



**ConTemporary**  
HEALTHCARE SOLUTIONS



## **Employee Handbook for Clinical Staff**

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**Office Hours**

**Monday- Friday 9am -6pm**

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## ***Welcome to ConTemporary Healthcare Solutions, Inc. (CTS)***

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To our newest employee:

Welcome!

We have a very strong commitment to achieving excellence in the service and care we provide to our clients and patients we serve. We are glad that you have joined us and we hope that you will find your work to be both challenging and rewarding. Everyone at ConTemporary Healthcare Solutions, Inc. (CTS) plays an important role in our continuing success. We are counting on you to put forth your best efforts for the customers that we service. We are available to our clinicians 24/7 for staffing and clinical support if necessary. All office phones are answered by CTS employees who can give you support that you need or will contact myself or Amy Scribner, RN our clinical liaison.

Sincerely,

*Mary DeChristopher, RN*

Mary DeChristopher, RN  
President

## ***About this Handbook***

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This handbook is intended to provide you with a general understanding of our policies.

In order for us to have the necessary flexibility to respond to our rapidly changing work environment, CTS retains the option to change the policies or benefits described in this handbook at any time we feel it is necessary to do so.

If you have any concerns or suggestions related to this handbook, you are encouraged to discuss them with Mary DeChristopher, CTS president.

## ***Mission Statement and Core Values***

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Each employee must understand, believe and live CTS's Mission and Core Values in order for us to excel. The Mission and Core Values serve as a foundation and a guide to our behavior and actions so our customers, employees and vendors know what we stand for.

### ***Mission Statement***

CTS provides unique opportunities for clinicians to care for patients and their families through advocacy for clinicians and clients.

### ***Core Values***

- We demonstrate pride in CTS because we provide a vital and necessary service while making an effort to attain excellence and efficiency.
- We are professionals serving patients and other professionals with honesty and respect.
- We are committed to prompt, individual service excellence with on-going communications for all patients, clients and employees.
- Creativity, innovation and agility are essential components to our individual and corporate success.
- We embrace a cooperative approach in order to achieve our goals as a team.
- We offer solutions and opportunities to all those we serve as we make every effort to meet and exceed our patient's and customer's expectations.

### ***Professionalism and Good Citizenship***

Remember you not only represent yourself but CTS and the facility. Be a team player. It is important to ask others if they need help! Perform your duties in a timely manner and to the best of your ability. Do not get involved with the internal politics of the facility. If there is a conflict between you and an employee at the facility, contact our office immediately and ask to speak with the Clinical Liaison. Always respect the rights of others and never argue with the staff. We cannot emphasize enough the importance of a positive presentation.

### ***Code of Ethics and Good Practices***

CTS pledges its support of, and adherence to, the principles and practices set forth below as promulgated by the American Staffing Association. Compliance is in the best interests of CTS, the staffing services industry, our customers and our employees. CTS and our employees agree to always strive:

- To comply with all laws and regulations applicable to our business and to maintain high standards of ethical conduct in the operation of our business and in our dealings with employees, customers and competitors.
- To treat all applicants and employees with dignity and respect and to provide equal employment opportunities based on bona fide job qualifications, without regard to race, color, religion, national origin, sex, age, disability, or any basis prohibited by applicable law.
- To maintain high standards of integrity in all advertising and to assign the best qualified employees to fill customers' needs.
- To determine the experience and qualifications of applicants and employees as the staffing firm deems appropriate to the circumstances, or as may be required by law.
- To explain to employees prior to assignment their wage rate, applicable benefits, hours of work and other assignment conditions—and to promptly pay any wages and benefits due in accordance with the terms of their employment and applicable legal requirements.
- To encourage employee efforts to upgrade their skills.

- To satisfy all applicable employer obligations, including payment of the employer's share of social security, state and federal unemployment insurance taxes and workers' compensation—and to explain to employees that the staffing firm is responsible for such obligations.
- To ascertain that employees are assigned to work sites that are safe, that they understand the nature of the work the customer has called for and can perform such work without injury to themselves or others and that they receive any personal safety training and equipment that may be required.
- To take prompt action to address employee questions, concerns, or complaints regarding unsafe work conditions, discrimination, or any other matter involving the terms and conditions of their employment.

