directed to seek medical evaluation and complete the **DPS Incident Report Form**.

DPS may require drug and/or alcohol testing following an incident in accordance with company and client policy.

Return-to-Work Clearance

If you miss work due to illness, injury, or hospitalization, you must submit a **medical release** from your healthcare provider stating that you are cleared to return to work.

DPS reserves the right to require additional evaluation to ensure fitness for duty or assignment-specific clearance.

Non-Compliance

Failure to meet or maintain occupational health requirements may result in:

- Removal from current or future assignments
- Placement on unpaid administrative leave
- Termination of employment

Related Policies and References

- Occupational Health Policy – HSW-02-2025
- Health, Safety & Wellness Incident Reporting Policy – HSW-03-2025
- Right to Monitor and Confidentiality of Health Information Policy
- Credentialing and Compliance Policy

Occupational Exposure to Bloodborne Pathogens

At Dean's Professional Services (DPS), the safety and well-being of our healthcare workers are top priorities. This policy is designed to protect all team members — including physicians, nurses, laboratory technicians, and support staff — who may encounter bloodborne pathogens while performing their duties. Everyone is expected to follow these guidelines and participate actively in maintaining a safe workplace. Non-compliance may result in disciplinary action, up to and including termination.

Personnel Responsibilities

All healthcare workers are expected to:

- Attend bloodborne pathogen training sessions and follow all related safety protocols.
- Report any exposure incidents or unsafe conditions to their supervisor or designated infection control officer immediately.
- Properly dispose of contaminated materials and sharps in approved containers.
- Use appropriate personal protective equipment (PPE) as required by DPS and client site protocols.

Understanding Occupational Exposure

Healthcare professionals are at risk for exposure to bloodborne pathogens such as Hepatitis B (HBV), Hepatitis C (HCV), and Human Immunodeficiency Virus (HIV).

Exposures typically occur through:

- Needle sticks or cuts from contaminated sharps.
- Contact with a patient's blood or bodily fluids via eyes, nose, mouth, or broken skin.

Several factors affect the risk of infection, including the type of exposure, the amount of blood involved, and the viral load of the source patient. Fortunately, most exposures do not result in infection.

For more detailed information, review the CDC publication *Bloodborne Pathogens: Exposure to Blood — What Healthcare Personnel Need to Know* ([CDC Resource](#)).

Reporting an Exposure

If you experience any exposure to blood or potentially infectious materials while on assignment:

1. Notify your on-site supervisor immediately.
2. Contact DPS right away to report the incident.
3. Follow all client-site procedures for post-exposure evaluation.

Prompt reporting ensures that you receive the necessary medical evaluation, post-exposure treatment, and monitoring to reduce the risk of infection.

Scope of the Policy

This policy applies to all occupational exposure to blood or other potentially infectious materials, including:

- Semen, vaginal secretions, cerebrospinal, synovial, pleural, pericardial, peritoneal, and amniotic fluids.
- Saliva in dental procedures or any fluid visibly contaminated with blood.
- Any unfixed human tissue or organ, HIV- or HBV-containing cultures or media, and tissues from infected animals.

While exposure risks are highest among healthcare professionals, **any DPS team member** could be affected depending on their job duties. Common at-risk roles include: Laboratory Technicians, Licensed Vocational Nurses, Medical Assistants, Medical Technicians, Nurse Practitioners, Phlebotomists, Physician Assistants, Radiologic Technologists, and Registered Nurses.

Risk of Infection After Exposure

Hepatitis B (HBV):

- Vaccinated and immune healthcare workers have virtually no risk.
- For those unvaccinated, the risk from a single needle stick ranges from 6–30%.

Hepatitis C (HCV):

- The average risk after a needle stick or cut exposure is about 1.8%.
- The risk from blood splashes to the eyes, nose, or mouth is believed to be very low.

HIV:

- The average risk of infection after a needle stick or cut is about 0.3% (1 in 300).
- The risk from splashes to the eyes, nose, or mouth is approximately 0.1% (1 in 1,000).

Treatment and Prevention

Hepatitis B (HBV):

- A safe and effective vaccine is available.
- Workers should complete the vaccine series and verify immunity.
- In case of exposure, Hepatitis B immune globulin (HBIG) and vaccination may be recommended.

Hepatitis C (HCV):

- No vaccine is available.
- Preventive measures focus on using safe work practices and PPE.

HIV:

- No vaccine exists, but post-exposure prophylaxis (PEP) medications may reduce the chance of infection.
- PEP should only be started under medical supervision after a risk evaluation.

Exposure Control and Follow-Up

DPS and our client sites maintain an Exposure Control Plan to minimize risk and guide response procedures. After an exposure:

- Wash hands immediately after contact or removal of gloves/PPE.
- Do not bend, recap, or remove contaminated sharps by hand.
- Dispose of sharps in puncture-resistant, labeled containers.
- Avoid eating, drinking, or handling contact lenses in work areas with exposure risk.
- Store food and drink away from contaminated areas.
- Perform all procedures carefully to avoid splashes or spills.
- Never mouth pipette or suction any materials.
- Use leak-proof, labeled containers for transporting specimens.
- Report any contamination of equipment or work surfaces immediately.
- Always use **universal precautions** — treat all body fluids as potentially infectious.

