Shadowing Agreement

THIS AGREEMENT reflects that Mercy, in response to interest in a shadowing program at its facility, desires to assist high school and college students to discover whether they want to pursue a future career in the health care profession. In consideration of this, the following are conditions and terms for shadowing at our facility:

**Shadowing Defined:** To **follow** and **observe** one in their professional environment as they carry out their job responsibilities. If you are not a Mercy co-worker, shadowing is a voluntary opportunity for which there is no monetary compensation. Mercy co-workers who work part time or full time will get paid their base rate of pay for up to 8 hours of shadowing with manager’s approval. A manager approval must be obtained prior to shadowing. Participants must be at least 16 years of age and enrolled in high school or college courses, or an adult who has expressed great interest in a health care career.

As a participant in the shadowing program, I understand and agree:

1. I will not touch the patients. If I am allowed to observe a patient having a procedure, I understand the manager or supervisor is to obtain the patient’s consent first.
2. I will not touch medical equipment.
3. I do not have medical record or chart access and will not have computer access.
4. I will not assist in feeding but may help deliver food.
5. I will not approach physicians about personal illness or medications.
6. I will dress professionally as outlined in the attached dress code.
7. I will provide proof of a current TB test prior to shadowing.
8. I am subject to Mercy’s drug testing policy. If I object, I will be asked to leave the premises immediately.
9. I understand Mercy is not held responsible for any accident or injury that may occur on its premises while shadowing. In addition, I am to leave valuables at home and realize it is my responsibility that these items are secured prior to shadowing.
10. I will not perform my own personal care in the clinical setting (example: applying lip gloss, handling contact lenses, eating or drinking, brushing hair, etc.)
11. I will not be permitted in areas of contamination such as isolation rooms, soiled linen areas, lab, and autopsy room.
12. I cannot participate in the program on days that I am ill as determined by Employee Health. It is my responsibility to report to Employee Health before
reporting for work assignment or with the onset of signs and symptoms consistent with illness. These include but are not limited to: fever, diarrhea, productive cough, rash, open wound.

13. I understand that I will be required to sign, (along with my parent or guardian if I am under age 18), a confidentiality statement wherein I agree to keep all patient information confidential.

14. I understand that Mercy shall have the right to immediately terminate my participation in the program if it is determined at the manager or supervisor’s discretion that I am not acting in the best interest of the patient or facility. In addition, the manager or supervisor holds the right to terminate shadowing at any point if deemed necessary.

Upon arrival to Mercy, I will obtain a Shadowing Participant badge from Human Resources and return it upon departure each day of shadowing. As a shadow participant, I understand my visit is limited to eight hours of observing a co-worker of Mercy. Anything beyond this time must be approved within Human Resources. The manager, supervisor, and/or preceptor have the right to terminate shadowing at any time the need may arise.

I will abide by the policies of Mercy Health Center and will sign the attached statements. My signature below certifies understanding of the information above.

Participants Signature ____________________________________________

Sign Here ________________________________________________

Parental consent if participant is under 18 years of age

______________________________
Name

______________________________
Address

______________________________
Phone number

______________________________
Emergency Contact and Phone number
# Shadow Program Application

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<th>Home Phone:</th>
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<th>Are you a current co-worker of Mercy?</th>
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<th>Department you would like to shadow?</th>
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<th>High School Graduates</th>
<th>Do you plan to attend or are you attending college?</th>
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<th>Career goals?</th>
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Please fax entire shadowing packet to desired location below

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<thead>
<tr>
<th>OKLAHOMA</th>
<th>MISSOURI</th>
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<tr>
<td>OKC, OK - (405) 936-5484</td>
<td>St. Louis, MO – (314) 364-4126</td>
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<td>Ardmore, OK - (580) 220-6534</td>
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MERCY HEALTH SYSTEM
CONFIDENTIALITY AND SECURITY AGREEMENT

As an employee, physician or other healthcare provider of Mercy, you may have access to confidential information including patient, financial or business information obtained through your association with Mercy. The purpose of this agreement is to help you understand your duty regarding confidential information.

