



**Welcome to the *STI* team!** We are pleased to welcome you to Staff Today Inc (STI). We look forward to assisting you in your current job search and ongoing career development in your field of choice.

This information is provided to help prepare you for work with Staff Today Inc (STI). With you on our team, we hope to achieve excellence in the quality we deliver to our clients and in the services, we provide to you. It is required that you review and return the acknowledgement form located at the back of the handbook. This acknowledgement form will be kept on file for our records.

Your employment is at will and this handbook is in no way, shape or form a contract. You, the associate and *STI* have the right to terminate employment with or without notice or cause at any time.

If you have questions, please do not hesitate to contact the STI office.

Managing CEO

Managing Consultant

### ***Mission Statement***

The mission of Staff Today Inc. (STI) is to function as a center and leader of the healthcare and allied Staffing industry. STI is a diversified staffing solutions organization, comprised of a cohesive team of innovative people, and dedicated to providing the highest quality situational staffing solutions with the greatest value.

Our goal is to provide connections and opportunities for the improvement and preservation of a caring environment across the spectrum of staffing and placement services. Our management teams up with our professionals and clients to identify motivation and steadily eliminate interfering barriers with the development of our interdisciplinary teamwork. We are always dedicated to improving the services we offer, and to develop new services tailored to the needs of our clients, job-seekers, and the markets we serve.

### ***Code of Business Ethics***

The first element of the Code of Business Ethics is putting the interests of the client facilities and ultimately the patient above our personal and individual interests. It is in the best interest of STI to avoid conflicts of interest between the client hospital, associates and staff. STI has developed corporate compliance guidelines to supplement and reinforce our client facilities' existing policies and procedures. It is also meant to assist STI comply with all applicable laws, rules and regulations.

- ❖ All associates are responsible for conducting their jobs in a manner reflecting standards of ethics that are consistent with accepted criteria for personal integrity
- ❖ Preserving STI reputation for integrity and professionalism is an important objective. The way associates carry out their responsibilities is as important as the results they achieve.
- ❖ All activities are to be conducted in compliance with both the letter of the law and spirit of the law, regulations, and judicial decrees.
- ❖ No associate should, at any time take any action on behalf of STI which is known or should be known to violate any law or regulation.
- ❖ Information about healthcare provider's medical condition and history is required during the hiring process. STI recognizes this health information and electronic information must be held securely and in confidence. It is the policy of STI that clinical staffs' specific information is not to be released to anyone outside of STI without a court order, subpoena of applicable statute.
- ❖ Marketing materials, regardless of medium, shall accurately describe the services,

facilities and resources of STI.

- ❖ To maintain high standards of performance, STI employs only those individuals it believes are most qualified without regard to race, color, religion, sex, age, national origin, handicap or disability in compliance with all federal and state laws regarding discrimination.
- ❖ STI is committed to maintaining a work place environment in which associates are free from sexual harassment.
- ❖ STI will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, threats, intimidation, inappropriate gestures and/or physical fighting by any associate. These actions are strictly prohibited and may lead to severe disciplinary action up to and including termination.
- ❖ STI recognizes that its associates and clinical staff are its most valuable assets and is committed to protecting their safety and welfare. Associates are required to report accidents and unsafe practices or conditions to their supervisors or other management staff. Timely action will be taken to correct unsafe conditions. Associates that are licensed or certified in any profession shall follow all applicable rules and professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
- ❖ STI prohibits the use or possession of illegal drugs and alcohol abuse on STI property or while engaged in company activity.
- ❖ STI is committed to providing initial and ongoing education for all associates regarding their responsibilities to uphold the code of business ethics and this set of STI's Corporate Compliance guidelines.
- ❖ STI prohibits field staff to discuss bill rates of hospitals or special rates of STI with other healthcare providers.
- ❖ STI prohibits field staff to discuss personal or business affairs of any associate (field or office staff) with any individual not directly involved with the said personal or business affair.
- ❖ STI is committed to protecting the privacy, confidentiality and security of personal (education, employment and health) information of its associates. This policy is designed to assure compliance with applicable state and federal laws and regulations.
- ❖ STI is committed to protecting its own and its client's trade secrets, proprietary information and other internal information.

- ❖ It is the desire of STI to provide authorized third parties with information whenever requested while committing to our responsibility to control the release of information to protect the privacy and confidentiality of the associate and/or corporate information.
- ❖ Associates are not authorized to issue any statement, written or oral, to any news media representative or grant any public interview pertaining to the company's operations or financial matters. Any associate that becomes aware of any ethical issues or unethical practices must immediately report it to their supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, because of their involvement in the situation, you should immediately contact the STI Corporate Office or any other member of management. Any associate can raise concerns and make reports without fear of reprisal or retaliation. All reports and inquiries are handled confidentially to the greatest extent possible under the circumstances. You may choose to remain anonymous, though in some cases that can make it more difficult to follow up and ensure resolution to the situation. STI wants every associate to report violations of our ethical or other principles whenever you see them or learn about them. In fact, it is a requirement of your employment. If you do not know whether something is a problem, please ask a member of management.

### ***Standards of Conduct***

Professional conduct is appreciated and expected, and is a condition of your employment with Staff Today Inc. Inappropriate behavior or careless work affects you, our clients, and us.

Temporary workers are employed at will and may be released from employment at any time if they do not meet our standards or that of our clients.

