

296 Lakshman Trail
Dover, DE 19904
Phone: 302-242-7243
Fax: 302-269-3872
Email: info@emergistaffnurses.com
Internet: www.emergistaffnurses.com

EMERGI-STAFF NURSES, LLC

Healthcare Staffing Solutions



Emergi-Staff Nurses New Hire Policies and Procedures

Please take a moment to familiarize yourself with the following policies and procedures. These documents are available from the office at any time for future reference.

Instructions:

- 1. Read each section.**
- 2. Initial at the bottom of each section.**
- 3. Initial, sign and date the Acknowledgement (last page).**

If you have any questions, please contact the office.

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Emergi-Staff Nurses, LLC

Code of Ethics and Business Conduct

At Emergi-Staff Nurses, LLC we take pride in the fact that we can relate to our employees on a personal level. Owned and operated by a practicing Registered Nurse, we feel a sense of connectivity not offered by larger companies.

We are proud of the excellent and professional services we can provide to our clients. It is because of these responsibilities that we have put together a Code of Ethics. We hope that you can appreciate how a code of ethics can reflect the dignity, professionalism, and respect for each individual. Ethical conduct protects both yours and our credibility as a professional and the character of our business.

Obey the Law

- It is the duty of each employee to be aware of, and to comply with all laws and regulations relating to Company activities.

Promote a Positive Work Environment

- All employees want and deserve a work place where they are respected and treated fairly, where they feel respected and appreciated. We want you to realize that you are our life force. Without you we are nothing, we respect your position. Harassment or discrimination based on color, race, religion, gender, age, national origin, sexual orientation, veteran or marital status is strictly prohibited.

Provide the Highest Standard of Care

- All employees must strive to provide the highest quality health care services in response to the needs of our clients.

Keep Accurate and Complete Records

- Company documents must be accurately maintained. Under no circumstances will any documents be altered or maliciously destroyed.

Avoid Illegal and Questionable Gifts or Favors

- Do not accept gifts or other favors which might be seen by others to influence your judgment or actions with respect to Company Activities.
- It is the policy of the Company that under no circumstances may any gift or favor be given to any public official for preferential treatment.
- Company funds or property should not be used for any political purposes. Use of Company time or premises to solicit political contributions is strictly prohibited, except where permitted by law and approved by the Company.

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Strictly Follow All Anti-Trust Laws

- Federal and State anti-trust laws help to maintain healthy competition among companies. Under these laws employees are prohibited from making any agreements “in restraint of trade” such as price fixing among competitors, and any practices involving boycotting of clients, harassing a competitor, stealing trade secrets, bribery, kickbacks, and inducements.
- Do not make false or misleading statements about competitors or their products or services.

Conflicts of Interest

- You may not participate in any transaction involving the Company and an entity in which you have a personal interest.
- Do not engage in any personal conduct that may conflict with the interests of the Company or its clients. Such issues may include lavish gifts and entertainment, personal investment or outside employment.
- Avoid any relationship, influence or activity that may impair your ability to make objective and fair decisions in performing your job.

Protect Yourself

- All employees are responsible for compliance with environmental, health and safety laws and regulations. Do not perform any activity you believe is unsafe.
- ESN is committed in providing a drug-free, smoke-free safe and healthy work environment.

Please call ESN and ask to speak to the staffing manager regarding any issues of suspected violation of company policies, any illegal activity. You are required to report the matter to ESN. You will be treated with dignity and respect, you do not have to give your name, and any communication will be kept in strict confidence. Your call alone will not result in the suspension or termination of an employee. The matter will be thoroughly investigated before such action is taken. Non-office hour calls can be directed by the on-call Staffing Coordinator.

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Standards and Practices

Welcome to Emergi-Staff Nurses, LLC. We want to make your employment here a pleasure. As a nurse- owned company we feel we hold a great advantage to the supplemental staffing business. It is this advantage that we feel can give our healthcare employees more of the things they deserve, because we know what its like out there. We take pride in each of you providing high quality, competent, and professional care. The following are expectations of your performance while working through Emergi-Staff Nurses, LLC.

You **MUST** sign in and out on the weekly ESN time sheet for **EACH** shift. This is to ensure you are getting paid for the time you actually worked. An authorized signature is required at the end of the week. You can use this sheet for any single shift in 7 day time period . **Orientation Time** varies from facility to facility. Some orientation time is reimbursable to the employee. Ask ESN management to determine what you are entitled to before your first scheduled shift.