Confidential information is valuable and sensitive and is protected by law and by strict Mercy policies. The intent of these laws and policies is to assure that confidential information will remain confidential, that is, it will be used only as necessary to accomplish the health center’s mission. Your responsibilities for protecting confidential information are outlined below.

Accordingly, as a condition of and in consideration of my access to confidential information, I promise the following:

1. I will not access confidential information for which I have no legitimate need to know.

2. I will not in any way divulge, copy, release, sell, loan, review, alter or destroy any confidential information except as properly authorized within the scope of my association with Mercy.

3. I will not reveal my computer access code to anyone else for any reason, nor will I utilize another user’s password in order to access any system. I accept responsibility for all activities occurring under my password.

4. If I observe or have knowledge of unauthorized access or divulgement of confidential information I will report it immediately to my supervisor.

5. I will not seek personal benefit or permit others to benefit personally by any confidential information or use of equipment available through my work assignment.

6. I will respect the ownership of proprietary software and not operate any non-licensed software on any computer.

7. I understand that all electronic communication systems and all information transmitted by, received from or stored in these systems is the property of Mercy and should not be used inappropriately or for personal gain. I also understand that all electronic communication may be monitored and is subject to audit.

8. I understand that my failure to comply with this agreement may result in disciplinary action, which might include, but is not limited to, termination of employment and/or loss of my privileges within Mercy.

9. I will not discuss or disclose to anyone other than my immediate supervisor or the Human Resources Department my compensation, performance reviews, disciplinary actions or any other circumstance of my employment with Mercy. Violation of this trust will result in disciplinary action up to and including termination.

By signing this agreement, I acknowledge that I have read, understood and will conform to the responsibilities outlined above.

____________________________________
Signature

____________________________________
Date

____________________________________
Printed Name
Purpose

To define the expectation of the staff’s professional appearance through the following guidelines for appropriate appearance and grooming.

Policy

All co-workers are expected to conduct themselves in accordance with Mercy’s high standards in connection with their appearance and grooming. Each co-worker is expected to present a professional appearance to maintain a positive public image and a professional work environment. It is expected that co-workers will follow this policy whenever they are conducting Mercy business. This also includes an expectation of professional appearance arriving to and departing from work, including those who change into their uniform for duty.

It is each leader’s responsibility to enforce the appearance and grooming guidelines outlined in the policy and the details provided in the Mercy apparel and departmental guidelines. Departmental guidelines may not conflict with this policy or the apparel guidelines. All co-workers whose department requires a specific uniform to be worn during work time are expected to comply with those departmental requirements.

The effective date of this policy and appendix documents will vary and be specific to each facility’s Apparel Conversion timeframe.

GENERAL ATTIRE

All co-workers are required to present a professional image and wear professional apparel that is neat, clean, and free of wrinkles, free of stains and tears, frays and rips. The apparel will fit appropriately and be in good condition. Co-workers who are off duty and are on Mercy premises are expected to be clean, neat in appearance and dressed in good taste due to the possibility of being recognized by patients or visitors even though they are not working. If a co-worker must return to work for meetings or in an “on-call” role they should report to work in appropriate attire that follows the policy.

M-WEAR APPAREL

M-Wear is Mercy’s formal apparel program that will create a professional and cohesive look. We have a dedicated vendor that carries M-Wear apparel. The new M-Wear Apparel Program applies to all clinical areas, as well as those non-clinical areas that are primarily forward facing to patients. The outermost layer of M-Wear apparel must
always be a Mercy logo item (i.e. Mercy logo dress shirt, polo, cardigan, scrub jacket, scrub vest, scrub top or lab coat).

The following are core apparel elements for various groups:

**Clinical co-workers (provide direct patient care):**
Black scrubs with additional color options drawn from the four Mercy logo colors (blue, yellow, green, red), layering T-shirts worn underneath scrub top, or polo shirt worn instead of scrub top and other tops like scrub jackets.