The following set of standards, are to inform and guide, all staff assigned to work in hospital units. The guidelines below include but are not limited to the following:

- ❖ Patient care providers are to render care in a manner that enhances the personal dignity and rights of each patient. Any form of patient abuse and/or neglect will not be tolerated and patient care providers are to support STI's policies and procedures in this regard.
- ❖ Interactions with all hospital patients, visitors, associates, physicians, vendors, etc., must be conducted in a courteous and professional manner always ensuring that STI is always presented in the most favorable light.
- ❖ The practice of counseling of the patient regarding personal problems and / or

participation of the STI patient care provider in conversations with patients about topics not relevant to the plan of care--is discouraged and unacceptable.

- ❖ Patients are to be dealt with equally and fairly and the selection of "favorites" is not acceptable
- ❖ Appropriate language is to be used always when an STI patient care staff member is at an STI client facility, and in any patient care area private and / or public. Abusive, profane, threatening, demeaning, language resulting in violation of HIPPA regulations or compromising patient confidentiality can result in immediate termination
- ❖ Touching patients, except in the direct delivery of care or by a greeting, is prohibited
- ❖ Socializing with patients and/or patient's significant others outside of the facility is unacceptable
- ❖ Socializing with patient's and/or patients' significant others after discharge from the Hospital is prohibited. Staff are not to call, date, nor develop personal or social relationships with patients, former patients, or family/significant others of patients, including giving of personal information or residential phone numbers. Staff should discuss with their manager, any matter of concern regarding their contacts with current or former patient/family members of patient's significant others.
- ❖ All staff will uphold all rules and regulations related to patient confidentiality in all areas including patient care, public and non-patient care areas. These rules and regulations include but are not limited to the following:
  - Patient care providers are not to divulge to anyone any information or records concerning any patient without proper authorization. Unauthorized release of confidential information may constitute ground for termination and/or civil action.
  - Conversations regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
  - Problems of a patient are not to be discussed with another patient. Patients are not to be named or discussed with anyone in or outside of the facility who does not have the legal right to receive information about the patient.
  - Personal problems, concerns or personal life information of patient care providers are not to be discussed with any patient, patient group or family/significant others.
  - Staff is not to discuss disagreements or criticize other patient care providers or physicians within the earshot of patients/families/significant others. A professional difference of opinion must be discussed in an appropriate private

space.

- Carry out responsibilities of assigned job with a spirit of teamwork; respecting co-workers and conducting themselves in a manner that contributes to an environment free of all forms of harassment.
  - When you complete the work, you are given, promptly let your supervisor know you are ready for the next task.
  - Behavior in patient areas and at the nurses' station shall be oriented toward patient care. Personal reading and conversations, including personal phone calls, are not to be conducted in these areas.
  - Associates must avoid any situation, which involves a possible conflict between their personal interests and those of STI. Staff shall not solicit, and are encouraged not to accept gifts or compensation of any kind from any individual or STI outside of STI because of their position at STI
  - Any inappropriate interactions between patients and staff, staff and staff, or staff and others within the hospital will be met with investigation and quick response within the framework of STI policy and procedure.
  - Use equipment and accessories, employ techniques and procedures and perform services in accordance with acceptable standards of practice and hospital protocol.
  - Remain flexible regarding lunch and breaks. These are to be arranged with your client supervisor based on his/her needs.
  - Associates who are licensed or certified in any profession shall follow all applicable rules or professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
  - All STI patient care staff will be expected maintain English proficiency standards and use English exclusively during all paid working hours.
  - You may be asked to wear a STI name badge. It is to be worn above the waist with associate's picture, name and title fully visible.
  - If you are injured, call us immediately or have someone else call.
- ❖ All staff will uphold all rules and regulations related to patient confidentiality in all areas including patient care, public and non-patient care areas. These rules and regulations include but are not limited to the following: While at the hospital, all associates must

follow these basic rules:

- Eating and drinking are only permitted in the cafeteria, designated associate lounges, unit conference rooms and in private offices, when not in use for patient care.
  - Sleeping is not permitted during paid working hours. Personal phone calls on the unit during work time are prohibited, except in emergency situations.
  - Assigned duties must be carried out in a timely, efficient manner as directed or delegated.
- ❖ When entering a patient room and/or when greeting a patient, practice the following.
- Knock before entering Greet the patient by name
  - If it is first contact of the day, introduce yourself by name and title
  - Tell the patient why you are in the room.
- ❖ When exiting a patient room STI patient care staff is expected to:
- Inform the Patient / Family that you are leaving
  - State time you expect return
  - Ask if there is anything the pt. / family needs before you leave

### ***Working Together***

As a team, we are sure to develop a mutually satisfying and productive relationship. Your hard work, cooperation, commitment, and flexibility will be rewarded with bonuses, more assignments, a good reference, and new opportunities. We keep track of all comments we receive about your performance and use them to make future placement decisions.

But just as we gather feedback about you, we want feedback from you. Please give us your thoughts about job assignments, our procedures and the services that we are providing you. Information you share with us is the best resource we have for making improvements at Staff Today Inc (STI).

### ***Dress Code***

Dress code policy must be followed always while on the hospital premises. The STI dress code includes but is not limited to the following:

- ❖ Clothing must be clean, neat, and allow for quick, efficient movement as necessary in the performance of job duties, including emergencies. Professional healthcare attire is

acceptable.

- ❖ Unacceptable attire includes but is not limited to:
  - Bare midriffs
  - Low cut, tank, tube or sleeveless tops
  - Transparent, provocative, excessively form fitting or revealing clothing
  - Miniskirts, sweat (warm-up) shirts or pants
  - Clothing with printed messages, caricatures or pictorial representations (e.g., university logos, beverage cans, and cartoon characters) applications that have the potential of falling off (e.g. sequins, glitter) shorts. Note: Exception business attire that is identified by small logo (e.g. Polo insignia).
  - Denim jeans (any color).
  - Spandex tights or leggings.
  - Fishnet stockings.
  - Hats (other than nursing caps).

