



Manpower[®]

Patient Attendant Program Policies

for Manpower Associates

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Manpower

173 Parkland Plaza, Suite D

Ann Arbor, MI 48103

Onsite at Michigan Medicine, Room C168A MIB

Scheduling Phone: 734-665-1232 (call or text)

Main Office Phone: 734-665-3757 (call or text)

Main Office Fax: 734-665-7850

patient.attendant@manpower.com

www.manpower.com/patient-attendant



Patient Attendant Program Policies

Hello! We are glad you have chosen to be a member of our patient attendant team. The information in this booklet is specific to patient attendant work and is meant to:

- document the expectations for which all patient attendants are held accountable;
- describe some of the most common situations you are likely to experience as a patient attendant;
- define patient care for General Care, Level 1, Fall Precaution, and Elopement Risk patients; and
- serve as a reference for you throughout your patient attendant assignment.

Manpower information, policies, procedures, and resources not specific to patient attendants are summarized in the associate handbook and/or in other information you received during your onboarding and orientation.

Be sure to check out our patient attendant webpage online at www.manpower.com/patient-attendant for quick links to important materials and information while working as a patient attendant at Michigan Medicine.

Please contact Manpower at any time if you have questions/concerns about your role as a patient attendant or if you receive on-shift instructions that you believe conflict with the expectations outlined in this document. (When a patient is in your care, phone use is never appropriate; your attention needs to be focused on the patient. Please refer to the phone use policy included here for details on when and how to contact Manpower during your shift.)

The Manpower patient attendant scheduling team is available 24/7/365 at patient.attendant@manpower.com or 734-665-1232 and will be happy to help you. You are also welcome to come to room C168A of the Med Inn Building to speak directly with a scheduler, ask questions, obtain time off request forms, etc.

Please note that incoming calls from Manpower will appear on your caller ID as the main Michigan Medicine phone number which is 734-232-0000. However, to reach the Manpower patient attendant scheduling team, please call or text 734-665-1232. If you need to reach Manpower regarding your payroll, please call the Manpower Associate Care Center at 800-561-6934.

Thank you for choosing Manpower!

1.0 EXPECTATIONS

1.1 GENERAL EXPECTATIONS

Successfully maintaining your Patient Attendant assignment requires focus on three areas:

1. **Performance:** appropriate care of the patient(s) to whom you are assigned.
2. **Attendance:** showing up on time dressed and badged properly, working each shift fully, and following expectations around scheduling and time off requests.
3. **Compliance:** completing, maintaining, and/or documenting the immunizations and forms that make you eligible for shifts.

You will find more details about each of these elements elsewhere in this document. Discussion at onsite orientation and the assignment-specific paperwork you complete and/or acknowledge before and during your assignment also support your success in each of these areas.

Failure to meet expectations in one or more of these three areas could result in disciplinary review and could lead to termination of your assignment. To reduce the chance of that happening, please ask questions if/when any of these expectations are unclear to you. We also encourage you to be proactive in your communication with us about any challenges you have in meeting compliance deadlines and/or working your assigned schedule/shifts.



1.2 COMPLIANCE

From time to time, Manpower will issue new or updated handbooks, competency evaluations and quizzes, forms, and other required materials. We do this to ensure a high level of patient care and to maintain our own compliance with our customer contract and/or Joint Commission certification. Prompt completion of forms and acknowledgment of new handbooks or other materials is a requirement of your patient attendant assignment.

As further described in the next section, you are responsible for maintaining current (unexpired) immunizations required to work at Michigan Medicine. Manpower will share alerts and reminders about expiring and/or seasonal immunizations, but it is your responsibility to provide documentation promptly to remain eligible for shifts.

To ensure you receive important compliance reminders, be sure to:

- keep your email and phone number(s) current with Manpower;
- check your inbox, junk and spam folders for messages from Manpower;
- whitelist Manpower's email address in your email platform (Google, Outlook, Yahoo, etc.) so that emails arrive in your inbox (not your junk or spam folder); and
- allow texts from both 734-665-1232 (Patient Attendant line) and 734-665-3757 (main Manpower office).

Failure to keep your immunizations current and/or to respond promptly to new and/or reissued forms, handbooks, etc. could result in suspension of your normal work schedule and could put you into disciplinary review.

1.3 IMMUNIZATIONS / VACCINATIONS

To ensure patient safety, your own safety, and compliance with healthcare regulations, patient attendants are expected to comply with Michigan Medicine immunization requirements. Please refer to the list of Michigan Medicine immunization requirements by following this link to the patient attendant page located on our website: www.manpower.com/patient-attendant.

In order for your assignment to continue uninterrupted, Manpower needs to receive documentation of each required immunization at least one (1) week prior to its expiration. Because of the safety significance, delays in providing immunization documentation to Manpower will result in suspension of your normal work schedule and may involve disciplinary action and/or termination of your patient attendant assignment.

1.4 RESPECTING CONFIDENTIALITY

As a patient attendant, you must respect patient confidentiality in accordance to the Health Insurance Portability and Accountability Act (HIPAA). The list below offers examples of HIPAA violations, but is not comprehensive:

- sharing personal patient information with someone not directly involved in the patient's care, including talking in elevators, hallways, a cafeteria, off patient care premises, as well as on any social media sites;
- discussing personal life issues with patients and/or their families;
- verbalizing an opinion of the patient's condition/care to anyone, including, but not limited to, the patient, the patient's family, and/or other Michigan Medicine staff; and/or
- contacting a patient or patient's family member outside your scheduled shift with that patient. This includes exchanging personal information and/or visiting a patient when not assigned to them.