**Non-clinical uniformed co-workers (do not provide direct patient care):**
Black pants paired with selection of shirts in the four Mercy logo colors (blue, yellow, green, red). Choice of polo shirt, button down dress shirt or ¾ length sleeve blouse and other tops like sweaters and other outerwear.

**Invasive apparel:**
Positions in the operating room and related departments will wear Ceil Blue “invasive” scrubs IF they are not facility laundered (obtain scrubs through your facility and leave at end of shift for laundering). Various scrub tops, bottoms and jackets are available.

**Children’s apparel:**
Co-workers dedicated to children’s services in hospital and clinic settings will wear the children’s apparel, not the regular M-wear. A co-worker who works at least 50% with children have the option of combining the Children’s apparel with the regular M-wear. If a co-worker has limited or no contact with children they must wear only pieces from the regular M-wear line.

Selections include but are not limited to colored scrub tops, scrub jackets, polo shirts and professional/dress shirts and other laying pieces that have a custom embroidery design on the left chest that features one of the Mercy Children’s icons. The same layering t-shirts and black scrub pants worn in regular M-wear program will also be worn.

M-Wear Apparel Guidelines high-light acceptable and unacceptable ways M-Wear pieces are to be worn. All co-workers should be familiar with the apparel guidelines and can find the most current version on Baggot Street.

For new hires, the expectation is to be in the M-Wear apparel on their first day. If that is not possible co-workers must make their best effort to be in the M-Wear apparel as soon as possible OR within two weeks of their start date.
Ministry Wide - Appearance Policy

For co-workers in positions that are not included in the M-Wear Apparel Program the Business Attire or Business Casual Attire will be worn. The local human resources leader will determine the requirement.

**Business Attire**

The overall appearance is expected to be professional, conservative and conducive to safety and productivity in the performance of job duties. Gentlemen should wear dress slacks/pants and collared shirts. Ladies should wear tailored dress slacks, a dress or skirt. Dress/skirt length should be professional and appropriate for the work setting and should be no more than 2 inches above knee length. Women’s tops are not required to have sleeves but should cover the shoulder and have a professional appearance, modest neckline and cover the abdomen.

**Business Casual Attire**

In the areas that allow business-casual attire, the overall appearance is expected to be functional, conservative and conducive to safety and productivity in the performance of job duties. Gentlemen’s slacks may either be dress or casual in style and appearance but not made of denim material. A collar is preferred on men’s shirts. Ladies’ slacks should be professional, be at ankle length and not of denim material. Capri Pants are acceptable but should be proper fitting and mid-calf or below. Dress/skirt should be professional and the length is expected to be no more than 2 inches above knee length. Women’s tops are not required to have sleeves but should cover the shoulder and have a professional appearance, modest neckline and cover the abdomen.

All professional agency staff/contractors, students, instructors and volunteers must adhere to this policy while working at Mercy. On occasions when a co-worker is attending a meeting or training outside of their normal location the dress code might be business casual but that will be communicated by the meeting organizer.

**Casual Days/Holiday Attire**

Usual business attire/uniform is expected to be worn at all times, including the holiday season. Any exceptions to this must be approved by local human resources leadership.

**Inappropriate Attire**

Certain attire is never acceptable while on duty. Co-workers are not to wear any clothes that expose the body to a degree that represents poor taste or unprofessional appearance. The following attire is deemed inappropriate for both men and women:
Ministry Wide - Appearance Policy

- Sweatshirts, tank tops, tube tops, halter tops, undershirts worn as outerwear, crop tops (midriff showing), t-shirts/muscle shirts, low cut blouses exposing cleavage or exposing too much of one’s back.
- Outerwear such as stretch/spandex, sweat or exercise pants, stirrup pants, culottes or skorts.
- Clothing from denim material unless approved by human resources leadership for special work occasions.
- Shorts or skorts, low-waisted pants, leather pants, short skirts, sweatpants, warm up clothing or any other type of exercise clothing (unless authorized for Fitness Center co-workers).