**Note:** Exceptions to these rules may be made with the written approval of the manager when the job expectations demand different attire.

- ❖ Jewelry is to be kept at a minimum and be in keeping with the general safety and infection control practices for the associate and the patient. Long dangling earrings, large or excessive necklaces and/or bracelets and sharp rings are not acceptable.
- ❖ Fingernails must be kept short, clean and natural; no artificial applications are to be worn.
- ❖ Hair must be neat and well-groomed.
- ❖ Shoes must be clean, in good repair, provide good support and protection and allow for quick and efficient movement as necessary in the performance of job duties, including emergencies. Heels should not be more than two-and-a-half inches high. Open-toed and open-back shoes are not permitted. Socks or stockings must be worn always.

### ***Telephone Courtesy***

Telephone courtesy guidelines include but are not limited to:

- ❖ Answering the phone, preferably by the third ring
- ❖ Identify yourself by giving your department and name.
- ❖ Identify the caller and what they are requesting
- ❖ When leaving the line, before placing the caller on hold, ask the caller if he/she can hold



the line and wait for the caller's response

- ❖ When returning to the line, thank the caller for waiting
- ❖ When you give the call to another person, inform them both that they have a call and who the caller is.
- ❖ Try not to leave the caller holding for more than thirty (30) seconds. If you must handle several calls at the same time or are unable to find the requested information or person quickly, ask if the caller would prefer to wait or to be called back.
- ❖ If the person receiving the call is not available, advise the caller of this and offer the options of speaking with someone else or leaving a message
- ❖ After taking a message, repeat the message to the caller to confirm that you have taken it down correctly and thank the caller.
- ❖ When transferring a call, let the caller know that you are transferring the call and why. Also, identify the extension to which you are transferring in case the caller is inadvertently disconnected.
- ❖ Allow your voice to reflect courtesy and a smile. What and how you say what you say makes a difference.
- ❖ Associates are to seek guidance from their manager when there are questions, concerns or problems with these rules or any other part of their employment.
- ❖ Any violations of the Code of Conduct will be investigated and may result in Disciplinary action up to and including termination, per STI Policy and Procedures.

### ***Disciplinary Action***

STI has established workplace standards of performance and conduct as a means of maintaining a productive and cohesive working environment. A positive, progressive approach is taken to solve discipline problems, which appeals to an associate's self respect, rather than create the fear of losing a job. Our system emphasizes correction of the offensive behavior. If correction of the problem and sustained improvement does not occur, termination may result. The following may be grounds for disciplinary action, up to and including termination:

- ❖ Accepting an assignment and not reporting to work or not notifying us.
- ❖ Unauthorized possession, use, or removal of property belonging to STI or any client of STI
- ❖ Failure to comply with all safety rules and regulations, including the failure to wear

safety equipment when instructed.

- ❖ Reporting to work under the influence of alcohol, illegal drugs, or in possession of either item on company premises or work sites of client companies.
- ❖ Lewd, unacceptable behavior, possession of weapons or explosives and provoking, instigating or participating in a fight is prohibited at STI and/or at its client hospitals.
- ❖ Violation of the harassment policy.
- ❖ Insubordination of any kind is grounds for immediate termination. (For example, refusal to carry out your supervisor's reasonable works request).
- ❖ Leaving an assignment without notice i.e. patient or assignment abandonment.
- ❖ Falsifying records, including but not limited to time records or claims pertaining to injuries occurring on company premises or work sites of client companies or personnel records.
- ❖ Disclosing confidential information without authorization.
- ❖ Disregard for established policies and procedures.
- ❖ Excessive cancellations or tardiness.
- ❖ Discourtesy to clients or fellow associates.

### ***Substance Abuse***

- ❖ STI believes that maintaining a workplace that is free from the effects of drug and alcohol abuse is the responsibility of all persons involved in our business, including STI associates and clients.
- ❖ The use, possession, sale or transfer of illegal drugs or alcohol on company property, in company vehicles, or while engaged in company activity is strictly forbidden. Also, being under the influence of drugs or alcohol, while on company property, in company vehicles, or while engaged in company activities is strictly forbidden. A violation of this policy will result in disciplinary action up to and including termination. Depending upon the circumstances, other action, including notification of appropriate law enforcement agencies, may be taken against any violator of this policy. In accordance with the Drug-Free Work-Place Act of 1989, as a condition of employment, patient care providers must comply with this policy and notify management within five (5) days of conviction for any use of, or distribution of a controlled substance. Failure to do so will result in immediate termination of employment pending the outcome of any legal investigation and

conviction.

- ❖ For the protection of our associates, the public and to insure an environment is free from the influence of illegal drugs as is reasonably and practically possible, the company may require a pre-employment drug screen, annual drug employment screen and reserves the option to conduct a “for cause” drug screen for the presence of illegal drugs under certain conditions. This is entirely by the request of any of our clients. Consent to the testing program will be a condition of further employment of each associate. If any director, manager, supervisor or other company officer or client representative has any suspicion that an associate under his or her supervision may be affected by or under the influence of illegal drugs, the associate under suspicion will be asked to undergo a laboratory test to determine the presence of illegal drugs. Refusal to take the test will subject the associate to immediate termination. Additionally, consistent with the law, drug and alcohol screening tests will be given after accidents or near misses, or upon reasonable suspicion of alcohol or drug use, when a client requires pre- assignment testing, or upon any other circumstances which warrant a test.