Overtime (greater than 40 hours in one facility work week) will be paid at time and one half the regular hourly rates. These shifts **MUST** be approved by a facility coordinator (nurse manager, supervisor, HR rep.) and require a signature on your time sheet. Keep in mind that ESN will honor the client facilities work week. (i.e. some run Sunday to Saturday, some Monday to Sunday).

You are paid based upon the hours you document on your time sheet. Failure to obtain signatures and the submission of your time sheet will result in a delay of your paycheck until it can be verified that you worked the assigned shift.

Any scheduling of shifts, either per-diem or long term must be coordinated by the ESN coordinator. Any schedule changes should also be forwarded to the ESN coordinator. This is to ensure you are getting paid correctly.

Report to the assigned facility at least 15 minutes early, especially on your first day, plan to arrive on the assigned unit at least 10 minutes early. Upon arrival on the assigned floor report to the charge nurse, and notify them that you are there to accept the patient assignment. Please note that some facilities require you to obtain a signature from the Nursing Office, some are signed by the unit charge nurse. ESN will let you know which applies to your particular assignment before you begin. These stipulations also can be different on night and evening shifts; again we will inform you of whom you need to contact in order to get your time sheet signed.

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It is **expected** that you will arrive on time for all assigned shifts. If there is any reason you may be late, it is your responsibility to notify the ESN coordinator so that we may notify the facility. Any time missed for the shift will be the responsibility of the employee to make up, if contracted. If per-diem, missed time will not be reimbursed.

Frequent cancellations of accepted and confirmed shifts will not be tolerated; both of our reputations rely on dependability and reliability.

A “no call”, “no show” without a valid excuse will most likely mean termination of employment.

It is the employee’s responsibility to notify the ESN coordinator or the facility for any sick absence, schedule change, or problems while on shift as early as possible so that we may attempt to replace your shift.

When working on an assigned shift, personal calls should be kept to a minimum, and be made from either a cell phone or pay phone, unless otherwise directed by facility staff. Please provide family and friends with ESN’s number, we will contact you in case of an emergency.

Always be prepared to show your current Professional license/ Certifications (CPR, ACLS) when signing in at a facility.

Always wear your ESN employee ID badge. Please note, some facilities will also require you to wear a facility ID badge. We will try and let you know their expectations before you begin an assignment.

Please carry your own equipment as needed on your assignment (i.e. stethoscope, scissors, and reference books) as required by the assignment.

The dress code for ESN may change according to client facility, but employees are expected to have at least the following:

Clean scrubs or dresses, pantsuits, blouses, skirts or pants.

Clean shoes

Hosiery must be worn at all times, nylons, knee-highs but not peds.

Hair should be neat and away from the face and collar.

Nails should be neat and slightly over the tip of the finger in length, nail polishes should be neutral or pale colors.

Employees are paid on a weekly basis on Thursdays. Time cards can be faxed to ESN and the originals forwarded ASAP. Timesheets must be faxed by Sunday 12 midnight for the previous week. Paychecks will be mailed by Thursday 12 Noon, or pickup arrangements can be made in advance. Direct deposits will be made Thursday midnight, unless ESN notifies you of changes in advance due to holidays, etc.

Injuries or accidents on the job must be reported immediately to the ESN coordinator. This is to establish an accident injury report in order to protect you. Injured employees may also be required to complete an accident report with the client facility. Please notify us if there are any questions during this process.

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Employees will receive two (2) hours pay (at regular rate) for shifts cancelled by the facility with less than two (2) hours notice given prior to the start of any shift.

Employee's medical and/ or professional credentials may be forwarded to a client facility upon request.

Initial _____



Substance Abuse Policy

It is the purpose of Emergi-Staff Nurses, LLC (ESN) to help provide a drug free environment for our clients and employees. ESN has established the following policy for existing and future employees of ESN.

I. PROHIBITED ACTIVITIES

- ESN explicitly prohibits the following:
- The use, possession, solicitation or sale of any illegal drugs, narcotics, alcohol, or prescription medication without a prescription on company or client premises or while performing an assignment.
- Being impaired or under the influence of legal or illegal drugs or alcohol on company or client premises that adversely affects the employee's performance, his or her own safety at the workplace, or the employer's reputation.

