

# Midwest Services USA, LLC – Employee Handbook

**Effective Date:** 01/05/2025

**Applies to:** All candidates and placed professionals referred by Midwest Services USA

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## 1. Introduction & Welcome Message

Welcome to Midwest Services USA! As a **staffing solutions partner**, we connect skilled professionals with client organizations. This handbook outlines expectations for candidates placed through our agency, emphasizing compliance with **client policies** and **legal standards**.

### Key Notes:

- Midwest does **not employ** candidates directly.
- Your work relationship is governed by the **client's policies** and any agreements signed with them.
- Midwest facilitates placements and ensures fair, ethical practices.

## 2. Company Mission, Vision & Values

**Mission:** Bridging Talent with Opportunity.

**Vision:** To be the most trusted staffing partner in the U.S.

**Core Values:** Integrity, Accountability, Adaptability, Excellence.

## 3. Professional Development & Recognition

### Midwest's Role:

- Provide access to **client-required training** (e.g., OSHA, HIPAA).
- Offer resume-building workshops and interview coaching.

### Recognition Programs:

- "Top Performer" referrals for candidates with consistent client feedback.

## 4. Code of Conduct & Placement Ethics

### Expectations:

- Represent Midwest and clients professionally.
- Disclose conflicts of interest (e.g., prior work with a client).
- Adhere to **both** client and Midwest policies.

### Prohibited:

- Misrepresenting qualifications.
- Sharing confidential client information.

## 5. Equal Opportunity & Anti-Discrimination

Midwest refers candidates without bias based on race, gender, religion, age, disability, or other protected statuses. **Client Compliance:** We verify clients follow EEOC guidelines, but ultimate hiring decisions rest with the client.

## 6. Workplace Harassment & Violence Prevention

### Reporting Protocol:

1. Notify the **client's HR department**.
2. Inform Midwest's Placement Manager.
3. Midwest will advocate for resolution.

**Zero Tolerance:** Threats, bullying, or discrimination at client sites.

## 7. Substance Abuse & Client Testing

- Clients may require pre-placement or random drug tests.
- **Refusal to test** disqualifies you from that placement.

## 8. Attendance & Scheduling Expectations

- Follow the **client's schedule** strictly.
- Notify **both** the client and Midwest of absences.
- **State-Specific Rules:**
  - **CA:** Predictive scheduling protections for certain roles.
  - **NY:** 14-day advance notice for schedule changes (where applicable).

## 9. Background Checks & Vetting

### Client Requirements:

- Criminal history, employment verification, and credential checks.
- Midwest facilitates checks but does **not** store sensitive data.

## 10. Client-Site Conduct & Confidentiality

- Adhere to client dress codes, security protocols, and NDAs.
- Never disclose client trade secrets, even post-placement.

## 11. Workplace Health & Safety Compliance

### Client Responsibility:

- Provide site-specific safety training and PPE.
- Maintain OSHA-compliant worksites.

**Your Duty:** Report hazards to the client **and** Midwest.

## 12. HIPAA & Data Protection

### For Healthcare Placements:

- Follow client HIPAA protocols strictly.
- Report breaches to the client **immediately** and notify Midwest.

## 13. Incident Reporting & Disciplinary Actions

### Process:

1. Report incidents to client supervisor.
2. Submit Midwest's Incident Form within 24 hours.
3. Midwest mediates unresolved issues.

### Discipline:

- Client may terminate your placement.
- Repeat violations remove you from Midwest's candidate pool.

## 14. COVID-19 Response Guidelines

- Follow client-specific protocols (masking, testing, remote work).
- Midwest ensures clients comply with CDC/state guidelines.

## 15. Safeguarding Policy

### For Roles Involving Children/Vulnerable Adults:

- Clients require background checks and mandated reporter training.
- Midwest verifies client compliance with state laws.

## 16. Vehicle Use Policy

- If driving for a client: Valid license, clean record, and proof of insurance.
- Report accidents to the client **and** Midwest immediately.

## 17. Remote Work Guidelines

- Client determines eligibility and security requirements (e.g., VPN).
- Midwest ensures client policies align with state labor laws.

## 18. Compensation & Benefits

- Pay rates, overtime, and benefits are **client-determined**.
- Midwest ensures compliance with minimum wage laws.

## 19. Key Definitions

- **Placement Agreement:** Terms between you, Midwest, and the client.
- **Client-Site Rules:** Policies specific to your assigned worksite.

## 20. Placement Relationship Disclaimer

- Placements are **at-will** and may end at any time by the client, Midwest, or you.
- Midwest is not liable for client workplace conditions or employment decisions.

## 21. Acknowledgement & Agreement

*"I acknowledge that:*

1. Midwest Services USA is **not my employer**.
2. I must comply with **client policies** and Midwest's referral standards.
3. My placement may terminate without notice, subject to client/Midwest discretion."

**Candidate Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Appendices

- **A. Sample Placement Agreement**
- **B. State Labor Law Reference Guide**