DPS reviews and updates work practice controls annually or when new exposure risks are identified.

Post-Exposure Medical Follow-Up

HBV:

- Post-exposure treatment is highly effective; follow-up testing is usually not required unless symptoms develop.
- Report symptoms such as yellowing of the eyes/skin, fatigue, nausea, or stomach pain to your healthcare provider.

HCV:

- Testing for antibodies and liver enzymes should be done immediately after exposure and again at 4–6 months.
- Early testing for HCV RNA may detect infection within 4–6 weeks.

HIV:

- Testing for HIV antibodies should be completed at baseline, 6 weeks, 12 weeks, and 6 months after exposure.
- If taking PEP medications, follow up with lab testing to monitor for side effects.
- Report flu-like symptoms (fever, rash, fatigue, swollen glands) to your healthcare provider.

Precautions During Follow-Up

- HBV and HCV: No additional precautions are required once post-exposure treatment or testing is complete.
- HIV: During the first 6–12 weeks after exposure, avoid donating blood or organs. Use condoms during sexual activity, and avoid breastfeeding to reduce potential transmission.

Preventing Occupational Infection

Most occupational infections can be prevented by:

- Consistent use of gloves, gowns, and protective eyewear.
- Safe handling of needles and sharp instruments.
- Using devices with safety mechanisms when available.
- Following established infection control practices and universal precautions at all times.

Remember: Your safety is our shared responsibility. Always report exposures promptly, use protective equipment properly, and stay informed through regular training and updates.

Personal Protective Equipment (PPE) Policy

At Dean’s Professional Services (DPS), we’re committed to maintaining a safe and healthy workplace for every team member. One of the most important parts of that commitment is the proper use of Personal Protective Equipment (PPE). PPE helps protect you from exposure to workplace hazards — whether biological, chemical, or environmental — and is an essential part of our safety culture.

This policy applies to all team members, contractors, visitors, and anyone entering areas where PPE is required. Everyone plays a role in maintaining a safe work environment by using PPE correctly and consistently.

Failure to follow this policy may result in disciplinary action, up to and including termination, depending on the severity of the violation.

Team Member Responsibilities

All team members are responsible for following PPE safety standards and maintaining their equipment. This includes:

- Attending required PPE and safety training sessions.
- Wearing assigned PPE correctly and consistently when performing tasks that require protection.
- Inspecting PPE before each use for any defects or damage.
- Cleaning, maintaining, and storing PPE according to the manufacturer’s instructions.
- Promptly replacing damaged or worn-out PPE.
- Reporting any defective or malfunctioning PPE to a supervisor immediately.

What Is PPE?

Personal Protective Equipment (PPE) refers to specialized clothing or equipment used to minimize exposure to hazards that can cause serious workplace injuries or illnesses. These hazards can include:

- Biological exposure (e.g., bloodborne pathogens, infectious materials)
- Chemical and cleaning solution hazards
- Radiological exposure
- Electrical hazards
- Mechanical risks (cuts, punctures, sharp objects)
- Extreme heat in kitchen or industrial areas
- Food contaminants
- Slips, trips, and falls in wet or greasy areas

Without PPE, workers are at a higher risk for injury or illness. PPE is used across a wide range of industries — from construction and manufacturing to healthcare and laboratories — to ensure employee safety. For additional information, you can review WHO's PPE guidelines: [World Health Organization: PPE Information](#).

Using PPE in the Workplace

Team members must use appropriate PPE when performing tasks or entering environments where exposure or contamination is possible. Depending on your role, this may include:

- Gloves
- Gowns, laboratory coats, or aprons
- Masks, face shields, or protective eyewear
- Resuscitation bags, ventilation devices, or mouthpieces
- Heat-resistant gloves, hairnets, or protective footwear

Key reminders:

- If PPE becomes contaminated, it must be cleaned, laundered, or properly disposed of.
- If PPE is damaged, it must be repaired or replaced to restore effectiveness.
- If PPE becomes saturated or penetrated by potentially infectious materials, it must be removed immediately or as soon as feasible.
- All PPE must be removed before leaving the work area and placed in designated containers for laundering, storage, decontamination, or disposal.

Gloves

Gloves must be worn whenever contact with blood, body fluids, mucous membranes, non-intact skin, or potentially infectious materials is likely. This includes:

- Performing vascular access procedures (unless exempt under OSHA Standard 1600.1030(d)(3)(ix)(D), Federal Register Vol. 56, No. 235).
- Handling or touching contaminated items or surfaces.

Disposable gloves (single-use):

- Must be replaced as soon as practical when contaminated, torn, or punctured.
- Should never be washed or reused.

