



**STANDARDS, EXPECTATIONS AND POLICIES FOR ALL SPECIALTY PROFESSIONAL SERVICES (SPS) HEALTHCARE PROFESSIONALS**

**SPECIALTY PROFESSIONAL SERVICES, CORP IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, SEX, RELIGION, AGE, NATIONAL ORIGIN, MARITAL STATUS, MEDICAL CONDITION, DISABILITY OR ANY OTHER CHARACTERISTIC PROTECTED BY STATE OR FEDERAL LAW**

As a Healthcare professional (HCP), you are a vital part of our organization. The quality of nursing care that you deliver when working for our organization reflects on you as a professional as well as on SPS's image. In addition, punctuality and attire are likewise important. The more competent and professional you are, the more opportunities SPS will have for its employees. The following are standards and expectations for all our staff to follow:

- All professional staff must abide by the Code of Ethics for professional nurses. If you feel there is something preventing you from giving the highest quality of care, please inform SPS immediately.
- All practicing staff must abide by the Policies and Procedures outlined in each medical facility. If there is a concern about a policy/procedure, you should notify, on a timely basis, the nurse manager of the medical facility and SPS office.
- If any problem arises on an assignment, you must call SPS immediately. **DO NOT** get into an argument with the medical facility management or caseworker. Never leave an assignment without first calling and discussing the matter with a SPS representative.
- Under no circumstances should you take home property that belongs to a medical facility/client.
- Personal telephone calls are to be made on break time on public telephones. Calls should not be made or received on client phone. Abuse of this can lead to termination.
- You are expected to arrive on time to all assignments. If an emergency or any situation arises causing you to be greater than ten (10) minutes late or absent from your assignment, you must notify SPS immediately. Failure to notify SPS that you cannot report to a work assignment will result in disciplinary action.
- Continuous cancellation of assignments once you have made a commitment is not acceptable and may be cause for termination. It is recommended that at least eight (8) hours cancellation notice be given to SPS at all times. A coordinator is available every day from 4:45am to 11pm. An answering service will be on from 11p-4:45am. If you leave a message with the service, make sure to include:  
Your Name/ Phone # / Hospital / Unit/ Shift where scheduled. Please include REASON FOR CANCELLATION
- Your rate of pay is a personal matter and is not to be discussed with staff in other facilities or anyone outside a SPS representative.
- All licensed nurses must have on their possession at each assignment, a current license and certifications that can be presented at the request of facility's management. All employees must wear the SPS identification badge at all times.
- Dress attire for all assignments should be in strict accordance with medical facility/client dress code.
- A Healthcare Professional may be called upon to float, be reassigned or transferred from one unit/shift to another unit/shift in which the employee is qualified. Employee agrees to ask for a general orientation to the unit. If employee is uncomfortable working on a unit because of lack of clinical training in the particular specialty area you are asked to float to, the following steps should be taken: (a) have a charge nurse or person in charge identified. (b) Ask for a resource person. (c) Ask for a general orientation to the unit-location of key supplies, medication administration system, policies and procedure manual (d) Get an overview of the unit routine (e) make sure that you express your limitations, i.e., no monitor or chemotherapy experience. (f) if you still feel unsafe, inform the charge nurse or nursing supervisor. If your needs are still not met, contact SPS immediately.
- When calling SPS in the evening (after 5:00 pm) or on the weekend (5:00 pm Friday through 9:00 am Monday), please limit your calls to availability, schedule changes or additions for the weekend. Questions regarding payroll, taxes or other general subjects are better answered during weekday hours, Monday through Friday, 9:00 am to 5:00 pm.
- Overtime **must** be approved by SPS in order to get paid appropriately. Anyone who books themselves over 40 hour's without consent from a SPS representative will **NOT** get paid for those hours. In **NO WAY** is the medical facility in a position to "okay" you to work OT. SPS is your employer, not the client. No Exceptions.
- If medical facility requests you to work directly, you must immediately contact your SPS staffing coordinator to verify that you are not in any overtime status.
- If you are not on assignment and are available to work, please call SPS daily to keep us informed of your availability.
- A minimum of 8 (eight) hours' notice is required on all shift cancellations. (Please try and give as much time as possible, 4 hours is not acceptable) SPS will keep a record of your cancellations, the reasons, and the amount time given. Three unacceptable cancellations are grounds for disciplinary action and or termination.
- Due to contractual obligations we have with many national clients (i.e. MedAssets "MA") any cancellation in which less than 2.5 hours notice was given to SPS at any of the MA facilities will result in a financial penalty. Any notice less than 2.5

hours notice will result in you being assessed a 2hr charge at the applicable rate. All NO-CALL NO-SHOWS will result in you being assessed the entire shift cost. No Exceptions!. Contact your branch coordinator for more information for specific information.

