

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, no 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.