II. DRUG TESTING

- ESN may conduct drug testing under the following circumstances:
- New Applicant: All applicants will be required to pass a drug screen prior to employment.
- Randomly: All unannounced random selection of employees for testing may be conducted as deemed appropriate by ESN management.
- For Cause: When it is the belief of ESN that a drug problem exists, such as evidence of drugs, accidents, injuries in the work place, fights, or other behavioral problems of drug abuse, negative performance patterns such as absenteeism or tardiness, or other behavior deemed to be inappropriate by ESN management, further testing will be required.

III. POLICY COMPLIANCE

- Applicants who fail to pass a pre-employment drug test will not be eligible for employment with ESN.
- Employees of ESN who test positive, or who admit to substance abuse, will be subject to ESN's disciplinary action up to and including termination with ESN.
- Additionally, ESN will report any such disciplinary actions to the appropriate State Board Licensing jurisdiction for review (for applicants and employees).
- Applicants and employees who refuse to submit to drug testing under this policy will be considered to have tested positive, and will not be eligible for employment or continued employment with ESN.

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- Employees of ESN who test positive or admit to substance abuse will be referred to local agencies that provide rehabilitation and counseling services for treatment at their own discretion and expense.

IV. CONFIDENTIALITY

- Applicants and employees should know that as a condition of employment, ESN and or other parties involved in the testing process may be required to provide documentation regarding drug testing to client companies and that the applicant or employee releases ESN to provide this information if required for placement.
- Information regarding an individual's drug test results will only be released upon the written consent of the employee except as noted in the above paragraph.
- ESN's contract with its testing laboratory requires it to maintain all employee test records in confidence; however, the laboratory will disclose information related to a positive drug test of an individual to an individual, ESN, or the decision maker in a lawsuit, grievance, or other proceeding initiated by or on behalf of the individual and arising from a certified positive test result.
- Any employee who is the subject of a drug test conducted under this policy shall upon written request to ESN have access to any records relating to his or her drug test and any records relating to the results of any relevant certification, review, or revocation of certification proceeding.

V. REGULATORY COMPLIANCE

- Any provisions of this substance abuse policy statement that may not be in compliance with any local, state or federal law, will be applied by ESN so as to be in compliance with any such local, state or federal law.

Acknowledgement of Receipt of Substance Abuse Policy and Consent to Testing

I have reviewed the above captioned ESN Substance Abuse Policy and have had the opportunity to discuss such with the management of ESN. My initial and signature on the Acknowledgement of Policies and Procedures form indicates my full understanding and acceptance of the policy.

I understand and agree to submit a urine, blood or hair specimen for testing under the circumstances and conditions outlined within the policy. Furthermore, I understand and agree that if I am involved in an accident or other unusual occurrence, which requires medical treatment, the treating physician may order testing which includes blood, urine, and or hair specimen.

I hereby hold harmless all parties concerned and involved in the process of administering such drug testing and will not use ESN or the parties involves for any action taken as a result of said drug testing under this policy that may prohibit me from securing a job with ESN or prevent my continued employment with ESN, or with any other company or party.

I understand that as a condition of employment, ESN and or the parties involved with the testing process may be required to provide documentation regarding drug testing to client companies. I release ESN to provide this information if required or placement.

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Workers Compensation Form

If you are injured on the job-----Report your injury to the office!!!

Emergi-Staff Nurses, LLC and our Worker's Compensation carrier are concerned that you receive the best and appropriate medical care possible. If this is an **EMERGENCY**, go to the nearest appropriate medical provider and report your injury to the supervisor and ESN as soon as possible. If this is a **NON-EMERGENCY**, report the injury to your supervisor and ESN. We will give you a list of preferred providers to choose from.

ESN has established departmental safety procedures and I agree to abide by those safety procedures. I have received, read, and understand this information regarding those procedures.

ESN has a Preferred Provider Network for the treatment of injuries that occur while on the job, and I agree to follow those procedures. I have received, read, and understand the information regarding those procedures.

If you have any questions please do not hesitate to contact us!!!

What to do if you are injured on the job

1. Report all injuries to the Emergi-Staff Nurses, LLC office at our main number. If it is after hours please leave a detailed message for the on call coordinator. Be sure you notify your immediate supervisor at the client facility of the injury or illness.
2. Seek immediate medical attention when necessary. ESN's office can provide you with the names of local physicians or clinics who work with our workmen's compensation insurance company.
3. Return to work following medical treatment and report to your immediate supervisor. Notify the ESN office of your return as well. If it is not medically possible to return to work that day, you must notify us immediately via telephone.
4. Maintain contact with the ESN office to keep us abreast of your condition and availability for work assignments scheduled.
5. Follow your medical provider's orders with respect to established work restrictions, limitations and therapies.
6. Return to work as soon as your medical provider deems it is safe.