Patient attendants should **never take or keep handwritten, electronic, or digital records (including photos and/or videos) of a patient**, patient's condition, personal information, care location/room, phone number, or any other related information that may be considered private.

Because HIPAA is a strictly-enforced federal law, violations of HIPAA policy and/or patient confidentiality will result in disciplinary action, up to and including immediate termination.



1.5 COMPETENCY TRAINING

Hospital regulations require that all patient attendants receive and complete training facilitated by Manpower. During this time, you will receive an updated Patient Attendant Program Policies packet, take part in a Q&A session, and complete any Michigan Medicine-required competency testing and forms.

Manpower and Michigan Medicine are held to strict compliance guidelines, so delays in completing your annual competency training will result in suspension of your normal work schedule and may involve the assessment of attendance points, disciplinary action, and/or termination of your patient attendant assignment.

1.6 WELLE (BEHAVIORAL SAFETY MANAGEMENT FOR HEALTHCARE) TRAINING

Manpower is pleased to provide you with Welle training (previously known as Non-Abusive Psychological and Physical Intervention or NAPPI training). This training aims to provide for the care, welfare, safety, and security of everyone involved in a crisis situation. During this training, you will learn the skills and confidence necessary to handle crisis situations with minimal anxiety and maximum security/safety. Shortly after your assignment begins, you will be invited to participate in a Welle training session, which is mandatory.

This training is a critical element in your on-the-job preparedness, so delays in completing your Welle training may result in suspension of your normal work schedule and may involve the assessment of attendance points, disciplinary action, and/or termination of your patient attendant assignment.

1.7 VIDEO MONITORING TECHNICIAN TRAINING

Shortly after your assignment begins, you will be invited to participate in video monitoring technician (VMT) training. It is important that you make yourself available for this training as the ability to work as a VMT when necessary is a mandatory requirement for the patient attendant position. The additional training ensures that patient attendants:

- know how to use the video monitoring program;
- understand how HIPAA applies to this role;
- know how to respond to a patient situation; and
- understand how to properly maintain the VMT log.

Upon successful completion of this classroom and hands-on training, you may be assigned to remotely monitor up to 12 patients at a time using a system of in-room cameras and a remote video screen.

2.0 SHIFTS, SCHEDULES, AND ASSIGNMENTS

2.1 SCHEDULES

We appreciate your flexibility and cooperation when it comes to scheduling. Please be prepared to work full shifts based on your schedule. Each patient attendant will receive a schedule and should be prepared to work that schedule except when Manpower has been appropriately notified of a schedule variation due to a time off request. See section 2.8 of this booklet for information on how to appropriately notify the Manpower scheduling team of any time off/schedule variations. Patient attendants will have one (1) of the following schedules:

- **Full-time, long-term*:** an ongoing set schedule working five (5) or more days per week on regularly assigned shift(s)—night, day, and/or evening. Patient assignments will typically be made 2-3 hours prior to the start of the shift. Upon your confirmation of patient assignment, you will be paid up to two (2) hours minimum pay if there is a change in patient availability as long as you report as scheduled and remain onsite and in contact with the scheduling team during that two hour time period. Full-time schedules are the last to be cancelled



- **Part-time, consistent:** an ongoing set schedule working as many as four (4) and as few as one (1) shifts per week on regularly assigned shift(s)—night, day, and/or evening. Patient assignments will typically be made 2-3 hours prior to the start of the shift. Upon your confirmation of patient assignment, you will be paid up to two (2) hours minimum pay if there is a change in patient availability as long as you report as scheduled and remain onsite and in contact with the scheduling team during that two hour time period.
- **Contingent:** an irregular (flexible) schedule for any number of shifts per week—as many as five (5), but as few as one (1) allowing for week-to-week variation in shift assignment—nights, days, and/or evening - according to changing availability. Patient assignments will typically be made 2-3 hours prior to the start of the shift. Upon your confirmation of patient assignment, you will be paid up to two (2) hours minimum pay if there is a change in patient availability as long as you report as scheduled and remain onsite and in contact with the scheduling team during that two hour time period.

Manpower cannot schedule patient attendants to work more than two (2) consecutive shifts in order to minimize any chance of an incident that could endanger the patient, the patient attendant, or both.

Associates who started their patient attendant assignment prior to November 1, 2024, **may be grandfathered into a full-time, “set schedule” in which they **may** qualify for an additional pay incentive. Those associates must work a full-time, set schedule on a long-term basis which includes a minimum of one (1) full weekend shift per week or four (4) weekend shifts per month. A full shift is defined as working eight (8) or more hours. Time off requests preventing a full weekend shift to be completed within the full-time, set schedule week will disqualify those associates from receiving the full-time hourly pay rate incentive. Associates classified under the “set schedule” who fail to uphold the commitment to meet the hourly requirements (without cause) will forfeit the additional pay incentive and move to a full-time, long-term (or other) schedule effectively immediately. Furthermore, those associates will no longer be considered “grandfathered” and therefore no longer eligible for the additional pay incentive indefinitely. Manpower reserves the right to modify or terminate parts or all of this incentive at its discretion with or without notice.*

2.2 SHIFTS

Patient attendant assignments are scheduled across three (3) shifts (days, evenings, and nights) on both weekdays and weekends. Weekday shifts begin on Monday with the day shift (7:00am - 3:30pm) and run through the completion of Friday day shift (7:00am - 3:30pm). Weekend shift pay begins on Friday with the evening shift (3:00pm - 11:30pm) and runs through the completion of Monday night shift (11:00pm Sunday - 7:30am Monday).