Utility gloves:

- Should be used for tasks such as handling contaminated waste or performing cleanup procedures.
- Must be washed, disinfected, and air-dried before reuse.
- Should be replaced as soon as integrity is compromised.

Masks, Eye Protection, and Face Shields

When there is a possibility of splashes, sprays, or droplets of blood or other potentially infectious materials, the appropriate combination of masks, eye protection, or face shields must be worn. These barriers protect your face, eyes, nose, and mouth — the most common entry points for infectious materials.

Regulated Waste

Regulated waste includes:

- Liquid or semi-liquid blood and other potentially infectious materials (OPIM).
- Items that could release blood or OPIM in a liquid or semi-liquid state when compressed.
- Items caked with dried blood or OPIM that could release materials during handling.
- Contaminated sharps, pathological, or microbiological wastes containing blood or OPIM.

Proper disposal:

- Sharps: Dispose of all contaminated sharps in designated, puncture-resistant SHARPS containers. Confirm locations with your supervisor.
- Other regulated waste: Place in closable, leak-proof containers.
- All regulated waste must be handled in accordance with local and state environmental and health department regulations.

Labeling and Signage Requirements

Per the OSHA Bloodborne Pathogen Standard, warning labels must be clearly affixed to:

- Containers used for regulated waste.
- Refrigerators, freezers, and other storage or transport containers holding blood or other infectious materials.

These labels must display the orange-red biohazard symbol. Alternatively, red bags or containers may be used in place of labels.

If a facility uses universal precautions when handling all specimens, internal labeling may not be required. Blood products that have been tested and cleared of HIV or HBV, or waste that has been decontaminated, do not require labeling.

In research or production facilities working with HIV or HBV, warning signs must also identify restricted areas. Please familiarize yourself with these signs during orientation at each client site.

Commitment to Safety

DPS encourages every team member to take an active role in maintaining workplace safety. By properly using PPE, following safety protocols, and reporting concerns promptly, you help protect yourself, your coworkers, and the patients and clients we serve.

Infection Control: Hand Hygiene and Fingernail Standards

At Dean's Professional Services (DPS), we believe that protecting our team members, patients, and clients starts with something simple — **clean hands**. Practicing good hand hygiene helps stop the spread of germs, including those resistant to antibiotics.

Regular, proper handwashing is one of the easiest and most effective ways to stay healthy and protect others, whether you're at work, at home, or out in the community. (*Learn more from the CDC: [Handwashing: Clean Hands Save Lives](#)*)

Why Hand Hygiene Matters

In Healthcare:

Research shows that artificial nails and nail appliques can trap bacteria and fungi, even after washing. Healthcare personnel with nail enhancements often carry more germs than those with natural nails, increasing the risk of transmitting infections to patients. Because of this, handwashing alone isn't enough when nail enhancements are worn — which is why they are not permitted.

In Food Service:

The hands of food workers are one of the most common sources of foodborne illness outbreaks. Diseases like Norovirus, Salmonella, E. coli, and Campylobacter often spread when workers fail to wash their hands properly. Strong handwashing habits are critical to keeping both employees and customers safe.

Hand Hygiene Expectations

Good hand hygiene means washing hands with soap and water for at least 20 seconds, then drying them thoroughly. When soap and water aren't available, use an alcohol-based sanitizer with at least 60% alcohol.

You should always clean your hands:

- Before and after your shift
- Before and after breaks
- After coughing, sneezing, or blowing your nose
- After using the restroom
- Before eating or preparing food

Fingernail and Nail Care Policy

Keeping nails clean and trimmed is part of good hand hygiene. Long nails can collect dirt and bacteria, increasing the risk of spreading infections.

To promote a safe and professional environment:

- Fingernails must be clean, neatly manicured, and no longer than 1/8 inch beyond the fingertip.
- Nails should be rounded, not pointed, to reduce risk of injury or contamination.
- Artificial nail enhancements are prohibited. This includes:
 - Acrylics, gels, tips, wraps, or appliques
 - Any other materials applied to the nail surface beyond simple polish
- Nail polish is permitted, but it must be in good condition — no chips or peeling.
- Avoid cutting cuticles or biting nails, as this can lead to infection.
- Use clean, sanitized tools for trimming and grooming.
- Never share nail care tools unless properly disinfected first.

(For more information, see the CDC's guide on [Nail Hygiene](#)).



Clinical Team Member Expectations

Clinical Code of Ethics

At Dean's Professional Services (DPS), our clinical team is entrusted with the privilege and responsibility of caring for others. Guided by professional ethical standards and current Joint Commission expectations, our clinicians uphold the highest standards of integrity, compassion, and accountability in all aspects of patient care.

Respect and Dignity

We treat every individual with compassion and respect, honoring their inherent dignity, worth, and uniqueness. Care is provided without discrimination, regardless of race, ethnicity, religion, gender, sexual orientation, socioeconomic status, or the nature of a person's health condition.

Patient-Centered Commitment

Our foremost duty is to the patient — whether an individual, family, group, or community. All clinical decisions and actions are made with the patient's best interests in mind, ensuring their rights, autonomy, and safety are prioritized at all times.