### ***Healthcare Professional Complaints***

The goal of CTS is to always provide our healthcare professionals with a consistent level of service. If for any reason you are dissatisfied with CTS service, you should contact a CTS representative to discuss the issue. CTS has processes in place to resolve complaints in an effective and efficient manner. If you continue to be dissatisfied, management will work with you to resolve the concern.

Any CTS healthcare professional who has a concern about the quality or safety of patient care delivered by CTS healthcare professionals or other healthcare professionals which has not been addressed by CTS 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.

### ***Our Commitment to Safety***

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Establishment and maintenance of a safe work environment is the shared responsibility of everyone here at CTS. You are expected to obey safety rules and to exercise caution in all work activities. You are asked to immediately report any unsafe conditions to your charge RN/on-site supervisor and call the office immediately. Not only supervisors, but also employees at all levels of the organization are expected to correct unsafe conditions as promptly as possible.

### ***2011 Hospital National Patient Safety Goals***

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

<b>Identify patients correctly</b> NPSG.01.01.01	Use at least two ways to identify patients. For example, use the patient's name <i>and</i> date of birth. This is done to make sure that each patient gets the correct medicine and treatment.
NPSG.01.03.01	Make sure that the correct patient gets the correct blood when they get a blood transfusion.
<b>Improve staff communication</b> NPSG.02.03.01	Get important test results to the right staff person on time.

<b>Use medicines safely</b> NPSG.03.04.01  NPSG.03.05.01	Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up. Take extra care with patients who take medicines to thin their blood.
<b>Prevent infection</b> NPSG.07.01.01  NPSG.07.03.01 NPSG.07.04.01 NPSG.07.05.01	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning. Use proven guidelines to prevent infections that are difficult to treat. Use proven guidelines to prevent infection of the blood from central lines. Use proven guidelines to prevent infection after surgery.
<b>Check patient medicines</b> NPSG.08.01.01  NPSG.08.02.01  NPSG.08.03.01  NPSG.08.04.01	Find out what medicines each patient is taking. Make sure that it is OK for the patient to take any new medicines with their current medicines. Give a list of the patient’s medicines to their next caregiver. Give the list to the patient’s regular doctor before the patient goes home. Give a list of the patient’s medicines to the patient and their family before they go home. Explain the list. Some patients may get medicine in small amounts or for a short time. Make sure that it is OK for those patients to take those medicines with their current medicines.
<b>Identify patient safety risks</b> NPSG.15.01.01	Find out which patients are most likely to try to commit suicide.
<b>Prevent mistakes in surgery</b> UP.01.01.01  UP.01.02.01 UP.01.03.01	Make sure that the correct surgery is done on the correct patient and at the correct place on the patient’s body. Mark the correct place on the patient’s body where the surgery is to be done. Pause before the surgery to make sure that a mistake is not being made.

**The Joint Commission Accreditation Hospital**

*Note: This is an easy-to-read document. It has been created for the public. The exact language of the goals can be found at [www.jointcommission.org](http://www.jointcommission.org).*

**HIPAA/Confidentiality**

Most of our employees need access to confidential information and records in order to do their jobs. All employees must comply with HIPAA regulations and confidentiality standards. Any current or former employee who discloses any confidential information will be subject to disciplinary action up to and including termination and legal action.

**Clinical Incidents and 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 of Blood complications, patient fall, inaccurate clinical assessment, patient or physician complaint). Clinical staff

should notify CTS 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 Director of Nursing 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 Director of Nursing 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 Director of Nursing.

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

CTS provides Worker's Compensation insurance for its employees as required by law. If an employee is injured while at work, it is our intent to assist that employee to return to work as soon as possible. The employee is obligated to report a work related injury to CTS within 24 hours of the event. In the case of an emergency situation, the employee is advised to go to the emergency room. If it is not an emergency situation, CTS will advise the employee where to seek medical help.

### ***Worker's Compensation Insurance***

We carry a comprehensive workers' compensation insurance program as required by state law. This program covers almost all injuries or illnesses sustained in the course of your employment that require medical, surgical, or hospital treatment. Workers' compensation insurance provides partial income replacement benefits after a short waiting period or, if you are hospitalized, immediately.