Please note that the night shift is named by the day of the week on which the shift ends. For example, Monday's night shift begins at 11:00pm on Sunday and ends at 7:30am on Monday.

Weekday Shifts

- Weekday Day (D) Shift: 7:00am - 3:30pm, Monday - Friday
- Weekday Evening (E) Shift: 3:00pm - 11:30pm, Monday - Thursday
- Weekday Night (N) Shift: 11:00pm - 7:30am, Tuesday - Friday

Weekend Shifts

- Weekend Day (D) Shift: 7:00am - 3:30pm, Saturday - Sunday
- Weekend Evening (E) Shift: 3:00pm - 11:30pm, Friday - Sunday
- Weekend Night (N) Shift: 11:00pm - 7:30am, Saturday - Monday

Driving, finding parking, riding a shuttle bus, and getting around the hospital all take time. Inclement weather, heavy traffic, and road construction can also add time to your commute. Please plan ahead and give yourself enough time to get to your assigned unit and patient before your shift starts. If you find yourself with extra time before/after your shift, take a few minutes to enjoy the art exhibits, the courtyard, the cafeteria, or a cup of coffee.



Uninterrupted patient care is paramount, so **there is no grace period for shift start and end times**. You are expected to be with your assigned patient on the unit at the start time for your shift and work through the end of the shift unless you have been released by Manpower or the patient attendant relieving you.

2.3 ASSIGNMENT CALLS

Prior to the start of each shift and up to one (1) hour after the shift has begun, Manpower communicates patient assignment information to patient attendants by way of a text (or phone call) under the following schedule:

- Day shift assignment texts/calls generally begin at 4am
- Evening shift assignment texts/calls generally begin at 11am
- Night shift texts assignment texts/calls generally begin at 7pm

Information provided includes: the patient's name, the patient's floor and unit, the patient's status, and any other information we have to help you support that patient's care. When communicating the patient's status over text, the patient's condition/care level will be abbreviated as:

- GC = General Care
- FP = Fall Precaution
- ED = Eating Disorder
- SP = Suicide Precaution
- BF = Bone Flap
- EP = Elopement Risk
- LVAD = Left Ventricular Assist Device

Please note, that in compliance with HIPAA, additional information regarding your assignment/patient will typically be communicated on a Handoff Sheet and through a verbal report after arriving to your shift.

If we cannot reach you when we make your assignment call and leave you a message, please return that call as quickly as possible and, at the most, within one (1) hour. Patient attendants who fail to return a shift assignment call promptly may be issued attendance infractions and may face additional disciplinary action.

You can always call the Manpower office as early as possible to make arrangements to receive your shift assignment if you will be unavailable during the assignment call time. If you are scheduled to work but do not receive an assignment call for any reason, **it is your responsibility to call the Manpower patient attendant scheduling team to obtain your assignment at least two (2) hours prior to the start of your shift**. Please understand that failure to do so may result in disciplinary action, up to and including termination.

Again, incoming calls from Manpower will appear on your caller ID as the main Michigan Medicine phone number (734-232-0000). However, to reach the scheduling desk, please call or text 734-665-1232.

2.4 STARTING AND ENDING YOUR SHIFT

When you arrive, please follow these steps:

- Report to your assigned floor/unit and clock in on the tablet at the clerk station. Please also make sure you are wearing your ID badge and badge buddy.
- After checking in, ask the unit clerk/representative which room the patient is in.
- Report to the patient's room and introduce yourself to the patient, Michigan Medicine staff, and any family in the patient's room.
- Receive a patient attendant handoff form and verbal report. If one is not provided, ask for one from unit staff.

At the end of your shift and/or when the next patient attendant arrives, please be sure to:

- Tidy up the patient's room.



- Provide a patient attendant handoff form and give a verbal report (quietly and respectfully) to the next patient attendant (if one is scheduled).
- Exit the patient's room quietly and politely making sure you have all of your personal belongings.
- Sign out of the tablet.

If no patient attendant arrives to relieve you by **half past the hour**, please press the call light to request patient coverage while you contact Manpower. Under no circumstance should you leave without first notifying your patient's nurse or the charge nurse.

2.5 ASSIGNMENT CHANGES AND PATIENT CANCELLATIONS

Due to changes in patient need and other circumstances beyond our control, your shift assignment may change between the time we share it with you and when you arrive on the unit, or it may change mid-shift while you are with a patient. If your patient has been discharged or your assignment has changed/been cancelled, please contact the scheduling desk regarding an available reassignment.

2.6 PICKING UP EXTRA SHIFTS / OVERTIME

You may receive calls, emails, and/or text messages to fill shifts that are understaffed. We appreciate your ability to work shifts outside your regular schedule when you are able to do so. Patient attendants interested in making themselves available for extra shifts may contact the Manpower patient attendant scheduling team prior to the start time of any shift. Because patient safety is always our top concern, patient attendants are not able to work more than two (2) consecutive shifts (or 16 consecutive hours). If you are ever asked to work a shift that will put you over 16 consecutive hours, or you feel "too sleepy" to work additional hours, please decline.

Picking up a shift that is outside your regular schedule makes you "contingent" for that shift, meaning we will assign you a patient after we have assigned patients to all the patient attendants regularly scheduled to work that same shift.

Once you commit to an extra shift, you are held accountable to the attendance policy listed in Section 6.0.

Working extra shifts may put you in to overtime. Overtime pay is calculated for any hours worked over 40 hours in a single pay week and is calculated at 1.5 times your regular rate of pay. It is not based on the length of any single shift.