Keep us informed about anything you think is pertinent to your personal situation.

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Position Title: Registered Nurse

Summary of Major Duties: Responsible for utilizing the nursing process to provide direct patient care to an assigned group of patients during a shift. Responsible for prioritizing the delivery of direct nursing care using time and resources efficiently.

Supervised by and responsible to: The nurse manager or designee of the unit assigned at the ESN client hospital or facility and the ESN manager.

Behavior based competencies

Organizational Behaviors:

- Change and Grow
- Achievement
- Respect and Respond
- Energy and Initiative
- Adaptable and Flexible
- Superior Skills

Organizational Competencies:

- Educating clients and families and transferring knowledge
- Diagnosing and resolving conflict
- Anticipating and addressing client needs
- Functioning as an effective team member
- Acquiring and applying superior skills to achieve quality outcomes.
- Responding to a changing environment

Client / Patient Specific Competencies:

- Providing comfort to another in emotional / physical pain
- Responding to a crisis
- Providing a continuum of care approach

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Skill Based Competencies:

Skills.

1. A graduate from an accredited school of nursing, and at least one year of continuous work experience in the area assigned within the last three years.
2. A current Registered Nurse License for the State in which the nurse will be practicing. Please note we recognize the presence of Compact Nursing License States.
3. Successful completion of ESN tests for the specialty area in which the nurse practices. Each test has certain grading requirements for passing.
4. Proof of fulfillment of the health screening criteria required by ESN and /or client facilities indicating the nurse is in good health and able to work without physical limitations and is free from communicable diseases.
5. A current BCLS/ CPR Card with a valid expiration date.
6. A current ACLS/PALS/NALS provider card and valid expiration date as needed for the specific assignment area.
7. Completion upon hire and annually thereafter the clinical competencies and OSHA requirements for healthcare providers in the area of their clinical expertise.

Full command, verbal and written of the English language.

Knowledge:

Requires detailed knowledge of nursing practice and care delivery in terms of what and how work is done as well as why it is to be done. The individual must demonstrate knowledge of the principles of growth and development over the life span and incorporate them into the plan of care for the client.

Ablities:

1. Ability to make decisions on the go.
2. Ability to operate with independence in the scope of practice of a Registered Nurse in the assigned Facility State.
3. Able to be on feet at least 8 hours per day. Assumes and maintains various postural positions including but not limited to- stooping, bending, lifting, crouching, sitting, reaching and standing. Able to transfer patients to wheelchairs and stretchers/ beds within personal limits.
4. Ability to ask for assistance when patient needs exceed personal physical ability.

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Summary of Primary Functions:

- Provides direct patient care by assessing, planning, implementation, and evaluation. Documenting patient and progress, actions taken, and responses.
- Coordinates patients' care through collaboration with members of the healthcare team.
- Administers medications and treatments as prescribed by the Physician, Advanced Practice Nurse, Physician Assistant, Clinical pathway, facility protocol, or standing order.
- Assists in orientation of new staff and serves as a resource person and professional role model.
- Responsible for the clinical supervision of LPN's and assistants.
- Willingly "floats" to other areas of the facility in which the nurse can provide safe patient care at the facility supervisor or manager's request.

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Applicant Acknowledgment of Company Polices and Procedures

Complete this form and submit via electronic signature. Retain copies of polices and procedures for future reference.

Applicant Name: _____ Position Applied: _____

My initials below indicate that I have reviewed and fully understood the following polices and procedures.

1. Code of Ethics and Business Conduct _____(initial)
2. Substance Abuse Policy _____(initial)
3. Standards and Practices _____ (initial)
4. Position Title _____(initial)
5. Worker's Compensation _____ (initial)

By signing below, I herby agree to strictly follow all above polices and procedures. I have an opportunity to ask any questions. I understand that disciplinary action will result, up to and including termination, if I fail to comply with all Emergi-Staff Nurses, LLC policies and procedures. In addition, I am aware that the complete company policies and procedures manual is available to me at any time for review.

Applicant Signature

Date

Print Applicant Name