If you sustain a work-related injury or illness, you must inform your supervisor immediately, no matter how minor an on-the-job injury may appear. Every injury/illness must be reported to CTS within 24 hours of its occurrence. Failure to report the incident is serious and can affect your benefit. Neither the employer nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by the employer.

### ***Incident Reports***

Any event or occurrence, which may be deemed as harmful or detrimental to patients, families, staff, or CTS, must be reported immediately to the President. Make sure you follow the policies and procedures of the facility if this should occur.

All accidents that result in injury must be reported to CTS immediately within 24 hours of incident regardless of how insignificant the injury may appear. Such reports are necessary to comply with laws and initiate insurance and workers' compensation procedures.

It shall be the responsibility of every person employed by CTS to contribute to maintaining a safe and environmentally sound workplace. Failure to follow safety procedures will result in disciplinary action up to and including termination.

### ***Emergencies and Disasters***

In the event of an emergency, natural disaster or other uncontrollable event, CTS will continue to provide services to you throughout network from a location where phones and computers are functional. CTS will do everything possible to support you in meeting your needs during a crisis.

Please carry your state issued driver's license in case the facility requests a second form of ID on your arrival. If you cannot be positively identified on site by our client with both of these forms of ID, the client can send you home and make you a DNR.

### ***Credentials/Personnel File Compliance***

It is essential to keep your personnel record up to date in order to be scheduled for shifts. To assist you with this effort we will do a weekly audit. You will receive an email informing you of what is going to expire within the next 45 days. We will also call you and request the necessary items. In order to be considered active and eligible for work, the files must be kept up to date. We generate emails and phone calls to assist and remind our clinical employees about expiring credentials.

The following list includes those credentials that expire:

<b>Credential <i>(italics=if applicable)</i></b>	<b>Expiration Date <i>(from Date Completed)</i></b>	<b>Documents</b>
<b><i>Professional License(s)</i></b>		
RN License 1 <i>(c)</i>	Date License Expires	License (copy)
RN License 2 <i>(c)</i>	Date License Expires	License (copy)
<b><i>Non-Professional Credentials</i></b>		
<b><i>CPR Level</i></b>		
CPR	Date Cert. Expires	CPR (copy, both sides)
ACLS	Date Cert. Expires	ACLS (copy, both sides)
PALS	Date Cert. Expires	PALS (copy, both sides)
NRP	Date Cert. Expires	NRP (copy, both sides)
<b><i>Medical</i></b>		
PPD Negative/Chest X-Ray	1 year—PPD Negative 5 years—Chest X-Ray	PPD Negative or Chest X-Ray results
Drug Screen	1 year	Drug Screen results
<b><i>HR</i></b>		
Quarterly Evaluation	Fiscal Quarter End	Evaluation
CTS Annual Evaluation	1 year	Evaluation
<b><i>Competency Tests</i></b>		
Color Vision	1 year if required by hospital; otherwise does not expire	RSS <i>(online)</i>
<b><i>Skills Checklist</i></b>		
<Specialty1>	1 year	RSS <i>(online)</i>
<Specialty2>	1 year	RSS <i>(online)</i>

<b>Credential (<i>italics=if applicable</i>)</b>	<b>Expiration Date (from Date Completed)</b>	<b>Documents</b>
<b><i>Employment Documents</i></b>		
Health Clearance Statement	1 year; or per hospital, but no more than 2 years	Health Clearance
<i>TB Surveillance (required only if PPD Positive and provides a Chest X-Ray in Medical)</i>	1 year	<i>RSS (online)</i>
RN LPN JCAHO OSHA HIPAA	1 year	<i>RSS (online)</i>
Ches Reg RN Checklist	1 year	<i>RSS (online)</i>

## ***Scheduling***

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### ***Per Diem and Contract Shifts***

CTS has both Per Diem (PRN) and contract work available throughout the region.

Per Diem shifts can be scheduled in advance or scheduled at the last minute. It works to your advantage if you can get on the hospital's schedule in advance because the facility often cancels based on last clinician signed up. Of course, nobody can predict the facility's census. Your flexibility to work at several locations on alternating days is the key to keeping your hours at your desired level.

Contracts can run anywhere from 4 to 52 weeks with most lasting 13 weeks. The shift requirements can be tailored to meet your needs. Most hospitals allow personal and vacations days during contracts if they are requested before signing. Once the Clinician is acclimated the supervisor schedules directly with the CTS Clinician. We have a dedicated team of Staffing Specialists waiting to place you into a contract when you are ready.