2.7 HOLIDAYS

You are working in a hospital that is open 24/7/365, including holidays. We appreciate and require any request for time off on a holiday that is part of your schedule as far in advance as possible. We do our best to accommodate all requests. However, please keep in mind some requests may have to be declined for reasons related to patient care and safety.

In the event your request for holiday time off cannot be approved, we will consider you a last scheduling resort if you wish. Furthermore, in the event the number of available patient attendants increases or there is a patient census decrease, we will grant time off requests at the last minute. These are granted based on the date on which your time off request was received by Manpower.

The following holidays are recognized by both Manpower and Michigan Medicine: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Manpower associates are eligible to be paid for these holidays upon meeting eligibility requirements.*

To qualify for each paid holiday, you must have worked at least 1,800 hours during the 52 weeks prior to the holiday. You also must currently be working on an assignment at the time of the holiday. NOTE: "Currently working" is defined as working during the week ending prior to the holiday and the week ending of the holiday.

*To confirm whether you are eligible to receive holiday pay, contact your local Manpower office for details.



2.8 TIME OFF NOTIFICATIONS

Patient attendants can request time off at any time and, with proper notice, these requests will generally be accommodated. Please use the time off notification request form when submitting requests. This form can be obtained by calling or emailing the Manpower patient attendant scheduling team. Completed time off request forms may be submitted via fax (734-665-7850), email (patient.attendant@manpower.com), or dropped off at the patient attendant scheduling office.

If you are requesting time off in an emergency situation or during the current work week, please call the Manpower scheduling team at 734-665-1232. Email and text messages are not appropriate ways to communicate emergency or urgent time off requirements.

While it is our hope to approve all time off requests, staffing requirements and patient census information will dictate our ability to do so. Please make sure you verify with the Manpower patient attendant scheduling team that your request was received and approved.

2.9 SCHEDULE CHANGE REQUESTS

We realize that you may need to change your schedule from time to time. Unless you work a contingent schedule, please make every effort to limit schedule change requests to no more than four (4) times within a 12-month period. Keep in mind that you are only eligible for the additional \$2 per hour incentive if you work your full-time, set schedule on a long-term (i.e., minimum 6 months) basis. Therefore, if your new requested schedule is under 40 hours, you are forfeiting your eligibility to receive the full-time, set schedule pay incentive.

All schedule change requests must be submitted in writing and sent to patient.attendant@manpower.com. All patient attendants making a schedule change should be aware there is no guarantee you will continue to have the same schedule designation and/or work the same number of hours or shifts. If your schedule change is approved, it could take up to two (2) weeks to go into effect, but no sooner than the Monday after it was approved. Please also note that you are responsible for reviewing all upcoming time off requests, whether or not they have been approved, and should cancel or change them as necessary based on your new work schedule.

3.0 ASSIGNMENT REQUIREMENTS AND EXPECTATIONS

3.1 IDENTIFICATION (ID) BADGE AND BADGE BUDDY

It is important that you have proper identification and wear your badge buddy while on assignment. Both of these identify you as a patient attendant and ensure you are quickly and easily identified by other health care workers, such as doctors and nursing staff.

If you report without your ID badge or badge buddy, you must notify the Manpower scheduling team. Temporary badges can be obtained at the main information desk with valid photo ID. Temporary (loaner) badge buddies may be signed out from CSR at the start of your shift and signed in at the end your shift. The cost of unreturned temporary (loaner) badge buddy will be deducted from your payroll. Please refer to the Property Agreement / Payroll Deduction Authorization you received during onboarding for additional details.

Health system personnel must be able to identify you as a patient attendant when a patient is in your care. Not wearing your ID badge and/or badge buddy will result in disciplinary action, up to and including termination. In addition, not having your badge clearly visible when entering the Children and Women's Hospital will result in you being stopped by the security staff.

3.2 DRESS CODE AND MICHIGAN MEDICINE PERSONAL APPEARANCE POLICY

It is important that you follow the patient attendant dress code and comply with the UMHS Dress and Appearance Policy while on assignment. This includes:

- Closed-toe shoes/footwear and socks must be worn at all times.



- Do not wear hooded sweatshirts, sweaters, or shirts.
- No denim, including jeans/pants, jackets, shirts, etc., regardless of color.
- No clothing with offensive or inappropriate writing or images.
- Do not wear jeans, sweatpants, yoga pants, or leggings.
- Do not wear full sets of scrubs. Dark color scrub pants (bottoms) are acceptable - no white, print or pastel scrub pants.
- Do not wear hats of any kind. This includes baseball caps, beanies, and visors.
- Cover up more skin than you show. Necklines should be modest (high) and shirts should fully cover your shoulders, stomach, and back.
- Necklaces and dangling earrings can be hazardous to you and to the patient, so should not be worn.
- Michigan Medicine is a fragrance-free environment. Maintain good personal hygiene and do not wear scented lotions and perfumes since this may present health concerns for patients.
- Fingernails should be clean and kept short. Artificial nails, excessive polish, and decals are prohibited.
- Tattoos and piercings may need to be concealed for associates who work in patient care areas.

Please refer to the UMHS Dress and Appearance Policy you received from Manpower for additional information. Violating the patient attendant dress code and/or UMHS Dress and Appearance Policy will result in disciplinary action, up to and including termination.

3.3 PERSONAL BELONGINGS

Personal belongings are not allowed in patient rooms. Please leave these items locked in your car or keep them at home. If you must bring personal belongings or a coat, they should be small and kept to a minimum. If you need to bring money or a bank/credit card with you, we suggest placing it in your badge holder during your shift.