### ***Sexual and Other Unlawful Harassment***

STI is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated. Sexual Harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples.

- ❖ Unwanted sexual advances—verbal and/or non-verbal.
- ❖ Offering employment benefits in exchange for sexual favors
- ❖ Making or threatening reprisals after a negative response to sexual advances.
- ❖ Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- ❖ Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.

- ❖ Verbal sexual advances or propositions.
- ❖ Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, e-mails or invitations.
- ❖ Physical conduct that includes touching, assaulting or impeding or blocking movements. Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:
- ❖ Submission to such conduct is made either explicitly or implicitly as term or condition of employment.
- ❖ Submission or rejection of the conduct is used as a basis for making employment decisions, or
- ❖ The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment. Upon experiencing or witnessing sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the STI Corporate Office or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation. All allegations of sexual harassment will be quickly and discreetly investigated. To the greatest extent possible, the alleged victim's confidentiality, that of any witnesses, and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, the alleged victim will be informed of the outcome of the investigation. Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the CEO or any member of management so the allegation can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

***Resolution of Complaints (From Staff and Customers)***

- ❖ A Customer Service Complaint is any complaint and/or concern from one of our valued customers regarding a situation or incident that results in dissatisfaction of that customer. The purpose of our complaint policy is to: To have a positive impact in improving customer service and satisfaction.

- ❖ To understand the causes that underlie a complaint and to focus on making changes to systems and processes to reduce the probability of a similar complaint in the future.
- ❖ To prevent potentially compensable events and to protect corporate financial resources potentially jeopardized by customer dissatisfaction.
- ❖ To analyze and trend data to identify opportunities for organizational performance improvement. All STI patient care providers and internal office staff are entitled to full and equal accommodations, advantages, facilities, privileges and services provided by the company. STI accepts complaints from persons who believe that they have experienced a violation of their rights. The following guidelines shall be followed in resolving complaints. Complaints must be filed within 30 days of the alleged act.
- ❖ The complaint is the written document that describes the occurrence and why the person filing the complaint believes the action or incident was in violation of his/her rights.
- ❖ An individual seeking to file a complaint needs to contact STI management. An intake interview or phone interview will be conducted with the complaining party.
- ❖ After a careful screening process, the complaint is investigated to determine if there is sufficient evidence to support the allegation. The complaint documentation must contain a claim which constitutes a violation of the complaining person's rights.
- ❖ A complaint may be settled at any time after it is filed. Opportunities will be given to all parties involved to ask questions, provide information, and suggest witnesses to resolve the complaint.
- ❖ As the investigation proceeds, individuals will be interviewed and pertinent records and documents will be reviewed.
- ❖ The person filing the complaint must cooperate fully by providing accurate information and by supplying documents to support the allegations.
- ❖ All information gathered during an investigation is subject to disclosure unless otherwise protected by the individual's right to privacy (e.g. medical records).
- ❖ If the complaint is substantiated, a reconciliation conference to settle the complaint will be scheduled. Settlement terms may require:
  - Restoration of previously denied rights.
  - Compensation of any out-of-pocket losses incurred by person filing complaint
  - Correction of other harm(s) resulting from the violation(s).

- Modification of practices that adversely affect persons protected under law
- Other actions to eliminate the effects of violation of rights.

Our goal is to always provide you with a consistent level of service. If for any reason, you are dissatisfied with our service or the service, we encourage you to contact the STI Management to discuss the issue. STI has processes in place to resolve complaints in an effective and efficient manner. Any individual that has a concern about the quality and safety of patient care delivered by STI healthcare professionals, which has not been addressed by STI management, is encouraged to contact the Joint Commission at [www.jointcommission.org](http://www.jointcommission.org) or by calling the Office of Quality Monitoring at 630.792.5636.

### ***Clinical Incidents & Sentinel Events***

Clinical staff must recognize the importance of following effective procedures and are encouraged to speak up if something has compromised or might compromise patient safety and quality.

A Clinical Incident is any event or series of events that resulted in or had the potential to result in an adverse patient outcome. Examples of a clinical incident includes but are not limited to (Omission of treatment, deviation from policy, medication errors, improper equipment usage, IV Blood complications, patient fall, inaccurate clinical assessment, patient or physician complaint). Clinical staff should notify STI of any clinical incidents that occur while on assignment, regardless of an adverse outcome.

A sentinel event is an unexpected occurrence involving serious physical or psychological injury or death or the risk thereof. These events must be reported to the Management Consultant within 24 hours of the occurrence. The hospital will conduct a Root Cause Analysis for all sentinel events, to identify the causes of the error. The Management Consultant will work closely with any staff involved in an error, including supporting them through the difficult time, facilitate communication between the clinical staff and the customer about the event, and based on the root cause analysis, plan for improvement activities.

In the event of deviation of practice according to the professional practice act, fraudulent behaviors, narcotic abuse or deviation and/or other aberrant or illegal behavior, each event is documented and a report is made, which includes information from the customer. Each situation is reported according to the guidelines of the appropriate professional association by the CEO and/or Management Consultant.

### ***Work Related Injuries and/or Exposures***

STI provides Workers Compensation insurance for its associates as required by law. It is our philosophy that if an associate is injured while at work, it is our intent to assist that associate to return to work as soon as possible. The associate is obligated to report a work-related injury to STI as soon as possible. An Injury Report Form needs to be completed by the associate as soon as possible after the injury.