### ***Schedules***

Schedules must be turned in to CTS *prior* to working your shift. It is very important that you always make us aware of shifts that you have self-scheduled with the hospital in order to be covered by CTS for Malpractice or Workman's Compensation Insurance. You can turn in your schedules to us by:

- Fax:703-354-9728
- Email directly to [staffing@rnstaffing.com](mailto:staffing@rnstaffing.com)
- Calling the office and speaking with a Staffing Coordinator

Please call in your availability as soon as possible so that we can ensure finding shifts for you.

Be flexible with your schedule. Whether you are full- or part-time, it is a good idea to make your schedule at the beginning of the week because if you are cancelled you can make the hours up at the end of the week. Keep in mind hospitals always need weekend coverage!

Overtime must be approved. Do not schedule yourself into overtime.

### ***Floating***

CTS employees will be placed in assignments in which they have knowledge and skills to work in safely. If an employee is asked to float to another department with the customer, the department must be a like department or unit and the float employee must have competency and have the appropriate certifications, credentials for that department/unit. Employees should only be floated to areas of comparable clinical diagnoses and acuities.

The following procedures should be followed for healthcare professionals and nurses in particular who are assigned to an area in which they do not feel competent:

- The clinical employee will immediately notify CTS.
- The clinical employee is obligated to inform the hospital of his/her professional limitations based upon CTS client contract specifications as they relate to the assignment.
- CTS will work within the bounds of the hospital contract to resolve the issue.
- CTS representative will work with the hospital supervisory to assure there is a resource person at the facility that the clinician can communicate with regarding any immediate patient care issues on the float unit

### ***ID Badge and Other Important Documents***

You are required to wear your CTS ID badge at all times when on duty. If you do not have a badge, please stop by our office to obtain a replacement. Always remember to bring your license/certification/registration and BLS, ACLS card or other advanced certificate with you to each assignment to avoid being sent home.

### ***Facility Orientation***

Orientations are designed to familiarize you with policies and procedures and other requirements. Each facility's orientation differs. The Staffing Coordinator will let you know about the requirements. Please remember to be on time for your orientation, first impressions are lasting. Orientation rates differ at facilities, please check with the Staffing Coordinator about the rates.

We constantly communicate with our clients regarding their staffing needs. It is crucial that we know your availability in order to offer you work. You can let us know about your availability as far in advance as you want by:

- Calling us
- Emailing us at [staffing@rnstaffing.com](mailto:staffing@rnstaffing.com)
- Updating your calendar on *Temp Access*

Once we receive your availability, we schedule you. Please indicate the dates you are available and not available to work. It is very important that you stay in touch with us regarding any changes.

All scheduling must be communicated to our office prior to the start of a shift in order for you to be paid properly. We appreciate you scheduling for additional shifts whenever you are at a facility, but you must notify the Staffing Coordinator when this occurs. Coordinators are available 24 hours a day, 7 days

a week to accommodate you. You are responsible for contacting the office before you work a self-scheduled shift.

Shifts you schedule become your responsibility. Failure to notify CTS means we are not responsible for: (1) payroll errors; (2) late cancellations; (3) you being sent home after you arrive at the facility due to errors on their schedule. We do encourage you to accept assignments from facilities, but **do not forget to notify us!** Call as often as you want.

### ***Dress Code***

First impressions are very significant in our relationships with our customers. Therefore, our expectation is that all employees report to work in clothes that are neat, clean, wrinkle free, without stains and free from holes or tears. In the event that an employee's appearance does not meet our clients dress guidelines, the employee may be asked to return home to change. Please ask the staffers for specifics regarding dress code.

All employees should be well groomed at all times. Hairstyles should be professional, kept neat and clean. Attention should be spent on good grooming habits to avoid offensive odors. Heavy use of colognes and perfumes should be avoided, as many coworkers and customers are sensitive to these fragrances. Fingernails must be clean and properly trimmed and artificial nails should be avoided

Please remember to be on time for your orientation, first impressions are lasting. Orientation rates differ at facilities, please check with the Staffing Coordinator about the rates.