Advocacy and Protection

We actively advocate for the health, safety, and rights of those under our care. Clinical staff are expected to identify and report unsafe conditions, ethical concerns, or any situation that may compromise patient well-being or quality of care.

Professional Responsibility and Accountability

Each team member is accountable for providing care that meets or exceeds established standards of practice. We are responsible for maintaining accurate documentation, exercising sound judgment, and adhering to all applicable laws, regulations, and organizational policies.

Integrity and Competence

We recognize our duty to maintain personal integrity, physical and emotional safety, and professional competence. Continuous learning, self-assessment, and engagement in professional development are essential to ensuring safe and effective care delivery.

Safe and Supportive Work Environments

We contribute to creating and sustaining a work environment that promotes safety, ethical practice, and quality patient outcomes. This includes supporting colleagues, respecting diversity of thought, and fostering a culture of open communication and accountability.

Advancement of the Profession

We participate in the ongoing advancement of healthcare by contributing to education, research, evidence-based practice, and knowledge sharing. Clinical excellence depends on a commitment to learning and innovation.

Collaboration and Community Engagement

We work collaboratively with interdisciplinary teams, patients, families, and the community to improve health outcomes locally, nationally, and globally. Teamwork and shared responsibility are the foundation of quality care and ethical practice.

Joint Commission Compliance and Clinical Practice Standards

Dean's Professional Services (DPS) is committed to delivering a higher standard of service and ensuring the safe, high-quality care of every patient. DPS complies fully with the Joint Commission's Standards for Healthcare Staffing Services, which establish requirements for competency, safety, and performance in healthcare staffing.

As a DPS team member, you can be confident that our internal processes, training, and oversight meet the Joint Commission's standards and support you in providing excellent, compliant care at every assignment.

Floating and Departmental Reassignment

DPS team members are assigned only to positions that match their verified job descriptions, demonstrated competencies, and credentials.

If a facility requests that you “float” to another department, the following conditions must be met:

- The reassigned department must be a comparable unit or specialty area (i.e., similar patient population, acuity, and scope of care).
- You must possess the required license, certification, and experience for that area.
- You must have a documented skills checklist and competency verification for the requested unit.
- The facility must provide an appropriate orientation to that unit.

If you are asked to float to a unit where you have not been deemed competent, you must:

1. Immediately inform DPS and your on-site supervisor.
2. Notify the facility of your professional limitations in accordance with your state’s Nurse Practice Act and DPS policy.
3. Contact the DPS office (713-785-7483) or On-Call Manager before accepting any reassignment.

DPS leadership (President or Clinical Liaison) will coordinate with the facility and applicable regulatory standards to resolve the situation appropriately.

Employment and Provider Relationship

All assigned healthcare professionals are employees of Dean’s Professional Services. DPS does not utilize or supply independent contractors. Team members assigned through DPS do not become employees of the client facility but are subject to the facility’s clinical and operational policies while on assignment.

Staff Matching and Competency Verification

Before placement, DPS verifies each team member’s licensure, certification, education, work experience, and clinical competency to ensure they meet assignment requirements.

Pre-Employment Competency Review

All candidates complete a pre-employment competency assessment based on the techniques, procedures, and skills required for their clinical discipline. A minimum score of 80% is required for employment consideration.

Ongoing Competency Assessment

DPS maintains a process for continuous performance evaluation and competency reassessment, incorporating feedback from client facilities. Post-assignment evaluations and incident reviews are used to guide ongoing development and ensure continued compliance with Joint Commission and facility standards.

Education, Orientation, and Remediation

DPS provides comprehensive orientation covering company policies, Joint Commission standards, and patient safety principles.

- Each client facility is responsible for providing site-specific orientation, including policies, dress code, emergency procedures, and equipment usage.
- Team members are required to complete continuing education and remediation when identified performance gaps or compliance issues arise.
- Remediation training is mandatory for continued employment when required to restore compliance with Joint Commission or client standards.

Incident, Error, and Safety Event Reporting

DPS maintains a formal Incident and Error Tracking System to document and analyze all reportable events, including:

- Patient safety incidents
- Errors and near misses
- Sentinel events
- Injuries or safety hazards

Each report is reviewed and tracked to identify trends, ensure corrective action, and comply with reporting requirements of clients, regulatory agencies, and the Joint Commission. Team members involved in or witnessing any such event must notify DPS immediately.

Post-Incident Follow-Up

Following any incident or safety event, affected team members will receive debriefing, counseling, and/or targeted training. Participation in post-incident review and education is required for continued employment.

Hand Hygiene and Glove Use

Maintaining proper hand hygiene and infection control practices is essential to patient and staff safety.

Team Member Responsibilities:

- Wear gloves when handling blood, body fluids, contaminated equipment, or other potentially infectious materials.
- Use proper donning and doffing technique to prevent cross-contamination.
- Perform hand hygiene (wash with soap and water or use an alcohol-based sanitizer) before and after glove use.
- Change gloves between patients, between tasks, or when gloves become damaged or contaminated.
- Dispose of gloves in designated biohazard containers after use.
- Do not reuse single-use gloves.