3.4 PHONE AND ELECTRONIC DEVICE POLICY

When a patient is under your attention, the use of cell phones or any other electronic devices (tablets, earbuds, etc.) is strictly prohibited. Using such devices is a distraction to the care and safety of the patient. These devices should remain on silent/vibrate and kept put away/out of sight.

Patient attendants who fail to comply with this policy are at risk of cancellation of the remainder of their shift as well as future shifts; and/or disciplinary action, up to and including termination after more than two (2) offenses in six-month period.

We understand there may be emergency situations when someone needs to get in touch with you. We encourage you to provide your family, child care providers, children's schools, etc. with the Manpower patient attendant scheduling number (734-665-1232) in the event you need to be reached while you are at work.

If you are in a situation in which you need to make an emergency outgoing call, or you need to get a hold of Manpower during your shift, please do not make those calls from the patient's room. Instead, please ask for coverage from the unit for your assigned patient and step out of the patient's room to make that call.

From time to time, Manpower may contact you on your cell phone during your shift. These phone calls, emails, and/or text messages are meant to share non-urgent information or to ask non-urgent questions and can be answered after your shift. In the event of an emergency or when we need to contact you immediately, we will do so by calling the unit charge nurse.

3.5 LUNCH BREAKS (AS OFFERED)

You may be offered a 30-minute **unpaid** lunch break during an eight-hour shift as relief patient coverage is available. If you are offered a lunch break by nursing/clinical staff or another Manpower patient attendant, it is mandatory that you take the 30-minute break, clock out, and remain on hospital grounds. **Do not leave the hospital.** If you are offered a break and refuse to take it, the unit will still deduct the 30 minutes from your shift.



Because of the unpredictable nature of a hospital setting, please do not expect to take your lunch break at your preferred time. In fact, there may be occasions when unit activity will not allow you to take a lunch break. Please do not take your lunch break in a visitor lounge; instead, use a location such as the cafeteria or other public-access spaces, such as the coffee concession areas. If lunch coverage cannot be provided by the unit, a brief call or text to the scheduling team is permissible as we may have extra staff to provide coverage. In addition, you may be asked to cover lunch breaks for other patient attendants.

3.6 PARKING AND TRANSPORTATION

If you plan to park in a U-M lot or structure, you will be given a parking application to purchase a U-M parking pass. The up-front cost of the parking pass is your responsibility; however, Manpower does offer partial reimbursement once you submit a valid parking pass receipt. Additional parking information will be provided during orientation. Please note that parking ticket costs are the sole responsibility of the patient attendant.

Patient attendants are **not** allowed to have their parking validated, park in unapproved lots/garages/structures, or use valet parking. These options are provided to Michigan Medicine patients, their families, and visitors only. Michigan Medicine strictly enforces these parking requirements. Parking fraud, abuse, and/or disregard for U-M rules and regulations will result in disciplinary action, up to and including immediate termination.

4.0 PATIENT CARE

Because of the critical importance of patient care in a hospital setting, patient attendants are expected to be alert, polite, attentive, and use good judgment while on assignment. You are expected to conduct yourself professionally and with the best interests of the patient, their family, Michigan Medicine, and Manpower in mind.

If you have questions regarding the patient care guidelines in this document or you are instructed to do something which conflicts with this information, please call the Manpower patient attendant scheduling team as soon as possible within your shift, keeping in mind that phone use while a patient is in your care is not appropriate. Please do not wait until the end of your shift or the next day you are scheduled to work.

To support the safety of both at-risk patients and patient attendants, to comply with hospital guidelines, and to maintain ongoing communication, please call the Manpower patient attendant scheduling team if/when:

- your patient's care status (level) changes or is different than what you were told when assigned that patient;
- there is a change in your assigned patient's unit or location;
- you are asked to leave your assigned patient by Michigan Medicine staff, the unit, and/or the patient's family;
- you are asked to accompany your patient out of their room for any reason, including to a treatment or procedure;
- you are asked to remain in a waiting area (or other location) while your patient is out of their room for treatment or a procedure;
- your patient is discharged;
- Michigan Medicine staff ask you to monitor a different patient than Manpower assigned;
- a Suicide Precaution patient has or accesses something that could harm themselves;
- your patient falls (including an assisted fall);
- your patient injures themselves; and/or
- you are accidentally injured while with a patient.



Because of the critical importance of your role in patient care, any violation of one (1) or more of the expectations in the following sections may result in disciplinary action, up to and including termination. A disciplinary review, which could result in termination of your assignment, is possible when the patient's safety is put at risk through your action, or inattention, as a patient attendant.

If you feel you cannot effectively and safely monitor your assigned patient for your complete shift, please contact Manpower as soon as possible within your shift and in accordance with the phone use policy. We will work with you to address the situation and, when we hear from you prior to an incident involving you and/or that patient, the situation will not result in disciplinary action.

Please understand that some situations may result in reassigning you partway through your shift. We will let you know if there is another patient assignment for you or, if there is no other patient, will release you. Manpower appreciates your flexibility and cooperation when this happens.