### ***Attendance and Punctuality***

CTS's successful operation in large part depends on the dependability, reliability and regular attendance of each of our employees. You have an important job here and we need you to be reliable and punctual in reporting for scheduled work.

Unscheduled absenteeism and tardiness, whatever their causes are disruptive and place a burden on your supervisor, your fellow employees and our clients and customers. Regular attendance and being ready to work at your scheduled starting time (not just coming in the door then) are simple ways for you to help maintain our commitment to quality and service.

If you will be unavoidably late to work, or absent, please call the Staffing Office. Check with your supervisor when you arrive at work and record the time you actually start working on your time sheet.

Poor attendance and excessive tardiness will have a negative impact on your performance evaluation and may result in disciplinary action up to and including termination.

### ***Employee Cancellations***

We strongly recommend that you do not cancel a shift unless it is a true emergency. Cancellations must be kept to a minimum. Excessive cancellations can result in a Do Not Return status and will affect your ability to be schedule since CTS and its clients track cancellations. It is our policy for you to give at least a 6-hour notice with us if you have to cancel. Since you have the opportunity to select your own

schedule, we expect very few cancellations. We strive to have a reputation for being dependable. Excessive cancellations are subject to disciplinary action up to and including termination.

### ***Late Arrivals***

You are expected to arrive early for your entire shift unless otherwise noted. If you are going to be late, you must call our office immediately. We will notify the client of your expected arrival time. You will be paid from the time of arrival. Excessive late arrivals are subject to disciplinary action up to and including termination.

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

There is no excuse for a *No Call-No Show*. You must call CTS Staffing Coordinators if you are not able to keep an assignment. If you need to cancel a shift, you must speak directly with one of our staffers. *No Call-No Shows* are subject to disciplinary action up to and including termination.

### ***Client Cancellations***

Clients cancel according to their needs. This is their option. The current census or unit acuity level dictates the staffing needs of the client. Clients must cancel two (2) hours before the shift starts. We ask that you give us fifteen (15) minutes to call you. If you are not given a one hour and forty five (45) minute notice of the cancellation, you are eligible for a two (2) hour inconvenience pay. You will not be compensated for your preparation time or travel time. We ask that you understand that emergencies occur at the facilities and the supervisor may not always be able to contact us exactly at the two (2) hour window and we may need to notify a large number of people in a short time.

### ***Disciplinary Action***

Each employee has an obligation to observe and follow the company's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with the orderly and efficient operation, corrective disciplinary measures will be taken.

Disciplinary actions may include verbal warnings, written warnings, suspension, probation and termination. The appropriate disciplinary action will be imposed and determined by CTS management. Please see attached Disciplinary Action policy.

The following are some but not limited to examples of offenses that may be subject to immediate termination:

- Mistreatment of any patient, including verbal or physical abuse. Such incidents will be reported to protective services, law enforcement agencies, regulatory bodies and Boards of Nursing
- Verbal abuse and/or use of profanity, indecent gestures toward employees, supervisors, patients, visitors, etc.
- Dishonest, disrespectful, or threatening behavior toward fellow employees, supervisors, patients, visitors, etc.
- Violation of the Drug and Alcohol Policy
- Stealing from the facility, employees, or CTS

- Falsification of time cards
- Falsification of any facility records, personnel information, or information on the operation of CTS or the facilities we serve
- Possession of firearm, or other dangerous weapons on CTS or our client's property
- Sleeping while on duty
- Starting, spreading, or listening to gossip that may have an adverse effect on CTS or our clients
- Failure to show up for a scheduled shift without notification
- Failure to abide by confidentiality policy
- Harassment of any type
- Failure to observe and abide by safety rules, infection control procedures set by JCAHO/OSHA and our clients
- Any willful neglect or poor judgment in protecting the rights of the patient you care for
- Leaving an assignment while on duty
- Deliberately damaging CTS or client property

### ***Do Not Return (DNR) Status***

If you make a serious clinical error, display unprofessional conduct or behavior, excessively cancel, excessively arrive late, or the facility staff determines that you or your performance is unsatisfactory, they may ask that you do not return to the facility. If you receive two (2) do not return statuses, CTS reserves the right to terminate your employment. When we receive a DNR, you will be notified and an investigation will be conducted. Avoid DNR status – it avoids our ability to schedule you and it is subject to review by regulatory authorities and Boards of Nursing. **A DNR is a serious event!**

### ***Weather-Related and Other Emergencies***

Our employees are considered “essential” personnel. We are concerned for your safety first and foremost. Essential personnel are strongly encouraged to report to work as scheduled if they feel it is safe to do so.

