



## Advanced Staffing Associates

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Who we are....

I would like to take this opportunity to welcome you to our team and give you a brief description of who we are and what we represent. I am confident that your skills and knowledge will contribute to the success of not only our company, but our clients' as well. Advanced Staffing Associates (ASA) is a temporary, temp to perm, and permanent staffing agency providing staffing solutions throughout Connecticut. Since 1987, ASA has evolved into a comprehensive, multifaceted staffing agency serving candidates and organizations in diverse disciplines with a complete offering of staffing services. We are proud to be the preferred vendor of temporary/contract staffing for the State of Connecticut in the medical field and the exclusive employment vendor for the Connecticut Bar Association. Our President is a proud member of the Pinnacle Society; a premier consortium of industry leading recruiters, which ensures our dedication and commitment to uphold the highest professional and ethical practices in the recruiting profession. Our mission has one paramount objective: providing high quality candidates to the clients we serve. To accomplish our mission requires team effort, personal dedication and efficiency. As an ASA employee you are an integral part of this mission to provide high quality services to our employees and our clients. Please know that we value the services you provide our clients and believe we have hired the best.

We are excited to have you join our team. Best wishes to you, and may working at Advanced Staffing Associates bring you much success.

Warm Regards,

Kevin M. San Juan, CPC President  
Advanced Staffing Associates



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Advanced Staffing Associates is pleased to be able to facilitate your temporary/contract employment. It will be your responsibility to return all required documentation to our Human Resource Department prior to your start date. Any incomplete paperwork will delay your start of work and payroll processing.

The following documents are required to be submitted with all necessary pre-employment forms prior to starting your assignment.

- **2 forms of ID & 1 Photo ID (Birth Certificate, Social Security Card, Driver's License, Passport are acceptable forms of ID)**
- **Voided Check or Bank Authorization**
- **Current copy of any Professional Licenses and/or Certifications**
- **CPR Certification when applicable**

## *Pre-employment Screening*

Starting an assignment with Advanced Staffing Associates may be contingent upon clear results of a thorough pre-employment screening, depending on the client requirements. Your recruiter will notify you of any background requirements prior to employment.

Pre-employment screening includes, but is not limited to background and reference check information such as:

1. Social Security Trace – This validates your social security number, date of birth, and former addresses.
2. Prior Employment Verification / Reference Checks
3. Background Check
4. Department of Children and Family Services – A DCF search will be conducted anytime your employment involves working with children.
5. Drug Screen –If required by client. You will be required to submit a urine sample at Quest Diagnostics.

If you are selected for an assignment for which pre-employment screening is required, you will receive the appropriate forms and instructions to complete. Once the authorization form is complete and submitted. Advanced Staffing Associates background check vendor will complete all applicable searches related to the assignment. You will not begin work until all checks are returned, reviewed by Advanced Staffing Associates and cleared by Advanced Staffing Associates.



## **Introduction**

This Handbook is provided to all contingent workers of Advanced Staffing Associates. This Handbook is provided as an outline of policies and guidelines that have been developed to ensure the efficient, fair, and consistent operation of Advanced Staffing Associates. It provides general information about Advanced Staffing Associates policies, procedures, and expectations. It is important that you thoroughly review the contents of the Handbook to gain an understanding of Advanced Staffing Associates expectations of you and what you can expect from Advanced Staffing Associates.

When you accept an assignment at one of Advanced Staffing Associates clients, you will receive specific details of your assignment, an overview of the client to which you are assigned, and in some instances, the client's policies by which you must abide. Regardless of the specific details and expectations of the client, you are required to abide by Advanced Staffing Associates policies and expectations throughout the duration of all assignments.

Advanced Staffing Associates designs its personnel policies around these objectives to help build a work environment which is positive, productive, and which recognizes that your involvement in the business of our clients is crucial to our success.

The information in this Handbook cannot anticipate every situation or answer every question regarding your temporary employment. Should you have any questions, please speak with your ASA recruiter.

## **Employee of The Month**

Advanced Staffing Associates is proud to recognize and reward our employee's dedication, passion and his/her contributions to our clients and ASA. At the beginning of every month ASA chooses a candidate that goes above and beyond our expectations. Our employee of the month program is just one of the ways ASA appreciates your enthusiasm to be a part of our team.

## **Equal Employment Opportunity**

Equal Employment Opportunity is both policy and practice at Advanced Staffing Associates. Advanced Staffing Associates seeks to provide equal employment opportunities to all employees and job applicants for employment without regard to age, race, color, creed, religion, sex, marital status, national origin, ancestry, citizenship, disability, genetic information and/or veteran status or other protected status in accordance with applicable federal, state and local laws. This policy governs all areas of employment at ASA, including but not limited to recruiting, hiring, training, assignments, compensation, benefits, discipline and termination. In addition, Advanced Staffing Associates does not invite or honor discriminatory job orders or requests by clients, and does not "code" applications or other documents to record the protected status of any applicant or employee.