4.1 GENERAL CARE FOR ALL PATIENTS

Please follow these guidelines when caring for ALL patients:

- Be alert and attentive to the patient and their needs at all times.
- Do not sleep, appear to be asleep, and/or close/rest your eyes.
- Do not sit in the recliner, ask for a blanket, or cover yourself with a blanket.
- Be aware of the patient's environment and surroundings at all times.
- Do not touch, adjust, change, manipulate, turn off, or turn on a piece of medical equipment in a patient's room. This is the responsibility of the hospital staff.
- Use the call button in the patient's room to alert hospital staff to a problem with a patient. If a doctor, nurse, or other health care professional instructs you to do something in the moment (press a button, adjust a knob, etc.), please do so but remember that instruction is only for that situation with that patient.
- Do not use electronic devices of any kind while caring for a patient. This includes, but is not limited to, talking, texting, using mobile apps, gaming, etc. This also includes, but is not limited to, using devices such as cell phones, laptops/netbooks, iPads/tablets, iPods/MP3 players, DVD players, Kindles/electronic readers, or using any other electronic or battery operated device.
- Do not wear headphones while in a patient's room, even around your neck.
- Watching television is allowed only if you are given permission by both the patient and Michigan Medicine staff. Never use TV as a way to avoid communication with and/or caring for the assigned patient.
- Stay within arm's reach of the patient at all times as directed by nursing staff.
- Do not leave a patient unattended for any reason unless it has been approved by Michigan Medicine staff and Manpower. This includes bathroom and/or water breaks.
- If the patient's family/friends are visiting and ask you to leave, you must talk to Michigan Medicine staff and call the Manpower patient attendant scheduling team prior to leaving the unit.
- Do not leave a patient who has fallen. Contact the nursing staff immediately. If the staff assist button is not within your reach, use your voice (as loud as you can) to get the attention of the unit staff.
- Patient attendants must confirm with Michigan Medicine staff and call the Manpower patient attendant scheduling team before escorting a patient off the unit.
- Patient attendants are approved to use a gait belt in appropriate situations with confirmation from Michigan Medicine staff.
- Never take a patient outside to smoke.
- Possession of the patient's items, including food, is not permitted.



- Absolutely no gifting to patients or receiving of gifts from patients. This includes food, money, or any other offerings.
- Please remember that the door to your patient's room should remain open unless the patient has a doctor or nurse attending to them. Having the room door closed at any other time is a safety concern and is not appropriate.
- Be professional and use good judgment at all times. Verbal or physical attacks on patients, visitors, Michigan Medicine staff, and/or Manpower staff, including the use of foul language, intimidation, and/or physical violence is not tolerated.

On occasion, you may be assigned to attend to two (2) patients within the same room at the same time. This is considered one (1) assignment and you will be paid as such. If at any time covering two (2) patients becomes too challenging, please call the Manpower scheduling team and we will work with you to address the situation.

Remember to report any incident involving a patient, including falls or assisted falls, to the Manpower patient attendant scheduling team as soon as possible during your shift and in accordance with the phone and electronic device use policy in Section 3.6.

Due to the safety significance of patient care, violations of the general patient care policy may result in disciplinary action, up to and including immediate termination.

4.2 LEVEL 1 PATIENTS

Level 1 patients include Suicide Precaution, Bone Flap, LVAD, and Ventriculostomy. These individuals require a higher level of observation and care. Any patient designated as Level 1 must receive care specific to their needs as identified by the unit. In addition to the general care guidelines for all patients, follow these expectations when caring for a Level 1 patient:

- Personal belongings are not allowed in patient rooms. Please refer to section 3.3 for more information.
- Watching television is not allowed. You must be focused on the Level 1 patient at all times.
- Stay within arm's reach of the patient at all times. Level 1 patients require constant, ongoing observation.
- Never leave a Level 1 patient unattended for any reason. You must get relief coverage from the unit before leaving a Level 1 patient.
- If a Level 1 patient needs to use the restroom, you must stand in the doorway of the bathroom, keeping an eye on the patient at all times.
- Level 1 patients cannot be left unattended, even if the patient's family arrives. If the patient's family/friends are visiting and ask you to leave, you must talk to the patient's nurse.

When caring for a Level 1 patient who is a Suicide Precaution, please follow these additional safety measures:

- Suicide Precaution patients are strictly 1:1 patient care.
- All meal trays must be inspected by you, even if they were inspected by Michigan Medicine staff and/or another patient attendant. Absolutely no metal silverware, china, or glassware should be on the tray. All meal trays must be inspected prior to being delivered to the patient AND after the patient has finished eating.
- Be sure there is a paper, not plastic, liner in all trash containers in the patient's room/area.
- Ensure the patient does not have access to or is within reach of any hazardous, sharp, or toxic items that could be swallowed or used to cause harm.
- No glass, china, or ceramic material is allowed into the patient's room. This includes glass, china, or ceramic flower vases, glass water bottles, drinking glasses or mugs, etc. brought by you, a Michigan Medicine staff member, a family member, or a visitor.
- Please refer to the Handoff Sheet for a full list of items that should not be in the patient's room/bathroom at any time, items that may be retained by the patient, and items that must be monitored at all times.



Immediately report any exceptions to these precautions that the unit has made, such as plastic bags as trash liners, an electronic device cord, etc., so that Manpower can get that exception approved by the House Manager.

When monitoring a Suicide Precaution patient, be sure to report any violations of the precautions listed above to the Manpower patient attendant scheduling team as soon as possible during your shift and in accordance with the telephone use policy in Section 3.6. It is important that you let us know about every “near miss” (such as a glass that you pulled from a meal tray) in addition to any incident.

Due to the safety significance of patient care, violations of the Level 1 patient care policy will result in disciplinary action, up to and including immediate termination.