### ***Evaluations***

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CTS evaluations are an integral part in your continuation of assignments. You are evaluated in areas including quality of work, productivity, reliability and professionalism. If you receive a poor evaluation regardless of the nature of the complaint, it will be brought to your attention. Disciplinary action up to and including termination may be applied based on the result of the complaint investigation.

CTS performs several types of evaluations of our clinical employees:

- *Time Card*–In addition to signing each time card, your hospital/facility supervisor is required to answer the question at the bottom: *CTS Employee Performance Satisfactory – Yes or No– “As required by the Joint Commission”*
- *First Shift Evaluation*– Following the first shift at a new hospital/facility, CTS obtains client feedback on your overall performance. In addition, we ask that you complete a First Shift Evaluation. The form can be accessed via CTS's website at [www.RNstaffing.com](http://www.RNstaffing.com) | *Clinical Professionals | Assignment Feedback* or at the following link: [www.RNstaffing.com/clinical/feedback.html](http://www.RNstaffing.com/clinical/feedback.html).

- *Quarterly Evaluation* – CTS strongly encourages our clinical employees to have the hospital/facility supervisor complete a Quarterly Evaluation. The Quarterly Evaluation (included in your *New Hire Packet*) should be given to your supervisor prior to the end of each fiscal quarter. Once completed, the evaluation should be returned to CTS within two weeks following the end of the fiscal quarter so that we may review it and include it in your online personnel file.
- *Annual Evaluation* – The Clinical Liaison will obtain an Annual Evaluation from your hospital/facility supervisor or hospital representative.

## ***Time Keeping and Payroll***

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### ***Payroll Hours of Operation***

Payroll hours of operation are 8:30am to 5:00pm, Monday through Friday excluding major holidays. You can fax or email your time card anytime. It will be processed during normal weekday business hours.  
Payroll Phone: 703-354-4955; Payroll Fax: 703-354-9727

### ***Pay Week***

Our workweek begins on Sunday and ends on Saturday. All employees are paid based on the option they choose. We offer the following payroll options:

- Daily Pay (pick up or mail checks)
- EZ Pay (daily direct deposit onto a debit card)
- Daily Direct Deposit (time records must be received each business day by 4:45pm in order to be processed same day, as long as the shift is completed). Note: Direct deposits are processed and turned into our bank daily but may take up to two days for the direct deposit to arrive at your bank due to bank processing.

Please include your preferred method of payment on your time card.

Paystubs will not be mailed out. They can be viewed on the Temp Access website at the following link: [www4.securetss.com/contemporary/tempaccess](http://www4.securetss.com/contemporary/tempaccess). For more information on Temp Access, contact Payroll.

### ***Time Cards***

All employees must record their actual hours worked on his/her CTS time card. The time card must be complete, legible and signed by you and the hospital/facility supervisor in order to get paid. Incomplete time cards will not be paid! Time cards will not be paid until the shift you worked is completed.

You may submit as many time cards (shifts) to payroll as you wish; however, two checks per person per day will be issued as a courtesy to the many other clinicians waiting to be paid. You must write *separate* on each time card submitted.

If you notice your supply of time cards is low, please contact payroll. We can mail, fax or email you time cards or you may stop by the office and pick additional ones up.

In addition to signing each time card, your hospital/facility supervisor is required to answer the question at the bottom: *CTS Employee Performance Satisfactory – Yes or No – “As required by the Joint Commission”*.

If you are going to be late leaving the facility or cannot take a break, you must notify the hospital/facility supervisor ahead of time to get approval. The hospital/facility supervisor must initial the time card in order to be paid. You will not be paid for signing in early to a shift unless the hospital specifically requests it and sends over written approval. For example, you may not sign in at 6:45am for a shift scheduled for 7am.

If you are a specialty nurse and float to a non-specialty area, you must have the hospital/facility supervisor approve the specialty pay rate. The approval must be documented on your time card and initialed by the hospital/facility supervisor. Time cards include floating section on the lower right side – *Floating: Hospital understands this specialty clinician has agreed to float to non-specialty unit. The hospital will be billed specialty rates and the clinician will be paid specialty rates. Supervisor initials: \_\_\_\_\_*. If you do not provide documentation of the approval, you will be paid at the non-specialty rate.