If glove supplies are inadequate or defective, immediately report to your on-site supervisor and DPS.

Keeping Your File Current – Required Updates & Renewal Schedule

Field Staff Compliance & Document Renewal Schedule

All field staff are responsible for keeping their file active and up to date.

Failure to maintain required documentation may result in temporary suspension from assignments until your file is compliant.

Two charts follow this section:

- Chart 1: *Immunization Requirements*
- Chart 2: *General Compliance, Credentialing & Training Requirements*

These outline what must be completed, how often, and whether items apply to clinical staff.

Stay Ready, Stay Working

Keeping your credentials current prevents interruptions in scheduling and pay. If any required item expires, you will be removed from scheduling until it is updated and verified by DPS Credentialing.

Important Reminders

- Renew Early: Submit updates to credentialing@deansstaffing.com at least 30 days before expiration.
- Keep Copies: Retain copies of all submitted documents for your records.
- Annual Wellness & Compliance Window: October–December.
- Deadline: All annual updates must be completed by December 31st to remain active.
- No Exceptions: Expired items (e.g., license, BLS, TB, or physical) make you ineligible for work until renewed.
- Automatic Alerts: DPS sends reminders by email and text, but you are responsible for staying compliant.

For questions or assistance, contact the Credentialing & Compliance Department: compliance@deansstaffing.com; 713-785-7483

Immunization Records

Immunization	What's Required / Notes	When It's Due	Clinical ✓
MMR (Measles, Mumps, Rubella)	Proof of immunity via titer, vaccination record, or signed declination.	Before Assignment (One Time)	
Varicella (Chickenpox)	Proof of immunity via titer, vaccination record, or signed declination.	Before Assignment (One Time)	
Hepatitis B	Proof of immunity via titer, vaccination record, or signed declination.	Before Assignment (One Time)	
Tdap (Tetanus, Diphtheria, Pertussis)	Proof of vaccination; booster required every 10 years.	Before Assignment; Then Every 10 Years	
Influenza (Flu)	Proof of annual vaccine or signed declination.	Before Assignment Each Flu Season (Oct–Mar)	
COVID-19 (if required)	Proof of vaccination or exemption per client or state requirements.	Before Assignment; Then Per Requirement	

General Compliance Requirements

Category	What's Required / Notes	When It's Due	Clinical ONLY
Professional License / Certification	Active, unexpired license or certificate (RN, LVN, CNA, MA, etc.); must always remain current to work.	30 Days Before Expiration	✓
BLS – AHA Only	American Heart Association BLS for Healthcare Providers (AHA only accepted).	30 Days Before Expiration	✓
CEUs (Continuing Education Units)	All clinical personnel must turn in 3 CEUs annually related to their practice.	Annually (Oct–Dec)	✓
Skills Checklist & Relias Competency (≥ 80%)	Annual skills checklist and Relias assessment with 80% or higher.	Annually (Oct–Dec)	✓
Job Description Acknowledgment	Signed job description confirming duties and scope of practice.	Every 2 Years or if Job Changes	
Background Check & Exclusion Review	Federal & state background screen; OIG/SAM/FDA exclusion review.	At Hire; Every 2 Years; or Per Client	
Drug / Nicotine Screen	Required at hire and as requested by client or for cause.	At Hire and As Required	
Respirator Fit Test	N95 or other respirator fit test for assignments requiring PPE use.	Annually	✓
Color Blind Test	One-time color-vision test for roles requiring color discrimination (lab, meds, etc.).	At Hire (One Time) or Per Client	✓
Physical / Statement of Good Health	Annual physical exam signed by licensed provider.	Per Client	
TB Screening / Questionnaire	TB skin test, QuantiFERON, or CXR; annual form if CXR used.	Annually (within 90 days Oct–Dec) or Per Client	
HIPAA Privacy & Security Training	Annual Relias HIPAA course covering confidentiality and PHI protection.	Annually (Oct–Dec)	
Safety & National Patient Safety Goals, Ethics & Training	Annual Relias module on OSHA, infection control, fire safety, ethics, patient rights, and diversity, etc.	Annually (Oct–Dec)	✓
Performance Review	Annual evaluation including client feedback and competency review.	Annually (Oct–Dec)	✓
Vaccine Information Statements (VIS)	Acknowledgment of CDC VIS forms for each vaccine; updated when CDC issues a new form or a new vaccine is given.	At Hire and (Oct-Dec as required)	
Driver's License	Active, unexpired state-issued driver's license matching state of residence. Copy must be on file.	30 Days before expiration	
Motor Vehicle Record	DPS will run MVR inquiry to confirm eligibility to drive (clean record, no suspension)	At Hire, Updated as policy changes	
Driver Safety Program	Driver Safety Program Safety Updates	Annually (Oct – Dec) as policy changes	

Continuing Education

All clinical team members of Dean's Professional Services (DPS) are required to maintain and complete continuing education in accordance with the requirements of their governing licensing or certifying bodies. It is the team member's responsibility to ensure that all continuing education obligations are fulfilled in a timely manner.