Depending on the severity of the injury and when the injury was reported will determine where the associate will be seen by a physician.

1. If the injury is severe, a needle stick, the associate was exposed to TB, they will follow hospital protocol and go to Associate Health or the Emergency Room.
2. If the injury is not severe the associate should be referred to their Primary Treating Physician (PTP). The associate must bring to the facility the updated doctor's report right after the appointment.
3. It is important to notify the designated medical provider that you are an injured worker and that it is a Worker's comp visit. The status report should be faxed to the facility immediately after the appointment. If the associate must be seen right away so they can get back to work it is OK for them to be seen by the hospital's Associate Health or the Emergency Room.
4. If the doctor returned the associate to full duty with no restrictions, the associate should be sent for retraining related to the injury. If the doctor returns the associate to restricted work (modified duty), STI may make a modified duty assignment and send the associate for retraining related to the injury. If the associate is taken off work, the wage statement must be faxed to Care West Claims administered by Pegasus (Fax# 209-574-2839) ASAP.

### ***Orientation***

STI will provide all new associates with an orientation to the company's policies and procedures. Each associate will receive an Associate Handbook.

Some facilities require some form of orientation. The amount of time required by each facility varies. Some facilities require computer training classes and orientation prior to the first shift

worked. The staffing coordinator will explain required orientation to all associates prior to scheduling first shift with a facility. Orientation time worked at the facility is paid at the orientation rate. (Usually less than regular pay rate)

Some facilities require that their specific pre-employment orientation “packets” be completed by the prospective caregiver at STI before the first shift is worked, and there is no pay for this required activity.

The first time you visit a facility the following guidelines should be followed:

- ❖ Report approximately one (1) hour early for orientation (it may vary for each facility).
- ❖ Carry photo ID for evidence of identity when reporting for assignment
- ❖ Take your nursing license and certifications with you
- ❖ Report to the appropriate supervisor
- ❖ It is expected that the healthcare practitioner locates and comply with the facility policy and procedures manual, locate fire pulls, crash cart, med. room, linen cart, and appropriate exits before your shift starts.
- ❖ Always dress in proper attire when working at the facility. Orientation is only paid when the time has been properly verified by facility staff.
- ❖ Occasionally, a STI associate may show up early as directed for orientation shift and no one is available for orientation. Please take it upon yourself to utilize this time to become familiar with the floor layout and the location of vital items you may need to function effectively on your shift. It will be to your advantage to have knowledge of the location of the policy and procedures manual, fire pulls, crash cart, med. room, linen cart, and appropriate exits prior to the onset of your shift.

### ***Floating Policy***

STI associates may only be placed in assignments that match the job description for which STI assigns them. If an associate is asked to float to another department with the customer, the department must be a like department or unit and the float associate must have demonstrated previous competency and have the appropriate certifications, credentials for that department/unit. Associates should only be floated to areas of comparable clinical diagnoses and acuities. The following procedures should be followed for healthcare professionals and nurses who are assigned to an area in which they do not feel competent:

- ❖ The healthcare provider will immediately notify STI,



- ❖ The Associate is obligated to inform the hospital of his/her professional limitations based upon their scope of practice standards and upon STI client contract specifications as they relate to the assignment.
- ❖ The CEO and/or Management Consultant at STI will work within the bounds of the Associates scope of practice and the hospital contract to resolve the issue.
- ❖ STI will pay nurse for hours worked up until the end of his/her shift.

### ***Conflicts of Interest***

STI to the best of its ability identifies conflicts of interest. STI discloses all conflict of interest to its clients. STI annually reviews its relationships and its staff's relationships with vendors, clients, competitors and regulatory entities to determine conflicts of interest.

When conflicts of interest arise STI discloses this conflict of interest when appropriate to whichever client may be involved or affected. STI enforces that associates of the STI are not permitted to maintain additional employment, accept gifts (other than those of nominal value), or to allow payment on their behalf of any travel, living or entertainment expense by any person or organization currently doing business with or seeking to conduct business with STI, unless approved by the client involved or potentially involved

### ***Continuing Education***

Ongoing continuing education is the responsibility of STI associates to ensure that all clinical staff has a current knowledge and practice base. STI maintains information on available resources for BLS, ACLS, PALS, etc. The following online education programs are also available for continuing education; however, this is not an inclusive list of available resources: [www.nursetesting.com](http://www.nursetesting.com), [www.nursingspectrum.com](http://www.nursingspectrum.com), [www.Cmelist.com](http://www.Cmelist.com), [www.AATBS.com](http://www.AATBS.com), [www.AART.com](http://www.AART.com), [www.ADHA.org](http://www.ADHA.org), [www.AARC.org](http://www.AARC.org), [www.RX school.com](http://www.RX school.com), [www.Care2learn.com](http://www.Care2learn.com), [www.lifesavered.com](http://www.lifesavered.com)

Evidence of continuing education and annual required in-service education are part of the ongoing competency assessment program and will be maintained in your personnel file. Please provide STI with copies of your continuing education certificates.

### ***Associate Performance Review***

- ❖ Every healthcare professional employed by STI, who has worked in the last year, will have an annual performance evaluation carried out by the STI, on or around your

anniversary date.