4.3 FALL PRECAUTION PATIENTS

Fall Precaution patients are at risk of falling out of bed, a chair, when standing, or while walking. In addition to the general care guidelines for all patients, follow these expectations when caring for a Fall Precaution patient:

- Stay within arm’s reach of the patient at all times. Fall Precaution patients require constant, ongoing observation and may require assistance and observation while resting and getting into and out of bed.
- Never leave a Fall Precaution patient unattended for any reason. You must get relief coverage from the unit before leaving a Fall Precaution patient.
- Always assist Fall Precaution patients to, from, and while in the restroom.
- Do not leave a Fall Precaution patient who has fallen. Contact the nursing staff immediately. If the staff assist button is not within reach use your voice (as loud as you can) to get the attention of the unit staff.

4.4 ELOPEMENT RISK PATIENTS

Elopement Risk patients are at higher risk of leaving the hospital against medical advice. In addition to the general care guidelines for all patients, follow these steps if an Elopement Risk patient is attempting to leave or has left their room without the permission of the unit staff:

- Use your voice, as loud as you can, to get the attention of the unit staff and yell for a yellow card.
- If you are within reach and able to do so, push the staff assist button immediately.
- Do not attempt to physically stop the patient.
- If the patient has left the room, you must follow them.
- Continue to yell for a yellow card until help comes.
- Pay attention to your surroundings and where you are within the hospital. If you have your cell phone with you, call Manpower immediately for assistance.
- Continue following the patient while on hospital grounds, in stairways, and in elevators.
- If the patient makes their way off hospital grounds, stop following them.

Due to the safety significance of patient care, violations of the Elopement Risk patient care policy will result in disciplinary action, up to and including immediate termination.

4.5 ISOLATION/PRECAUTIONS SIGNS

Prior to entering any patient room, you must review the door of patient’s room for any isolation/precaution signs, including reviewing the information contained within the isolation/precaution sign. Please note that **ONLY** patient attendants who have been custom-fitted for a mask by OHS can enter/sit in a room with an Airborne Precautions (blue) sign or a Special Pathogen Precautions (yellow or white) sign.

- Pink Sign - Droplet Precautions: you are approved to enter
- Green Sign - Contact Precautions: you are approved to enter
- Orange Sign - Contact Precautions-Diarrheal: you are approved to enter



- Red Sign - Protective Precautions: you are approved to enter
- Blue Sign - Airborne Precautions (Respiratory Isolation): **you must be mask-fitted by OHS to enter**
- Yellow or White Sign - Special Pathogen Precautions: **you must be mask-fitted by OHS to enter**

If at any time you have questions, please contact the Manpower scheduling desk for guidance and direction.

5.0 TIMEKEEPING AND PAYROLL

Questions regarding payroll should be directed to the Manpower Associate Care Center at 800-561-6934.

To improve the efficiency and accuracy of our timekeeping and payroll processes, we have implemented the use of virtual time clocks at Michigan Medicine. However, if the virtual time clock is down for maintenance or because of technical issues, please email the patient attendant program (patient.attendant@manpower.com) with the following information: your name, unit, shift, and your time in and out for the day (including lunches).

We know that getting paid is important to you and we will make every effort to ensure you receive your payroll funds on a timely basis. Regardless of the method used to track your time, if hours reported to Manpower are not readable, are incomplete, are inaccurate, and/or, are inconsistent with what Michigan Medicine has on record at the unit, it may delay the processing of your payroll or negate payment of hours.

5.1 VIRTUAL TIME CLOCKS

When you arrive to your assigned unit, log in to the tablet following these instructions:

1. Enter your PIN which will be the last four (4) digits of your Social Security Number. In the unlikely event you have the same four (4) digits as someone else, please select your name.
2. Select the appropriate Assignment/Clock Site for the unit, including the appropriate shift you are working.
3. Clock In or Clock Out by clicking the green button that says IN or the red button that says OUT.
4. Confirm your punch by clicking OK. You will then see your punch in has been recorded.
5. Sign Out of the clock so the next associate can login in.
6. Follow these same steps when departing for and returning from lunch.

You will also need to record hours worked in the unit log book located at the clerk's station. This step is VERY IMPORTANT as this is how the unit will approve your time. Ensure you record the actual hours you worked and that they are the same as what is recorded in the virtual time clock. It is also VERY IMPORTANT that you clock in AND clock out for every shift you work on units using a virtual time clock, including any lunches/breaks. You should not clock in any earlier than 5 minutes prior to your start time and you should clock out when you leave. Contact the Manpower patient attendant team right away if you forget to clock in or out.

Visit www.manpower.com/patient-attendant for a link to a Bullhorn Time and Expense (Peoplenet) Virtual Time Clock (VTC) guide for punch instructions.

5.2 FRAUDULENT TIME

Each week, prior to processing, we audit all time for accuracy. Submission of invalid time is considered fraud and will result in immediate termination. Any patient attendant suspected of submitting invalid time:

- will not have that time processed for payment while an investigation takes place; and
- may be required to meet with a Manpower representative to review the validity of submitted hours.

Because of the serious nature of time fraud, patient attendants who submit fraudulent time will be subject to disciplinary action, up to and including immediate termination.



6.0 ATTENDANCE

It is our goal to find ways to keep you working, not end your assignment. We want to support and advocate for your success. We cannot do that if we do not know what is happening or if we cannot reach you (phone not in service, voicemail full, or if/when you are not returning our calls). Please do not wait until you are in the midst of a crisis to let us know you need help in some way. We will do everything we can to be flexible and accommodating, especially when you tell us what you need and why. We also have confidential resources to share if you need help or just someone to talk to about work or personal issues. (Please see Section 7.2 for additional details.)