## **Harassment-Free Environment**

Harassment, including sexual harassment, hostile behavior or bullying is prohibited by federal and state laws. This policy prohibits harassment of any kind, and Advanced Staffing Associates will take appropriate action to swiftly address any violations of this policy. Advanced Staffing Associates in no way advocates or encourages behavior on the part of any employee or agent, which creates a hostile work environment. All such complaints will receive a thorough and prompt investigation and any violations of this policy and law will be corrected through immediate and appropriate management action.

## ***Complaint Process***

Any individual who feels that they have been subjected to any of the behavior outlined above initiates the complaint process by contacting your recruiter immediately. Your recruiter will ask that you provide formal documentation of the complaint. Upon receiving a complaint, a thorough investigation into the matter will be conducted within 15 business days from the date the written complaint was filed. If it is determined that wrongdoing occurred, ASA will recommend appropriate disciplinary action.

## **General Technology Policy**

Technology is considered Company/client property and is not the private property of any employee and may not be used for non-job related solicitations or personal use. As such, voice mail, email, computers, phones, electronic files, and/or other electronic data stored on the Company's/client's systems and/or networks are the property of the Company/client. The Company/client reserves the right to monitor and review all communications occurring on or being sent to or from Company/client equipment or over the Company/client network. No employee should have any expectation of privacy with respect to any of the Company's/client's technology. Access to Company/client technology is a privilege and carries legal and ethical responsibilities. This policy should be read and interpreted in conjunction with the Company's and the client's policies, including but not limited to, policies regarding confidentiality and unauthorized release or disclosure of any Company and/or client information through the internet, or through any other means, accessing the internet for any personal purpose, prohibiting harassment, discrimination, offensive conduct or inappropriate behavior while using Company/client technology.

## **Social Media Policy**

You are expected to refrain from using social media while on work time, unless it is work-related and consistent with Company/client policy.

*Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, personal website, social networking or affinity website, whether or not associated or affiliated with the Company or the Company's clients, as well as any other form of electronic communication. The same principles and guidelines found in the Company's policies apply to your activities online.

## **Cell Phone Policy**

The Company cares about and promotes a safe and productive work environment. As such, cell phones should be turned off, set to silent, or vibrate when you are working on an assignment. If personal use of your cell phone causes disruptions or a loss in productivity (either your productivity or other employees of the client), or if cell phone use is deemed excessive, you may be subject to disciplinary action.



## **Telephone Policy**

The Company's/client's telephone and voice message system is intended for business use. Personal use is prohibited. If you need to make a personal call, do so using a personal cellular phone or other personal device during a non-work period.

Keep in mind that any conduct that adversely affects your job performance, the performance of fellow co-workers or otherwise adversely affects members, customers, suppliers, people who work on behalf of the Company or the Company's clients, and the Company's legitimate business interests, may result in disciplinary action up to and including termination.

## **General Conduct / Behavior**

Professional behavior and conduct while on assignment and while working with Advanced Staffing Associates is assumed. Expected behavior includes, but is not limited to, the following:

- Fulfilling your commitment – ASA can be flexible in scheduling and is based upon your approval. Once you have accepted an assignment; cancellations will not be tolerated unless ample notice is given to replace you.
- Being communicative – Contact your recruiter often while on assignment and/or with any questions or concerns regarding your assignment. As part of our hiring process, ASA will follow up with both you and the client to facilitate a smooth transition to effective job performance
- Being prepared – Always have your timecard and any additional information that might have been provided to you by Advanced Staffing Associates.
- Sharing assignment updates - It is important for ASA to be aware of any changes to your assignment status. Please contact your recruiter immediately if you have been called directly from our Client regarding coverage or are approached regarding any changes in your assignment or an offer for another position.

## **Appearance**

You, as an employee, represent Advanced Staffing Associates. Therefore, it is essential that you are dressed neatly, properly groomed and exercise good personal hygiene. Professional attire is suggested unless otherwise advised by your recruiter at the Advanced Staffing Associates. Always ask your recruiter at the Advanced Staffing Associates for guidance as dress codes vary from client to client.

## **Employee Information**

It is your responsibility to inform Advanced Staffing Associates promptly of any changes in contact information and to maintain a current copy of any Licensure/certifications for our records. Failure to provide ASA with current required documentation will result in no longer being eligible to work for clients that require necessary licensure and/or certification.



## **Rules of Conduct**

Advanced Staffing Associates works hard to make our employment environment an excellent one and anticipate you will do the very best job you can on every assignment. We hold an expectation that each employee will adhere to the following rules of conduct. These rules serve as a guide and are not intended to be an all-inclusive list of violations meriting disciplinary action.