PERSONAL HYGIENE
Co-workers are required to maintain cleanliness of person free from body and clothing odor, inclusive of cigarette/cigar smoke, that might be deemed offensive to patients and co-workers. If an odor is sufficiently strong to cause concern the co-worker will be asked to change their clothing. If clothing is not on premises, the co-worker will be sent home to change with the understanding that they are to immediately return to work. The co-work must clock out before leaving and clock in when they return to premises. The attendance policy may apply.

- The use of deodorant or antiperspirant is encouraged.
- Co-workers should be sensitive and use care in their use of scented hygiene products (colognes, perfumes, lotions, and aftershave) which could be offensive to patients, visitors and other co-workers.
- Appropriate hand hygiene is expected for all co-workers in accordance with the guidelines provided by Mercy Infection Prevention Department. Frequent and thorough washing of hands prior to, between and after patient contact is required and after using restroom facilities.
- Proper dental hygiene and care should be taken.

Hair/Facial Hair
Co-workers hair should be neat, clean and worn appropriately for their position. Extreme hair styles and/or non-natural/fad colors, including sprayed coloring, are not appropriate. Beards, mustaches and side burns must be neat, well groomed and an appropriate length. Male co-workers who choose not to wear a beard must be clean shaven, without the appearance of stubble. The “unshaven look” is not acceptable.

For infection control purposes hair should not hang over or come in contact with patients or equipment. In certain areas/departments, additional measures like using hair coverings or hair nets may be required. Co-workers (men and women) who provide patient care with hair length below the neck shall have hair pulled back off the face and
Ministry Wide - Appearance Policy

tied securely. Hair ornaments/items used to secure the hair must be small, tasteful, and neat.

Make-up
Makeup should enhance natural features and create a natural appearance.

Nails
In accordance with the Center for Disease Control recommendations, all co-workers who provide patient care or work in areas responsible for the preparation of materials for direct patient use or patient consumption should have their fingernails kept well groomed with the length not to extend greater than \( \frac{1}{4} \) inch beyond the fingertip. Clear polish is preferable over colored polish. If polish is worn, it cannot be chipped, cracked, or peeling. Nail ornaments are not allowed. Artificial fingernails, acrylic extenders and shellac are not permitted.

FOOTWEAR (Including socks, hosiery and stockings)
Footwear should be appropriate for the work area and attire that is worn. It should be neat and clean in appearance, leather shoes polished, if appropriate. Footwear should also be in good repair to help aid not only in a professional appearance, but also in protectiveness by providing safe, secure footing. Footwear should also be quiet for the comfort of patients, visitors, and co-workers. No co-workers are allowed to walk around the workplace with bare or stocking feet.

Patient Care Setting

- Footwear in a patient care setting must comply with the CDC and Joint Commission recommendations as well as OSHA regulations. These entities require footwear worn in a healthcare setting to provide protection to the healthcare worker where there is a concern for potential injury, or exposure to blood or body fluids. Footwear meeting these standards will be deemed "appropriate" only if it does not permit blood or other potentially infectious materials to pass through to reach the co-workers skin under normal working conditions. This would prohibit co-workers who work in areas where patient care is provided, from wearing shoes with open toes, or shoes that may contain open holes (some styles of Crocs). Canvas or any other fabric type shoe (other than leather or leather-like material) should also be avoided in these patient care areas.
- For a cohesive, professional look a black shoe is recommended when wearing M-Wear apparel.
Ministry Wide - Appearance Policy

- Athletic shoes are acceptable unless prohibited by department policy. Black or darker colors are preferred.
- Co-workers working with equipment in departments such as maintenance, housekeeping, laundry services, grounds keeping and drivers/transporters should wear shoes designed to protect their feet from specific hazards of their job responsibilities.
- Socks are required with scrubs in any clinical settings and must be in neat and clean condition.

Non-Patient Care Setting
- Hose/stockings are not required.
- Open toe and backless shoes (such as slides) are allowed as long as they conform to a business or dress style and maintain a professional appearance.
- A sandal that has a strap between the toe is not allowed.