6.1 GENERAL ATTENDANCE INFORMATION

The Manpower patient attendant scheduling team schedules patient attendants based on the needs and priorities of Michigan Medicine and each unit. In the event you are not able to report to your shift, you will be late to your assigned patient, or you need to leave early, please call the Manpower patient attendant scheduling team as soon as possible. Email and texting are not acceptable ways to communicate this information.

6.2 ATTENDANCE POLICY INFRACTIONS

Because patient attendant work involves direct patient care and attendance is crucial, patient attendants who incur more than three (3) attendance infractions within a 30-day period will be reviewed and, when appropriate, further disciplinary action, such as a disciplinary review, may be taken.

Disciplinary Process:

Attendance-related violations will follow a progressive disciplinary process:

- First Violation: Verbal Warning
- Second Violation: Written Warning
- Third Violation: Final Warning

NOTE: A No Call/No Show is considered a serious violation and will result in an automatic Final Warning, regardless of previous infraction history.

Late Arrival/Early Departure: Reporting late to or leaving early from a confirmed shift.

Cancel: Cancelling a shift with more than 24 hours' notice. Cancels for shifts the day before, day of, and day after a holiday may be assessed double infractions.

Late Cancel: Cancelling a shift with less than 24 hours' notice. Late Cancels for shifts the day before, day of, and day after a holiday may be assessed double infractions.

Scheduled Late Cancel: Receiving your patient assignment and then cancelling prior to the start of the shift. Scheduled Late Cancels for shifts the day before, day of, and day after holidays may be given double infractions.

Incomplete Shift: Leaving prior to working at least half of a shift.

Scheduled No Confirmation: Not answering/returning a call from the Manpower patient attendant scheduling team regarding a scheduled shift within one (1) hour or refusing to work a scheduled shift for any reason. Scheduled No Confirmation the day before, day of, and day after a holiday may be assessed double infractions.

NOTE: Two (2) consecutive (back-to-back) "Scheduled No Confirmation" events may be considered a voluntary quit without notice and may result in immediate termination.

Refusal: Receiving your patient assignment and then refusing to work your scheduled shift for any reason. Refusals the day before, day of, and day after a holiday may be assessed double infractions.

NOTE: Two (2) consecutive (back-to-back) "Refusal" events may be considered a voluntary quit without notice and may result in immediate termination.



No Call/No Show: Failing to report to a shift after receiving your patient assignment. No Call/No Shows for shifts the day before, day of, and day after a holiday may be assessed double infractions.

- A No Call/No Show will result in an automatic Final Warning, regardless of previous infractions.
- A No Call/No Show for shifts the day before, day of, and day after a holiday may be assessed as double infractions.

NOTE: In addition to receiving infractions, you may be removed from the schedule until Manpower can review the situation for further disciplinary action and/or return to work status.

7.0 DISCIPLINARY REVIEW

Patient attendants with excessive violations of the policies listed here and/or in the associate handbook, including but not limited to performance, attendance, compliance, or patient care violations, may be placed in disciplinary review status. Manpower reserves the right to place patient attendants in disciplinary review status based on our sole discretion. If you are placed in disciplinary review status, you will be considered a “Do Not Schedule” and are not allowed to work until a disciplinary review conference is held. A disciplinary review conference allows for discussion with the patient attendant whose work status is under review. Based on the severity of the violation(s) and the outcome of the disciplinary review conference, a patient attendant may be placed in disciplinary review for a specified time or their employment may be terminated.

8.0 RESOURCES

8.1 MANPOWER OFFICE AND SCHEDULING TEAM

We recognize the important service patient attendants provide to both Michigan Medicine and its at-risk patients. Please know that we are here to serve you while you are serving them. The Manpower patient attendant scheduling desk is staffed 24/7/365 and is just a phone call away. Our scheduling team can answer most questions about your assignment on the spot. If we do not have an immediate answer, rest assured that we will follow up as soon as we have one. Give us a call any time at 734-665-1232.

8.2 RESOURCE BINDER

Each unit is equipped with a Resource Binder containing essential information and tools to support you while on assignment. These binders include helpful resources, guidelines, and quick-reference materials to assist you in your daily responsibilities.

Resource Binders are located by the timeclock on each unit for easy access at the start and end of your shift.

8.2 EMPLOYEE ASSISTANCE PROGRAM (EAP)

In this position, it is natural for you to empathize with what that patient is experiencing. However, it is important for you to be able to leave that patient's concerns and troubles behind when your shift is over. It is also important for you to recognize when you may be feeling an inappropriate amount of stress and/or not be able to manage that stress well. Signs that you may not be properly managing stress can include: sleeplessness; loss of motivation; excessive sleeping; lack of interest in activities you usually enjoy; compulsive shopping/buying, drinking, or eating; and/or feelings of helplessness or hopelessness.

If you experience any of these symptoms, please reach out for help! Associates enrolled in ManpowerGroup medical benefits have access to free, confidential resources through our Employee Assistance Program (EAP). EAP is available with emotional wellbeing and work-life balance resources to help keep you at your best. Features include in-the-moment support, short-term counseling, coaching, and more. Again, all requests for information and assistance are free of charge and completely confidential.

THANK YOU!

Everyone at Manpower would like to thank you for taking your responsibilities as a patient attendant seriously.
Please do not hesitate to contact us should you have any questions or concerns.



Manpower®

Manpower

173 Parkland Plaza, Suite D

Ann Arbor, MI 48103

Onsite at Michigan Medicine, Room C168 MIB

Scheduling Phone: 734-665-1232 (call or text)

Main Office Phone: 734-665-3757 (call or text)

Main Office Fax: 734-665-7850

patient.attendant@manpower.com

www.manpower.com/patient-attendant