### **Overtime**

Occasionally, it will be necessary for each of us to work extra hours in order to meet our clients and patients' needs. You will be paid at one and one-half times your regular rate of pay for hours actually worked over 40 in a workweek. Overtime must be recorded on your time record. When calculating overtime, only actual work time is counted.

### **Holiday Pay**

CTS offers time and one-half pay on some holidays. The eligibility for holiday pay is dependent on whether or not the day in question is considered a holiday for that particular facility. Please check with the Staffing Coordinator prior to scheduling to see if you will be eligible for holiday pay.

Our offices are closed on the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas Day

We close early on Christmas Eve and New Year's Eve. We reserve the right to close our offices and/or payroll department at any time for any reason.

### **Payroll Deductions**

Federal, state and local income taxes and social security payments, all required by law, are deducted from your earnings. Often these deductions may change as they are affected by changes in the amount you earn, by legislation and by the number of dependents you declare. Also, if you have additional deductions you have authorized (e.g. health insurance, etc.), these will be automatically deducted from your paycheck.

## **General Policies**

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### ***Equal Employment Opportunity***

CTS supports and is committed to equal employment opportunity for all personnel. This means that this Company will make all employment decisions, including all decisions to hire, recruit, train or promote, based on its determination of whether an individual has the required skill, ability, experience or other qualifications to perform the essential job functions.

CTS does not discriminate against applicants or employees because of race, creed, color, national origin, ancestry, age, marital status, sexual orientation, genetic information, sex, liability for service in the Armed Forces of the United States, nationality or any other category protected by applicable law. This policy applies to all terms and conditions of employment, including, but not limited to, recruiting, hiring, training, promoting, termination, leave of absence, compensation and benefits and all other personnel actions and conditions.

### ***Conflict of Interest***

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Transactions with outside agencies, firms or vendors must be conducted within a framework established and controlled by the CTS President. Business dealings with outside agencies, firms or vendors should not result in unusual gains for those agencies, firms or vendors. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific approval of the President.

Personal gain may result not only in cases where an employee or relative has a significant ownership in an agency, firm or company with which CTS does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving CTS.

No *presumption of guilt* is created by the mere existence of a relationship with an outside agency, firm or vendor. However, if an employee is a stakeholder in an agency, firm or product; or has any influence on transactions involving purchases, contracts, leases, etc., it is imperative that he/she disclose to the CTS President as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

### ***Discrimination and Harassment – ZERO Tolerance***

CTS has **zero tolerance** for discrimination and harassment of any kind directed toward anyone associated with CTS, including, but not limited to customers, vendors, service providers and employees.

CTS prohibits discrimination, mistreatment and/or harassment of individuals based on:

- Disability
- Race
- Creed
- Color
- National origin
- Ancestry
- Age
- Marital status
- Sex
- Liability for service in the Armed Forces of the United States
- Nationality
- Or any other category protected by applicable law.

This list is not all-inclusive. Unlawful discrimination, mistreatment or harassment of anyone in any way associated with CTS is prohibited. Because CTS takes allegations of unlawful discrimination, mistreatment and harassment seriously, we will respond promptly to complaints of such behavior by conducting an investigation and, where it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary.

### ***Drug-Free Work Place and Substance Testing***

CTS has a legal and ethical responsibility to provide a safe environment for both patients and employees. CTS is committed to establishing and maintaining a drug free workplace. The abuse of alcohol, prescription drugs and illicit substances is strictly forbidden and inconsistent with our mission. We do pre-employment, reactivations, random, post-accident/ incident drug testing at our discretion and every anniversary date annually, as well. Any violation of this policy will result in termination.

We also recognize that some employees must take physician or licensed practitioner prescribed medications. However, if these medications adversely affect job performance and personal safety, or the safety of other individuals in the work place, you will not be allowed to work while under the influence. It is your responsibility to report your use of any potentially impairing prescription drugs to your supervisor.

### ***Smoking and Tobacco Use***

Smoking and/or tobacco use in most of our facilities is prohibited except in specifically designated areas. Please follow the policy of each facility. Please see your supervisor for the designated smoking area.

