



## **Conduct Agreement**

**We are TotalWellness (TW).  
Thank you for working with us.  
Please review the below list of key points and  
expectations we have of you.**

We consider TotalWellness (TW) to be the premier national corporate wellness screening company. In our business, performance and image are everything. Our clients have come to expect high quality service provided by high quality medical professionals. In order to provide the best quality for our clients, we have become increasingly strict about who represents us. We rely on you to represent us, and the TotalWellness Experience, well in the field. We require that staff exude healthiness, behave professionally in a friendly and positive way, follow the Coordinator's instructions and work VERY efficiently (e.g., approximately 12 finger sticks, 18 Blood Pressures, 20 height/weight checks, 30 flu shots, etc. per hour). Events are fast-paced and you must be able to keep up. We cannot afford to have staff that work slowly or waste time. Carefully review this Conduct Agreement so that you are aware of the expectations we have of you. Those who do not meet our expectations will be informed and will no longer be able to work with us.

You are to report anything and everything ONLY to the Coordinator/Primary Nurse, \_\_\_\_\_. You are working for TW and the Coordinator/Primary listed above, NOT our client/the company where screenings, etc. are taking place. Again, REPORT ONLY TO THE COORDINATOR/ PRIMARY. He/she has been instructed on the client's specific requests regarding their event. Requests vary from client to client, and our clients expect their events to be consistent throughout the country, so it is important that you follow the Coordinator's/Primary's instructions carefully. If you have any issues with the Coordinator/Primary, you may report them by emailing [kate@totalwellnesshealth.com](mailto:kate@totalwellnesshealth.com) or calling 888-434-4358 x 134 AFTER the event. We expect you to maintain professionalism and avoid conflict throughout the event.

**TELL THE COORDINATOR/PRIMARY IF YOU NEED A BREAK** so that he/she can make sure your position is covered while you are away. Do not take unannounced breaks. Since events are often during a short timeframe, breaks may be limited to quick restroom visits. For longer events, there may be a set lunch break or staff may be instructed to take turns. Find out from the Coordinator/Primary if there are any planned breaks during the workday around which you should plan.

**DO NOT SWITCH WORK POSITIONS** without the approval of the Coordinator/Primary. You will not be allowed to switch work positions to provide a service in which you have not been trained prior to the event start time. There should be no training during the actual event time.

Conduct yourself in an **APPROPRIATE** and **PROFESSIONAL** manner at all times.

**DO NOT ASK THE CLIENT FOR DRINKS, FOOD, ETC.** If offered something by a client, e.g., coffee from the break-room, health fair giveaways, or anything else, do not take advantage of it.

Do not participate, nor allow vendors to participate, in any event services or activities intended for the client's event participants. Also, do not consume food or beverages intended for clients/participants.

**PROVIDE SERVICES IN AN EFFICIENT MANNER** and be conscious of participants waiting in line for services. Participants usually have appointments for certain services so you must be efficient in order to accommodate them as scheduled. Do not cause delays by talking excessively, etc. You should be able to move swiftly from one participant to the next.

Do not talk about yourself, your problems, personal remedies, etc. to or in front of clients/participants.

DO NOT USE cell phones, computers, BlackBerry or any other devices unrelated to work with TW.

DO NOT SMOKE.

DO NOT EAT at your workstation. You may drink bottled water in the absence of participants.

TW is a WELLNESS company and we must promote a HEALTHY image.

KEEP CONFIDENTIALITY. DO NOT SAY ANY RESULTS OUT LOUD. Write them down and point to them. TW is HIPAA-compliant and maintains all medical records. Employers do not have access to the participants' medical information. Make sure you keep all consent forms, which are to be returned to TW. Do not allow clients/participants to take consent forms or make copies of them.

WE DO NOT DIAGNOSE. WE PROVIDE SCREENINGS to catch individuals who need further evaluation and to create health promotion teaching moments. Note that we do not always provide onsite counseling/explanation of results. This is by request of our client/the company where screenings are taking place and is sometimes for legal reasons. It is important that you DO NOT discuss results with participants if the client did not order the onsite counseling service. We provide educational handouts upon which you should write participants' results. Follow-up counseling information is on each handout. Participants may call or email TW for up to two weeks after their screenings in order to take advantage of the follow-up counseling. If participants ask questions about their results but onsite counseling was not ordered, simply tell them that, for privacy reasons, you cannot discuss results onsite, the handout should answer their questions and help them understand their results, and that follow-up counseling is available to them if they choose to use it. PLEASE NOTE, ANY AND ALL COUNSELING IS TO BE DONE ONLY BY DESIGNATED COUNSELORS.

Again, we provide screenings. Screenings are not always 100% accurate. We are up front about the limitations of our screening equipment. In fact, information on notable limitations is even included in our educational handouts for participants. The accuracy is very much dependent on you and your screening technique. Please pay attention to the details during training so that inaccurate results are not your fault and so participants receive good information.

If you are not sure how to answer a question asked, please defer to the Coordinator/Primary. It is okay to say you do not know. We know the screening equipment well and have answers for most everything. MOST IMPORTANTLY, DO NOT QUESTION THE QUALITY, VALIDITY, ETC. OF THE SCREENING OR EQUIPMENT IN FRONT OF THE CLIENT/PARTICIPANTS. Do not make comments about how you do not know how to use the equipment, how you think the equipment doesn't work, is "acting up," or is inaccurate. It makes us all look bad, it makes the client/participants uncomfortable and, chances are, we have an explanation for whatever is causing concern.

Please communicate with the Coordinator/Primary if you have questions or are not comfortable with any information, procedures, or equipment. There are no dumb questions. We have heard them all. And, we know most of you do not do this type of work regularly. We have you arrive 30-90 minutes prior to the actual clinic start time to allow plenty of time for training and practice to ensure you are informed, prepared, and comfortable working with us.

PLEASE READ AND FAMILIARIZE YOURSELF WITH THE PAPERWORK (HANDOUTS, CONSENT FORMS, ETC.) BEING USED. Do not forget to record aggregate results as instructed.

WE HOPE YOU ENJOY WORKING WITH US.

THANKS AGAIN.