As part of ongoing employment, annual performance evaluations, and compliance with licensing/certification requirements, each clinical team member must complete a minimum of 3 Continuing Education (CE) credits per year.

To support team members in meeting these requirements, DPS provides access to approved Continuing Education resources. These resources, links, and additional guidance are available on the DPS website under the Compliance section.

Completion of required CE credits will be documented in each team member's employment and compliance file to ensure ongoing adherence to professional standards and Joint Commission requirements.

The following online education programs are also available for continuing education; however, this is not an inclusive list of available resources:

www.Reliasacademy.com

www.CMElist.com

www.AATBS.com

www.AART.com

www.ADHA.org

www.AARC.org

www.lifesavered.com

www.nursingworld.org

www.APNA.org

www.nln.org

Cultural Diversity in Healthcare

At Dean's Professional Services (DPS), we recognize and honor the importance of cultural diversity in healthcare. This policy reflects our commitment to delivering equitable, patient-centered care that is sensitive to the cultural, ethnic, and social backgrounds of our patients, their families, and our staff.

Policy Objectives

- Culturally Competent Care: Provide healthcare services that respect and acknowledge the unique cultural and individual needs of each patient and family.
- Respect for Diversity: Promote an inclusive environment that values diversity among patients, families, and staff to enhance healthcare delivery and outcomes.
- Effective Communication: Ensure clear, respectful communication that accounts for language preferences, cultural norms, health literacy, and nonverbal cues.
- Patient-Centered Approach: Tailor healthcare services to align with patients' cultural values, beliefs, and preferences while maintaining evidence-based standards of care.
- Training and Education: Deliver ongoing cultural competency education to all staff, including training on bias recognition, health disparities, and culturally responsive care practices.
- Inclusive Environment: Create a welcoming environment for all patients, families, and staff, actively removing barriers to equitable care.
- Reporting and Accountability: Encourage staff to report incidents that violate this policy. All reports will be treated confidentially and addressed promptly.

Team Member Responsibilities

All DPS healthcare providers are expected to understand the impact of culture on healthcare interactions. This includes recognizing the influence of patients' cultural beliefs, practices, and health perceptions, as well as understanding the provider's own cultural framework.

Team members should:

- Understand how cultural groups view life processes, health, illness, and wellness.
- Recognize traditional health practices and the role of culturally recognized healers.

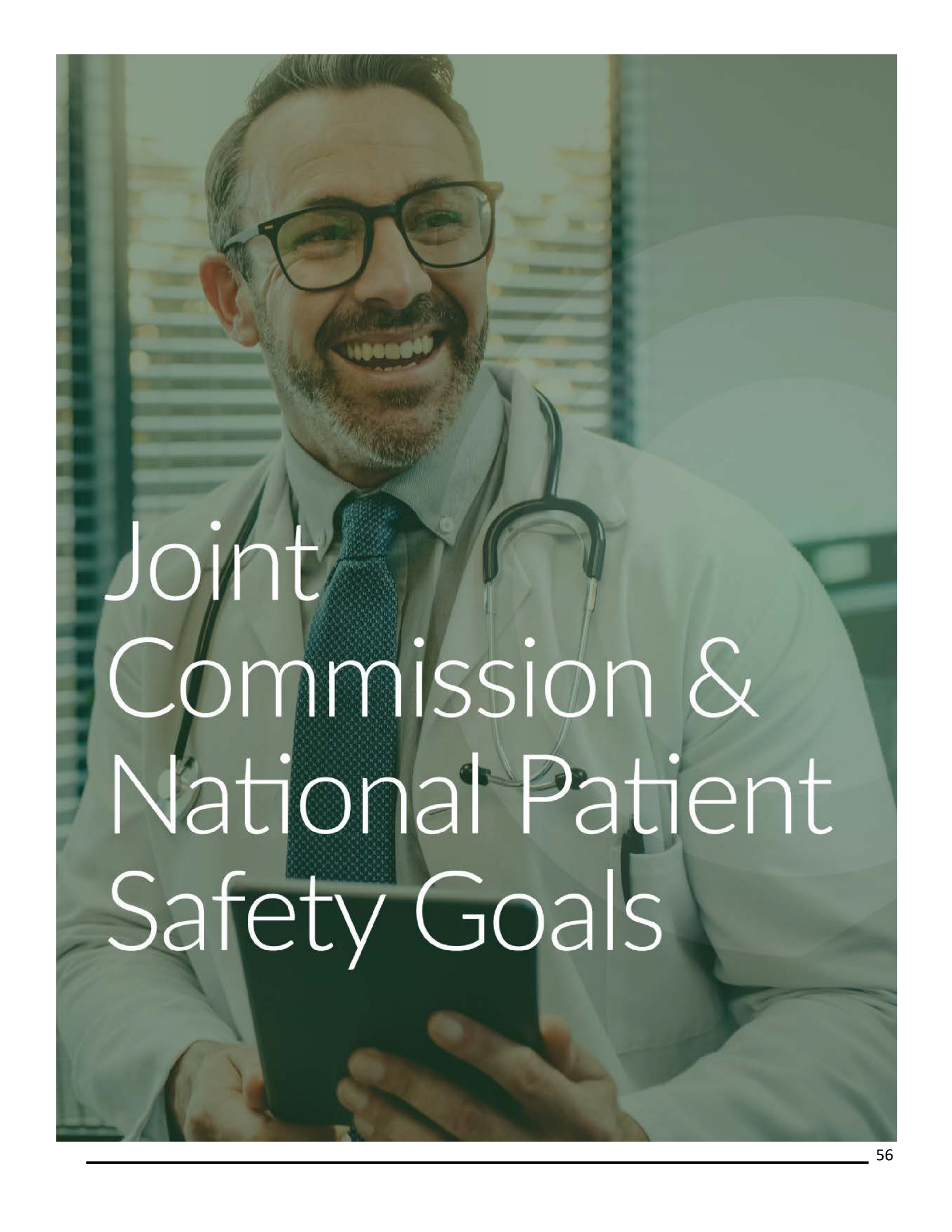
- Integrate cultural knowledge into clinical assessment, planning, and interventions.
- Assess individual patients for intra-cultural variation to provide personalized, culturally sensitive care.
- Consider the interaction of three cultural systems during patient encounters: the provider's culture, the patient's culture, and the culture of the healthcare setting.