- Employee must sign-in at the beginning of a shift and also sign -out at the end based on the particular policy of the facility assigned. Failure to do so can lead to a delay (or nonpayment) for any shifts in question.
- Employee recognizes that all work is on an “as needed” basis and that SPS cannot guarantee availability of work. Employees with the most flexibility and availability enhance the number of assignments and shifts offered.
- Employee recognizes the rights of SPS as the employer and agrees not to be employed by a medical facility for a period of ninety (90) working days following the last day of employment at medical facility through SPS.
- As a condition of employment by SPS, you are required to successfully complete a 10/11 or 12 Panel Urine Drug Screen and/or any other Drug Screen requested by a particular facility where assigned. In Addition, SPS and its client reserves the right to require random urine drug screening based on suspected abuse of drugs. If employee refuses to comply with random drug screen request, SPS may begin disciplinary proceedings which can include termination with cause.
- As a Certified Healthcare Staffing Organization by the Joint Commission, SPS reserves the right to cancel a booked shift if any mandatory information is missing from their personnel file is incomplete.

**PAYROLL:**

- **Next Day Pay/Quick Pay:** *NextDayPay's will only be available via Direct Deposit into your bank of choice. We do not process paychecks internally for personal pick-up.* In order to get paid correctly and promptly each day, we must work together. Please call your SPS office by 10am each day M-F confirming your schedule. *SPS will then have one (1) hour to confirm your schedule with the medical facility before we process payroll.* Our next-day pay / Quick Pay payroll is processed each weekday at 11am. All shifts worked during the weekend will be processed Monday for Tuesday pay. For those who work Thursday evening/night shift, your pay will be available in your bank account Monday morning.
- **Weekly:** Payday is every Friday. Direct Deposit is available. Enrollment will take approximately 2 weeks depending on the speed of your bank. During this “wait period”, you will receive a “hard-copy check” which can either be picked up at the office if requested, otherwise all checks and or pay-stubs will be available on ADP's iPay portal 24hours a day 7 days a week.
- You must sign in at the beginning of each shift. The sign-in book is usually found in the nurse staffing office. You must also sign out once you complete the shift. Failure to do so can prevent you from getting paid promptly.
- If we pay you a shift in which we have **no time-slip**, whether paper or online, we will wait 7 business days from the day we paid you to get a client approved time slip in, otherwise we will automatically deduct your check for the GROSS AMOUNT, not the NET to cover the portion of taxes SPS has to match. When eventually the time slip is entered, you will be paid again.
- Referrals. In order to receive a referral bonus, three criteria must be met. Please see office for referral amounts.
  - Referred Healthcare Professional must complete 120 non orientation hours.
  - Referral Source must be noted on employment application (*no exceptions*) Dual referrals will be split between both parties.
  - A W4 (federal withholding) form must be complete and on file with SPS.

**ORIENTATION:**

Due to the nature of agency nursing, facilities will require you to get familiar to their facility and systems and will have orientations in both the classroom and floor ranging from one (1) twelve hour shift to as much as a entire week. Each facility will tailor their orientations to what they deem appropriate. The following is what SPS will pay each skill set. Note, HCPs will receive their orientation compensation only upon full completion of the entire orientation (not via next-day-pay). For any reason, should the orientation not be completed in full as a result of you, the healthcare professional, your hourly rate for all skills and disciplines will drop to the applicable minimum wage for the state/city employed in.

NPs / PAs: will receive \$25hr for any orientation hours worked. (upon successful completion of the entire orientation)

RNs: will receive \$20hr for any orientation hours worked. (upon successful completion of the entire orientation)

LPN / ORT: will receive \$15hr for any orientation hours worked. (upon successful completion of the entire orientation)

PCA/PCT/CNA's: will receive \$10hr for any orientation hours worked. (upon successful completion of the entire orientation)

I have read and understand the Standards-Expectations and Policies outlined by SPS. I have also retained a copy for reference when necessary. I also understand that policies and practices can change without notice; however SPS will make every best effort to inform its staff of changes via phone calls, emails, memorandums and flyers.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Date