- ❖ STI will attempt to obtain feedback from client representatives regarding clinical staff competence and ongoing performance of professional associate. Unfortunately, some clients will not cooperate with STI in this regard, so STI follows a competence by exception philosophy. In the absence of client feedback, unless there is evidence of a performance issue, we assume that our associates are meeting performance expectations.
- ❖ Feedback from our clients regarding clinical and/or professional performance is addressed with our associates immediately. Follow-up with our clients is completed within an appropriate time frame.
- ❖ Annual skills checklists which apply to your specialty area of work will be completed by every health professional employed by STI.
- ❖ When training needs are identified, an opportunity to complete the training will be provided at the earliest possible occasion.
- ❖ The company assesses aspects of associate's competence at hire, at performance evaluation and as needed or required by state licensing agencies, to ensure that associates have the skills or can develop the skills to perform and continue to perform their duties.
- ❖ The management Consultant is responsible to ensure that any areas of development are identified and addressed.

### ***Do Not Return Policy***

STI is committed to providing a higher standard of service to our clients and to the delivery of safe, quality patient care. As a STI associate, you play a very valuable role in our success in delivering excellent customer service and in our ability to achieve Joint Commission Certification. Poor performance by our associates, resulting in a “Do Not Return” status, can negatively impact STI’s reputation. STI has implemented a “Do Not Return” policy.

The following point system is used to determine termination because of Do Not Sends.

- ❖ 1 Point - Attitude / lack of professionalism / customer service
- ❖ 2 Points - Clinical incompetence – poor clinical performance, Poor time management, Medication Error, Documentation Deficiencies
- ❖ 3 Points - Danger to patient
- ❖ 5 Points - Illegal Behavior; which includes false identity, falsified documentation, use of or distribution of controlled substances, etc. and Patient Abandonment. When a nurse is under investigation for above behavior they will be considered terminated until

exonerated from all accusations

A healthcare professional who receives 5 points will be considered for termination. Any healthcare professional involved in illegal activity will be terminated immediately.

### **Do Not Send Prevention Curriculum**

Do Not Sends are usually subjective in nature. However, there are things we as Registry nurses can do to avoid Do Not Sends.

#### **(1) Be on time to all shifts.**

Be 30 to 45min early, arriving to the floor, when working at a hospital for the first time. To ensure being on time, preparation begins the night before, or day of your night shift. Have clothes, nursing tools, lunch etc. prepared before sleeping. Get to bed early to ensure 8 hrs. of sleep.

Awake early enough to eat before you leave for shift.

Make sure you have accurate directions and facility phone number before you begin driving to the shift.

Do not sign in and out at the same time!

*Rationale: Arriving early allows the Registry nurse to familiarize themselves with the unit, get organized, meet the Charge Nurse and make a positive first impression. Signing in and out at the same time is fraud.*

#### **(2) Take a detailed report.**

Head to toe, system by system, Neuro to Skin. Review your patient's charts, (ten to twenty minutes per chart) after report, and before lunch.

*Rationale: This is of paramount importance! Sets the tone for the start of the shift, provides the foundation for the plan of care, focus of initial assessments and interventions.*

*Taking a detailed report and reviewing the pt.'s chart during the first half of your shift also prepares the Registry nurse to give a knowledgeable, relevant report.*

#### **(3) Show Initiative.**

Find the Charge nurse, introduce yourself, ask to be shown around, and inquire who your

resource person may be for the shift (if initial shift @ facility), if not the Charge nurse. Communicate early and often any relevant information to the Charge nurse such as: changes in pt. condition, difficulty with or questions about; assignment, staff, equipment or documentation tools.

*Rationale: Allows Charge nurse to adjust or aid in a timely manner, to provide the safest pt. care and prevent a delay in pt. treatment.*

**(4) Avoid handling personal business during shift.**

Talking on mobile phones or using facility information systems for personal use (other than in an emergency or away from patient the care area during breaks) is a sure way to make an impression that will reflect poorly on the Registry nurse.

*Rationale: This behavior often leads to directly to Do not sends.*

**(5) When in Rome... Make every attempt to do things, the way the Facility you are working in, does things.**

Please respect all our facilities policies and procedures, without complaint or argument. However, if you have been asked to perform a task or procedure you feel will place a pt. in danger or you feel unqualified to perform, contact your immediate supervisor and/or go up the chain of command until you feel you have been able to express your concern professionally and respectfully.

If one of us encounters a situation in which you feel obligated to challenge a request, in order to maintain the safest pt. care environment. It is of vital importance that you:

- 1) Communicate with STI
- 2) Document the incident in your own words before leaving the facility.
- 3) Furnish signed and dated, copies of your documentation of the incident to STI, the Nursing Supervisor of the facility in which you were working, and retain a copy for yourself.

*Rationale: Knowledge of, and compliance with each facilities policies and procedures are fundamental elements of professionalism, providing safe pt. care and creating an impression that makes a facility ask for a Registry nurse by name.*

**(6) Practice the 8 rights of medication administration.**

- 1) 1). Right Patient
- 2) 2. Right Medication
- 3) 3. Right Dose
- 4) Right Time
- 5) Right Route
- 6) Right Documentation.
- 7) Right Reason.
- 8) Right response

If a registry nurse is confused regarding any aspect of the medication administration process, clarification with the physician and/or becomes an immediate priority, to ensure safe medication administration.

*Rationale: Medication errors are serious, and can lead to negative patient outcomes, extended hospitalization, severe injury and death.*

*Most importantly for a careful, knowledgeable and conscientious Registry nurse, medication errors are almost always preventable.*

**(7) Be conscious of JCAHO National Patient Safety Goals in our practice.**

- 1) Improve the accuracy of patient identification.
- 2) Improve the effectiveness of communication among caregivers.
- 3) Improve the safety of using medications.
- 4) Reduce the risk of health care-associated infections.
- 5) Identify patient safety risks.
- 6) Improve the use of safety alarms.
- 7) Prevent mistakes in surgery.