### ***Employee Benefits***

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CTS strives to provide equitable and cost-effective benefits for our employees. We reserve the right to change, add, eliminate, or modify any employee benefits. Employees will be notified of such changes.

Upon successfully completing the appropriate waiting period of each benefit, CTS will provide information describing your benefits in more detail.

We offer a comprehensive benefits package to our employees based on eligibility. As your employer, we are responsible for withholding taxes, matching social security according to federal guidelines, deducting Medicare and issuing W2 statements. We also maintain workers' compensation and liability insurance for all employees. We offer the following benefits to eligible employees (as well as many others):

- Health Insurance
- Long Term Disability
- Short Term Disability
- Life and Accidental Death & Dismemberment Insurance
- Dental, Vision and Prescription Plan

### ***Health Insurance Continuation***

If you are covered under our health insurance plan, there are a few things you need to know about continuation rights under certain provisions of the federal Consolidated Omnibus Reconciliation Act (COBRA). If you become ineligible for benefits due to reduction in hours or if your employment is terminated for any reason (except gross misconduct), you may continue your health insurance by paying our group rate premium for up to 18 months (29 months if disabled).

There are many details explaining how this law works, so please contact the Benefits Administrator if you have any questions. It is your responsibility to notify us if a currently covered family member becomes eligible for continuation of coverage. If you fail to notify us on a timely basis, their right to continue coverage may be lost.

### ***Employment At-Will Statement***

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The employment relationship that exists between CTS and each of its employees is Employment-At-Will. Under this relationship, any employee is free to end his or her employment with CTS at any time, for any reason, with or without prior notice. Likewise, CTS may, at any time, decide to end an individual's employment with or without cause or prior notice, at its sole discretion. Neither this handbook nor any other written or verbal communication by a supervisor or management is contracts of employment or promises of any kind by CTS. Only the President of CTS can make representations altering the At-Will relationship and such representations must be in writing. CTS reserves the absolute right to terminate an individual's employment at any time for any reason.

### ***Conclusion***

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Hopefully you will find this handbook of value. If you have any questions, please contact us. We sincerely hope that you will have a prosperous and happy association with CTS.

## ***Employee Acknowledgement Form***

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I understand that this employee handbook describes important information about ConTemporary Healthcare Solutions, Inc. (CTS) and that I should consult my supervisor, Director of Nursing, or CTS President regarding any questions not answered in this handbook.

I understand that the copy of the handbook I receive as noted on the date below supersedes all other employee handbooks or employment policies and practices that may have been in use prior to this edition. Since provisions of this handbook are subject to change, I further understand that revisions to it may supersede or eliminate one or more existing policies and/or benefits and that all such changes will be communicated through official notices.

Unless I have an individual written employment contract, I understand that my employment relationship with CTS is voluntarily entered into, that I may terminate my employment at any time. I believe such action to be appropriate and that the Company retains the same right to terminate my employment when it believes such action to be appropriate, with or without cause or notice.

I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received, read and understand the policies contained in this handbook and will read any revisions made to it in the future.

- Mission Statement \_\_\_\_\_
- Core Values \_\_\_\_\_
- Professionalism and Good Citizenship \_\_\_\_\_
- Code of Ethics and Good Practices \_\_\_\_\_
- Clinical Support 24/7 \_\_\_\_\_
- Healthcare Professional Complaints \_\_\_\_\_
- 2011 National Patient Safety Goals \_\_\_\_\_
- HIPAA/Confidentiality \_\_\_\_\_
- Clinical Incidents and Sentinel Events \_\_\_\_\_
- Work Related Injuries/Exposures \_\_\_\_\_
- Workers' Compensation \_\_\_\_\_
- Emergencies and Disasters \_\_\_\_\_
- Credentials and Compliance \_\_\_\_\_
- Scheduling and Cancellations \_\_\_\_\_
- Attendance and Punctuality \_\_\_\_\_
- Floating \_\_\_\_\_
- Facility Orientations \_\_\_\_\_
- Dress Code \_\_\_\_\_
- Do Not Return Policy \_\_\_\_\_
- Payroll Policies \_\_\_\_\_
- General Policies \_\_\_\_\_
- Benefits \_\_\_\_\_

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Employee's Signature

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Date