

# TotalWellness Conduct Agreement

Hello. We're TotalWellness. Welcome to the team!

First of all, thank you for working with us. At TotalWellness, we're all about creating a positive and memorable experience for each and every participant. To achieve this, it's extra important that we're all on the same page.

Please review these key points so you know what we expect from you as a TotalWellness contractor. If you have any questions, don't hesitate to get a hold of us. Enjoy!

## *Conduct Yourself Appropriately & Professionally*

- Always put the participant first. When a participant arrives ensure all side conversations stop and all attention is directed toward the participant.
- Interact with participants in a friendly, positive manner.
- Don't ask for or accept food, drinks, health fair giveaways, prizes or anything else from the client.
- Don't participate in any of the services or activities intended for the event participants. This includes eating or drinking things provided for them.
- Provide services efficiently. Participants usually have appointments for specific durations, so it's important to keep to their schedule and respect their time.
- It's important to be personal and friendly, but health screenings and vaccinations are about the participant, so give them the attention they deserve rather than discussing you, your problems, solutions, etc.
- Keep your cell phones, computers, tablets, earbuds and all other personal devices turned off and tucked away.
- Keep food away from your workstations. Bottled water is fine, but eating while working is not.
- Always maintain confidentiality. Avoid speaking personal information aloud. It is always best to write this information or refer to it on paper and be mindful of your surroundings when discussing any participant information.
- Similarly, consent forms must be returned to us. Don't allow employers to keep consent forms, as this is a HIPAA violation. Don't allow participants to keep their original consent form. If they need a copy of their consent form, recommend that they take a picture of it.



## Maintain Consistency with the TotalWellness Image

- Exude a healthy attitude when working our events. Please don't show up to events ill, smelling of smoke, or generally unclean and disheveled.
- Alcohol, illegal drug, and tobacco use, including smoking, vaping, or chewing are not allowed at, immediately before, or immediately after our events. If you work an event smelling of smoke or under the influence of drugs or alcohol you may be asked to leave and/or will not be scheduled for future events.
- Demonstrate the five TotalWellness Brand Attributes:
  - **Motivating:** give positive feedback to participants
  - **Approachable:** make participants feel comfortable with a smile and warm hello
  - **Ally:** be helpful and work as a team to find solutions
  - **Seasoned:** take ownership, be prepared and provide the work of an expert
  - **Passionate:** show energy and excitement in your body language, words, tone, etc.
- Be familiar with the TotalWellness paperwork, procedures and brand image before working an event. All documents can be found in the TotalWellness Scheduling System.

## Be a Good Teammate

- Avoid taking unannounced breaks. If you need to take a break that isn't scheduled, communicate with your Coordinator/Primary Contractor to be sure your position is filled.
- Don't switch work positions with other contractors. If you need to switch duties (only to a job you've been trained for), get approval from your Coordinator/Primary Contractor.
- Don't doubt equipment or procedures in front of participants. This will only make them uncomfortable. If you have issues, report them to your Coordinator/Primary Contractor in a private, confidential manner.
- Assist with event setup and clean up at the direction of the Coordinator/Primary Contractor.
- Your leader on site is the Coordinator/Primary Contractor. In no circumstances should you report issues/results/changes/etc. to the client or company where the event is taking place.
  - If there is a problem with an individual, let us know after the event. (Email: [rns@totalwellnesshealth.com](mailto:rns@totalwellnesshealth.com); Phone: 402-964-0542 x121)

We hope you enjoy working with us. We're glad you're here, and we appreciate the time and effort you put in to helping us create healthier, happier workplaces!