HEADWEAR
Co-workers are not to wear hats, caps, head scarves or large hair ornaments unless it is approved due to religious accommodation, part of an approved uniform, medically necessary or it is necessary to achieve a sterile environment.

- For use in a sterile work environment, the head covering may not have any symbols, logos, insignias or text unless approved by Human Resources.
- In certain areas/departments, additional measures like using hair coverings or hair nets may be required.
- If headwear is a part of an approved uniform or for use in a sterile work environment it must not contain language or images that are vulgar, discriminatory, obscene, promote illegal or violent conduct, such as the unlawful use of weapons, drugs, alcohol, tobacco, or drug paraphernalia; or contain perceived threats such as gang symbols.
- Headwear should support the No Solicitation Policy.

JEWELRY
Earrings will be worn only on the ear and no jewelry is allowed in other visibly pierced locations. Safety and appropriateness for the workplace will determine the wearing of necklaces, bracelets, anklets and rings. In all cases jewelry must not affect services provided in any way (noisy or distracting).

- Watches are required in some clinical settings but not all. Jewelry is to be kept to a minimum to reduce the risk of cross contamination or loss through frequent hand washing and to prevent injury to the patient.
- Working conditions in some areas/departments may not permit the wearing of jewelry.
There may be a limitation on the number and type of rings and earrings. Co-workers should not wear any other badges, buttons, patches, or pins unless authorized by the local human resources leader.

Co-workers should consult their department leader on what is expected.

**NAME BADGE**

The Mercy-issued picture identification badge will be displayed at all times with the picture and identifying information facing outward while on Mercy premises. Nametags are issued at the time of hire and are to be returned to human resources upon termination or when going on a leave of absence. When a co-worker’s title changes a new nametag will be issued. If the nametag is lost, a fee will be charged for replacement.

- The badge shall remain clean and free of clutter (e.g. pins, stickers) or modifications, and must be visible and worn above the waist (between the head and heart).
- Mercy badges are to be worn on the right side on the collar of a collared shirt, neckline or affixed to a badge tab (on certain scrubs styles).
- Worn on the outermost layer of work apparel at all times.
- For infection control and safety reasons co-workers in clinical areas are not permitted to wear lanyards.
- Specific job titles will be required to wear hang tags (aka – badge buddies) along with the name badge. The local human resources department will have a current list of hang tag job titles and how they can be obtained.

Refer to Policy #032 “Co-Worker Responsibilities/Identification Badges” for more specific information.

**TATTOOS AND BODY PIERCING**

Tattoos must be completely covered during work hours. Co-workers are to remove any visible body piercings with the exception of ear lobe piercings.

**LAUNDERING**

Co-workers are required to keep their uniforms and work apparel clean and in good condition. Refer to the M-Wear Laundering Care document for specific tips.
DEPARTMENT GUIDELINES/EXCEPTIONS

Maintaining a professional and cohesive look through the M-Wear Apparel Program and compliance with this policy is critical but we understand departments might need to address specific elements. If a leader needs to further refine this policy and/or the M-Wear Apparel Guidelines they should discuss further with local human resources. Exceptions to this policy must be discussed and approved by local human resources leadership.

VIOLATION OF POLICY

If a co-worker is unsure if their appearance or attire is acceptable they should contact their leader for approval. If a department director or supervisor discovers or otherwise has knowledge of a co-worker who is in violation of this policy, the co-worker shall be counseled immediately and when warranted sent home, without pay, to change to appropriate dress. If any co-workers fail or refuse to comply with this policy, corrective action shall be taken based on the local human resources corrective action approach.

Roles/Responsibilities:

Co-worker is expected to present a professional appearance to maintain a positive public image and a professional and safe work environment.

Leaders are responsible to enforce the appearance and grooming policy as well as apparel guidelines per Mercy and departmental guidelines. Departmental guidelines may not conflict with this policy or the apparel guidelines and should be approved by human resources.

Approvals: [Signature]

Date: April 25, 2013