Culturally Responsive Care Practices

- Provide patients with choices in healthcare delivery whenever possible.
- Incorporate culturally relevant interventions and treatment approaches into care plans.
- Respect patients' cultural beliefs and practices while maintaining safe and evidence-based care.
- Promote patient trust, engagement, and adherence by acknowledging and integrating cultural values.

Conclusion

By embracing cultural diversity, DPS ensures that healthcare services are equitable, inclusive, and patient-centered. Recognizing, respecting, and integrating cultural differences improves the overall patient experience, strengthens healthcare outcomes, and aligns with Joint Commission standards for patient-centered care and cultural competence.



Joint Commission & National Patient Safety Goals

Your Right to Contact The Joint Commission

Dean's Professional Services is certified by The Joint Commission for Health Care Staffing Services. As a DPS team member, you have the right to report any concerns about patient safety, quality of care, or ethical practices directly to The Joint Commission—even if you have not gone through DPS's internal process.

Reporting to The Joint Commission will not result in any retaliation.

Your identity will remain confidential to the extent possible.

How to Contact The Joint Commission

By Mail:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

By Phone:

(800) 994-6610

Online:

www.jointcommission.org/report_a_complaint.aspx

Definitions

Abuse is any act or failure to act by a DPS team member that is knowingly, recklessly, or intentionally performed or omitted and that causes, or has the potential to cause, harm or death to a patient. Examples include, but are not limited to:

- Rape, sexual assault, or sexual exploitation of a patient.
- Physical assault, including striking or inflicting harm.
- Use of restraints (bodily, chemical, or other) not in compliance with federal, state, or facility regulations.
- Verbal abuse, coercion, or other restrictive actions that are unjustified by the patient's condition or in retaliation for patient requests (e.g., discharge, refusal of treatment).

Neglect is a failure to provide appropriate care or services by a DPS team member, which causes or could cause injury, death, or risk of harm. Examples include:

- Failing to develop or implement an appropriate individualized treatment plan.
- Inadequate provision of nutrition, clothing, healthcare, or a safe environment.
- Failing to maintain adequate staffing or appropriately trained personnel.

Mandatory Reporting

Any DPS team member, or affiliated individual, who knows or reasonably suspects that DPS, its staff, or a healthcare professional associated with DPS is engaged in illegal, unethical, or unprofessional conduct must report it immediately. Reports may be made to DPS or the appropriate state regulatory agencies:

- State Board of Medicine
- State Board of Nursing
- Behavioral Sciences Regulatory Board
- Department of Health and Environmental Occupations
- Credentialing Authorities
- State Board of Pharmacy
- American Speech-Language-Hearing Association
- Board of Examiners in Optometry

Procedures for Reporting and Responding to Abuse or Neglect

Observation and Reporting

Team members are responsible for observing patients for signs of abuse or neglect by staff, visitors, or family members. All suspected incidents must be reported immediately to:

- The attending physician

- DPS Staffing Coordinator
- Appropriate Floor/Case Manager

The Case Manager will report the incident to Adult or Child Protective Services as applicable.