A complete and current set of National Patient Safety Goals should be posted or easily accessible on any unit in any Acute Care Facility.

*Rationale: "The mission of Joint Commission on Accreditation of Healthcare Organizations is to continuously improve the safety and quality of care provided to the public" through the "support*

*of performance improvement in healthcare organizations.”*

**(8) Ask the Charge nurse or resource person to Audit your charting a few hours before end of shift.**

Having the charge nurse/ resource person review our documentation, within a couple of hours of the end of our shift, displays exceptional accountability, reduces the healthcare provider and facility’s exposure to liability. Thorough documentation also helps convey important information to the following shift, and ensures the necessary facts will be available when and if the chart is reviewed in the future.

*Rationale: Complete documentation, is an essential component of effective, efficient patient care. Since many Registry personnel work in multiple facilities in a short period of time, it is not an easy task to dot every “i” and cross every “t”, without help from a knowledgeable source.*

**(9) Practice excellent customer service.**

Customer service extends further than our patients and their families; it includes every person we come onto contact with while we are working. Our customers are every nurse, pharmacist, physician, respiratory care practitioner, etc. Every time we interact with another human being at work it is imperative that we greet that person with a friendly and helpful attitude.

*Rationale: Treating our patients, their families, our colleagues and interdisciplinary team members with friendliness, respect and kindness creates an environment where being helpful and taking the extra step to solve someone’s problem is not the exception but the “norm”.*

***Clinical Supervision***

The Management Consultant provides clinical staff supervision for STI’s healthcare professionals. The Consultant utilizes the appropriate practice acts, the professional licensing and certification boards and professional associations as clinical resources, as needed.

For Advanced Practitioners / Independent Contractors, STI will refer to the Department Chief in each discipline for clinical performance guidance. It is the CEO and/or Consultant’s responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies. In early 2009, STI plans to employ a Clinical Oversight specialist who will assist with handling clinical performance issues.

### *Availability of STI Office Staff*

The STI office, located in **Covina, California**, is open Monday through Friday from the hours of 8:30am – 5:00pm PST. Our local telephone number is **(800) 928 - 5561**. Outside of normal business hours and in the event of an emergency please contact us at **626-626-1419** or the same number listed above and someone from the STI management team will assist you.

In the event of an emergency, natural disaster or other uncontrollable event, STI will continue to provide service to you through our network from a location where phones and computers are functional. STI will do everything possible to support you in meeting your needs during crisis situation(s). A copy of our Emergency Management Plan is available upon request.

### *Policy on Time Sheet & Payroll*

Time sheets are provided by STI. Please make copies for the timesheet for future use. Time sheets are due on the 15<sup>th</sup> and the end of every month unless otherwise notified due to the holidays or weekends. Payday is on the 10<sup>th</sup> and 25<sup>th</sup> of every month unless otherwise notified. If any of these days fall on a weekend payday is on the next business day. In case an assignment ends before the scheduled times above n the timesheet is due immediately, but payroll remains as scheduled above unless terminated hence pay is due within 72 hours.

- ❖ The timesheet must be signed by the supervisor and not the employee/consultant. Please note that failure to submit a supervisor's signed timesheet will result in no payment for the hours worked until an approval of the ours is submitted.
- ❖ Any **overtime or Holidays** worked **MUST** be approved by the facility and the Overtime approval form must be filled out and signed by you and the facility.
- ❖ For days, you work over 8 (eight) hours, without overtime for make up hours or any other reason, please fill out the memorandum form to let us know that the extra hours worked are not to be considered overtime. This form **MUST** also be signed by the facility.
- ❖ Copies of all forms (time sheet, overtime authorization form, memorandum) can be obtained by calling the STI office at 800-928-5561.

### *Holiday Pay:*

Holiday hours worked will be paid at the rate of one and one-half (1 1/2) times the base hourly wage. Holiday pay is based on the days and hours observed by the facility at which the Associate

is working. To be paid for the holiday the Associate must work the day of the observed holiday.

***Lunch Break Policy:***

Associate agrees to clock in and out for a minimum of thirty (30) minutes and up to a maximum of one (1) hour for meal periods, unless otherwise specified by facility policy. If the facility requests an Associate to work their lunch period due to patient care and safety, the Associate agrees to obtain a supervisor signature from a Client Manager for each applicable shift

***Direct Deposit:***

Direct deposit is available to Associates the first pay period following the completion of the STI direct deposit form.

***Orientation***

Each Associate's orientation information or requirements will be provided to the Associate prior to the assignment by a representative of STI

***As an Employee/Contractor***

Associate is and shall be duly licensed to practice his/her profession in any State where Associate is assigned and shall maintain current professional standing always. Evidence of such licensing shall be submitted to STI prior to commencing the Assignment. Associate agrees to give immediate notice to STI in the case of suspension or revocation of his/her license, initiation of any proceeding that could result in suspension or revocation of such licensing, or upon the receipt of any notice or any other matter which may challenge or threaten such licensing.

Associate agrees to submit to STI, before commencing any Assignment, all requested documentation that is necessary to comply with Joint Commission, Client and STI expectations. Associate agrees to and shall observe and comply with the applicable policies, procedures, rules and regulations established by Client.

Associate agrees to adhere fully with all quality assurance, peer review, risk management program or other programs that may be established by Client to promote appropriate professional standards of medical care. Associate agrees to accept both clinical and operational supervision from his/her immediate supervisor.