- Failure to report to work as scheduled without reasonable cause or appropriate notification. You are required to contact your recruiter to inform them of your absence or tardiness up to 2 hours prior to the start of your shift.
- Violating confidentiality of Company/client policy.
- Unauthorized or improper use of Company/client internet, email or telephones; use of personal cellular telephones during work hours.
- Failure to maintain current licensure/certification.
- Offensive, disorderly, or improper behavior while on duty.
- Failure to comply with Company/client policy & procedures with regard to work standards.
- Working unauthorized overtime or altering your work schedule.
- Operating and/or driving a client-owned vehicle or using your own vehicle for client or Company purposes is prohibited.

## **Attendance**

It is assumed you will arrive to work on time and work until the scheduled stop time. However, if you will be late or absent from work, you are required to contact Advanced Staffing Associates immediately to inform them of the absence or tardiness prior to the start of your work day to mitigate the challenges that may arise due to your absence or tardiness; please do not call our client. It is preferred that you speak with your recruiter at Advanced Staffing Associates in person when you call in your absence or late arrival. If you expect to be late for your scheduled shift, you must call ASAP to inform them of your reason for being late and when you expect to report to work. In the event of repeated and/or multiple instances of being late and/or absent, disciplinary action may be taken, including but not limited to, your assignment terminating and/or Advanced Staffing Associates choosing to no longer represent you.

## **Overtime**

All work you perform in excess of 40 hours per week will be paid at time and one-half your regular pay rate. You are permitted to work overtime only if the client requests and approves such work. Prior approval must be obtained from ASA before overtime can be authorized.

## **Premium Pay**

You may be eligible to receive premium pay for time worked per ASA's recognized holidays. Please check with your recruiter for a list of premium paid Holidays.



## Payroll Guidelines

Advanced Staffing Associates payroll week runs from the beginning of the day shift on Monday through the end of the night shift on the following Sunday. Payday is every Friday by direct deposit, for the pay period which ended on the preceding Sunday.

It is the responsibility of each employee to accurately complete his or her timecard on a daily basis and to review and verify that his or her time card is correct upon the completion of each pay period.

### **Timecards shall be completed and submitted to ASA no later than 9:00 am Monday.**

- The employee must accurately complete his or her time card on a daily basis and print the Total Actual Hours
- Worked at the conclusion of each workweek to the nearest quarter hour.
- The employee on their time card shall record any work breaks.
- At the completion of the pay period, it is your responsibility to have a manager or immediate supervisor sign your timecard.
- A signature is required to signify that the hours have been reviewed and verified and that the time recorded is correct. Failure to sign the timecard may result in the delayed payment of employee wages.
- Each client site requires a separate time card to be completed and signed.
- Time cards must be legible and complete, including
  - Your Name and Title
  - Client Company Name & Address
  - Authorized Name & Signature
  - Total # of Hours Worked
  - Week Ending Date
- Time Cards received after 9am on Monday will be processed in the following week's payroll due to our deadline with payroll management.
- All pay-stubs will be emailed to you directly to the email that you have provided. It is your responsibility to notify ASA if you wish for your financial statements to be emailed to a different email address.
- Weekly Timesheets are available on our website [www.advstaff.net](http://www.advstaff.net) (Job Seekers Tab > Employment documents)
- Failure to adhere to any of the policies above will result in a delay in processing your paycheck.

Time cards can be faxed to (860) 793-6044 or emailed to [loraa@advmr.net](mailto:loraa@advmr.net)

## Ending an Assignment

When your assignment ends, please notify your recruiter. At that time, all Company/client material and/or equipment must be returned on or before your last day of work. Your recruiter will collect feedback from you regarding the assignment you finished, and gather details from you about the type of position you would like to be placed on next. It is Advanced Staffing Associates goal to re-employ every employee, as soon as possible, after an assignment has ended.



## Work-Related Injuries

The health and safety of ASA employees is a vital concern; therefore, we strive to provide you with a safe and healthy work environment. All employees must make a conscious effort to be aware of safety and health procedures, as well as hazards, at all times. To promote safety and the prevention of accidents, please adhere to the following safety guidelines: 1. Familiarize yourself with the safety practices and procedures at your assigned client;

- Devote your full skill and attention to the performance of your job responsibilities, utilizing the highest standard of care and good judgment;
- When lifting, bend your knees and keep your back straight. If the item is too heavy, obtain assistance before proceeding;
- If you become aware of any potentially hazardous conditions, it is your responsibility to report the situation promptly to your on-site supervisor.

If you experience an injury at work:

- If the injury requires immediate attention, please dial 911.
- If the injury does not require immediate attention, please report the injury to your on-site client supervisor and immediately notify Advanced Staffing Associates.

We will provide guidance on a health care provider and/or health care facility that you should visit. All work-related injuries must be reported to your on-site client supervisor and Advanced Staffing Associates within 24 hours of the incident. Failure to report such injuries may result in the workers' compensation claim being delayed and/or denied.