Behavioral Indicators of Abuse

Children:

- Reluctance to be with certain individuals or go to specific locations
- Unexplained knowledge of sexual content
- Personality changes, withdrawal, or destructive behaviors
- Physical injuries or unexplained marks

Adults:

- Anxiety, depression, hostility, unresponsiveness, confusion
- Physical injuries or vague health complaints
- Excessive desire to please or “shopping” for multiple physicians
- Signs of neglect or financial exploitation

Physical Abuse Indicators:

- Multiple injuries in various stages of healing
- Bruises on unusual areas (wrists, ankles) or burns
- Inconsistent explanations from caregivers
- Extreme fear of being touched

Responsibilities of Attending Caregivers

Team members must:

- Document suspicions in the patient’s chart and submit a written report including:
 1. Location and extent of injuries
 2. Patient statements
 3. Statements from other caregivers
- Notify the attending physician
- Quote patients and caregivers verbatim whenever possible
- Photograph physical evidence
- Report findings to your supervisor and the appropriate authority
- Ensure all reporting is made in good faith

Investigation Procedures

- Patients or family members reporting abuse are referred to the Onsite Nursing Supervisor for investigation.
- All care team members involved will be interviewed.
- Accused team members are immediately removed from patient care and may be reassigned.
- Cases involving physical or sexual abuse will be reported to local law enforcement.
- Negligent or abusive team members may face disciplinary action up to termination and may be reported to appropriate professional licensing boards.
- Visitors or family members engaging in abuse must also be reported to DPS and the Nurse Supervisor.
- Investigations are conducted within 24 hours by qualified personnel.

Documentation and Confidentiality

All reports must include:

- Name of the reporter (or anonymous identifier if requested)
- Date of report
- Detailed description of allegations
- Contact information for follow-up
- Any suggested actions from the reporter

Records are maintained by DPS, and confidentiality is strictly observed. Investigations aim to complete fact-finding within 30 days. Initial notification to regulatory authorities occurs as appropriate. Unsubstantiated cases are closed and reported without disclosing the complainant's identity.

Patient Safety and Team Member Education – National Patient Safety Goals

Overview

All DPS team members are required to understand and uphold the National Patient Safety Goals (NPSGs) established by the Joint Commission. Team members must read, acknowledge, and remain in compliance with these goals as part of both initial and ongoing employment. Updates and specialty-specific guidance are available through the DPS Compliance portal or directly on the Joint Commission website:

<https://www.jointcommission.org/standards/national-patient-safety-goals/>

Do Not Use (Abbreviations) List

The Joint Commission maintains a “Do Not Use” list of abbreviations to prevent medication errors and other patient safety risks.

- Team members are required to review this list annually and acknowledge their understanding.
- Compliance with the Do Not Use list is mandatory at all times.
- For updates and reference, access the list via the DPS Compliance tab or directly at:

<https://www.jointcommission.org/resources/news-and-multimedia/fact-sheets/facts-about-do-not-use-list/>

Sentinel Event Definition and Reporting

Definition: A sentinel event is an unexpected occurrence involving death, serious physical or psychological injury, permanent harm, or severe temporary harm. Sentinel events may result from medical errors, system failures, or other factors that compromise patient safety.

Examples Include:

- Wrong-site, wrong-procedure, or wrong-patient surgery
- Severe medication errors causing harm
- Patient suicide while under care
- Maternal death or severe injury during labor or delivery
- Retention of a foreign body after a procedure
- Severe neonatal complications
- Patient elopement resulting in harm
- Delayed treatment causing severe harm
- Hemolytic transfusion reactions

Clarifications:

- Events caused by the natural progression of a patient's illness are not considered sentinel events.
- Major permanent loss of function includes new sensory, motor, physiologic, or intellectual impairment not present on admission and requiring ongoing treatment.
- Confirmed cases of rape will be reported in accordance with law; alleged but unconfirmed cases will not be reported.

Team Member Responsibilities

All DPS team members must:

- Immediately report any incident or potential incident that may qualify as a sentinel event.
- Notify the Staffing Coordinator, On-Call Manager, Safety Officer, and HR Officer by the quickest means available.
- Follow all reporting and investigation protocols, maintaining confidentiality and professionalism.

Reporting Procedure

- Report the event immediately as outlined above.
- Complete a Quality Control Report and submit it to the designated office.
- The Safety Officer and/or HR Officer conducts an initial assessment to determine if the incident meets sentinel event criteria.

- If warranted, the Performance Improvement (PI) Office and Compliance Executive Committee conduct a final review.
- Client facilities may determine the reporting process for confirmed sentinel events, consistent with Joint Commission and regulatory requirements.

Confidentiality

- All documentation and investigative processes related to potential or confirmed sentinel events are protected under the Healthcare Quality Improvement Act.
- Root Cause Analysis (RCA) teams and PI review participants must protect the privacy of patients, DPS team members, and facility staff.
- Media statements will be carefully managed to ensure privacy and compliance.

Documentation

- All disciplinary actions related to sentinel events will be documented and retained in the employee's personnel record.
- Investigative findings, corrective actions, and follow-ups will be maintained according to DPS and regulatory requirements.



THANK YOU.

We appreciate you being a part of the team.
We are available 24/7 – 713-785-7483.

deansprofessionalservices.com