Associate agrees that patient records and charts shall always remain the property of the Client.

Associate agrees to maintain the confidentiality of all information related to patient records,



charges, expenses, quality assurance, risk management or other programs derived from, through, or provided by clients and all information related to this Agreement.

Associate agrees to immediately provide written notice to STI as to any legal proceeding instituted or threatened, or any claim or demand, made against Associate or STI with respect to Associate's rendering of services under this Agreement.

Associate agrees to notify STI of any unscheduled absence at least two (2) hours prior to beginning a shift.

Any injury or illnesses suffered by Associate must be reported to a STI representative within 24 hours of the incident. If injury occurs while working, notify your supervisor immediately, and if applicable, seek appropriate medical attention and follow the Client's specific injury procedures. Associate agrees not to disclose any STI trade secrets or any confidential or proprietary information of STI, STI associates, Clients, or patients of Clients. Associate further agrees not to compete either as a direct competitor or with a competing company at the Client assignment where Associate has been placed by STI for a term of six (6) months after Associate's final day of work at Client.

Staff Today Inc is your employer and we will assign you to work with our client companies. This relationship is important to remember and if you have any questions or problems regarding your job, please talk to us first, not the client, so we can help find a solution that is agreeable to everyone involved.

Some typical situations requiring you to call Staff Today Inc immediately include:

- ❖ Job description changes
- ❖ Illness to tardiness
- ❖ Time off
- ❖ Change in assignment hours
- ❖ Inadequate supervision or support
- ❖ Job Interviews
- ❖ An offer of permanent employment
- ❖ An extension to the length of your assignment Please do not hesitate to call us to request or share any information. Open communication is critical to our mutual success as we make sure that your needs and those of our clients continue to be met. Voicemail is available at the company 24 hours a day, so there is no excuse not to stay in contact.

## ***Scheduling***

The best way to get started with shifts is to be oriented at as many facilities in your local area as quickly as possible. Also give your local branch office your availability to place into our scheduling database. STI will work diligently to match your skills with one of our many facilities. When work, suitable for your abilities, is available and STI contacts you for an assignment, you are under no obligation to accept the assignment. You have been contacted because you are qualified and suited for that assignment. It is the responsibility of the associate to inform the scheduling coordinators of his/her availability. By communicating availability, the associate enhances their opportunity to work available shifts.

If you accept the assignment offered by STI our expectations are:

- ❖ Associate will be committed to work
- ❖ Associate will be prepared to work
- ❖ Associate will be appropriately dressed
- ❖ Associate will be to work on time.
- ❖

STI would prefer you turn down a shift rather than to later cancel one you have accepted.

Canceling a shift, you have accepted is a very serious matter. It is important that you understand STI's policy regarding cancellation of shifts.

Occasionally our facilities will call with an immediate need. You may be contacted and offered work for this shift. You are under no obligation to except this shift; however, this is a great way to pick up extra hours.

## ***Cancellations***

STI has the right to cancel any scheduled shift. Scheduled shifts may be canceled at any time within a negotiated time frame. We will attempt to notify you of cancellation as soon as we receive notice. It is your responsibility to be accessible so we can notify you of any changes or cancellation, as well as offer you other shift opportunities should they be available. If STI schedulers are unable to reach associate, proper documentation will be made and no "Late Cancel" pay will be issued.

Occasionally, our facilities may have to cancel a previously booked shift because of a decrease in patient census. We do require our facilities a minimum of two 2 hours' cancellation call-time. However, cancellation times may vary with facilities; contact your branch office scheduler for further information.

To ensure proper notification of canceled shifts, please call and check with STI before you leave home to ensure that your shift is still scheduled.

If you have accepted a shift and need to cancel, you must give STI a minimum of four (4) hour's notice.

Should you need to cancel your shift assignment, you should personally call and speak to the schedulers for cancellation. If the scheduler is not contacted personally, it will be considered a "no-call-no-show". Remember someone will always be available to answer your call, even on weekends and during the late-night hours.

If you are sick and unable to fulfill your assigned shift, you must personally call STI, and speak to the schedulers and advise them of your illness and when you might be available to return to work. Should you miss three consecutive scheduled shifts, you may be required to have a physician's verification of the illness prior to scheduling any further shifts. This note needs to include the date you may return to work and state that no work restrictions apply.

Obviously, bad weather does occur. Please, make every attempt to be aware of the weather forecast. Associates may need to leave earlier to fulfill patient care commitments. Our ultimate concern is for your safety and for the care of the patients. In the event of bad weather, we will make every effort to assist you. Please give STI as much notice as possible.

### ***No Call No Show***

No Call No Shows are those shifts, in which an associate previously books and fails to show up and did not personally notify our scheduling office. A No Call No Show on any assignment could be considered grounds for immediate termination of employment.

### ***Additional Information***

STI is an Equal Employment Opportunity employer who is dedicated to continually working with its clients as a partner in providing quality and service, meeting the standards of practice in which the client is held accountable to the public, community and accrediting bodies. STI will consider any additional requirements from the client. STI is currently preparing to invite the Joint Commission for accreditation within the next three months; this will also be a goal for our excellence in service.



## Associate Handbook Acknowledgement Form

I acknowledge that I have received a copy of STI's Associate Handbook. I have read and understand STI's policies and my requirements as a STI associate. I understand that if I have any questions and/or need clarification for items addressed in the handbook, it is my responsibility to contact the STI office to discuss.

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Associate Name

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Profession / Job Title

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Associate Signature

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Date