



POLICY AND PROCEDURE MANUAL

**16 E Main Street Forsyth, GA 31029
Office 478-874-0075/800-732-2346 Fax 478-874-0040**

3/1/19

Staff Relief, INC. will be known as SRI in this policy/procedure manual.

Discrimination

SRI does not discriminate against Age, Race, Religion, Sex, or National Origin.

- **Age:** The Discrimination in Employment Act prohibits discrimination against workers who are 40 years of or older. The law applies to all private employers with 20 or more employees, employment agencies and certain labor unions. Georgia law provides it is a misdemeanor to discriminate in hiring and employment against individuals between the ages of 40 and 70.
- **Race, Religion, Sex, or National Origin:** Title VII of the Civil Rights Act of 1964 prohibits discrimination (any adverse employment action) by employers of 15 or more employees, employment agencies and labor organizations on the basis of race, color, religion, sex or national origin. Section 1981 prohibits discrimination against employees based on their race.
- **Retaliation:** The law prohibits employers from retaliating against their employees for asserting their rights to be free of discrimination.
- **Sexual Orientation:** There is currently no Federal or Georgia law prohibiting discrimination against employees based on their sexual orientation.
- **Disability:** Employers are prohibited from engaging in discrimination against qualified individuals with a disability by the Georgia Equal Employment for People with Disabilities Code, The Rehabilitation Act of 1973 and the Americans With Disabilities Act of 1990. A “qualified individual with a disability” is an individual who possesses the requisite skills, experience, education, and other job-related requirements of the position and who can perform the essential functions of the job with or without reasonable accommodation. An “individual with a disability is a person with a physical or mental impairment which substantially limits one or more major life activities, has a record of such impairment or is regarded by the employer as having an impairment. The determination of whether a person is “disabled” should be made with reference to measures that might mitigate that individual’s impairment, including medicine or

eyeglasses. Typical “major life activities” are caring for oneself, performing manual tasks, walking, hearing, speaking, breathing, learning and working. “Reasonable accommodations” might include making existing facilities accessible to the disabled, restructuring jobs, reassigning work or otherwise modifying schedules, or revising employment tests. An employer is not required to create a job that does not already exist. An accommodation is not reasonable where it would cause the employer undue hardship (significant difficulty or expense).

- **Employment At Will:** Georgia recognizes the doctrine of employment at will. Employment at will means that in the absence of a written contract of employment for the defined duration, an employer can terminate an employee for good cause, bad cause or no cause at all, so long as it is not an illegal cause.
- **Pregnancy:** The Pregnancy Discrimination Act prohibits discrimination because of or on the basis of pregnancy, childbirth, or related medical conditions. Women affected by pregnancy, childbirth, or related medical condition shall be treated the same for all employment-related purposes, including the receipt of benefits, as other persons not so affected but similar in their ability or inability to work.
- **Family and Medical Leave Act:** The FMLA requires that employers with 50 or more employees, who are employed within a 75 mile radius, provide eligible employees with up to 12 weeks of unpaid, job-protected leave each year to care for a newborn or newly adopted or foster child; to care for a seriously ill child, spouse or parent; or require employee’s own illness.
- **Equal Pay:** The equal Pay Act and Georgia law prohibits employers to pay different wages to men and women who are performing equal jobs.
- **Bankruptcy:** General federal law prohibits discrimination in employment decisions against people who have declared bankruptcy.
- **Garnishment:** Garnishment is a court-ordered collection method available to creditors. Once the creditor files the garnishment papers, an employee can challenge the validity of the garnishment and the amount. Employers can also challenge the garnishment, but they must file an answer within 45 days of the date of garnishment notice. If an employer fails to file the required answers, the creditor can seek a judgment against the employer for the full amount of the employee’s debt. An

employer may not discharge an employee on the basis that the creditor is garnished the employee's wages.

- **Fair Credit Reporting Act:** Employers have specific duties when using a consumer credit report for hiring or employment purpose. An applicant or employee must give written consent to the employer before the employer obtains a credit report. Additionally, the employer must provide the employee or any adverse action base on the credit report.
- **Immigration:** The federal immigration law requires employers to complete an INS form I-9 to verify each employee's authorization to work in the U.S. The law establishes fines and criminal penalties for the employers that knowingly hire unauthorized aliens. The laws also establish procedures for hiring on a temporary or permanent basis certain aliens, including skilled workers and professionals in occupations with shortages of qualified U.S. workers.
- **Jury Duty:** It is illegal to discharge or in any way penalize an employee because the employee is absent for the purpose of attending a judicial processing in response to a subpoena, summons for jury duty, or other court order.
- **Military:** Under federal and Georgia law, an employee who leaves a position to perform state or federal military service must generally be restored to his or her previous position or a like position.
- **Safety and Health:** Under the Occupational Safety and Health Act, employers have a specific duty to comply with all applicable safety and health regulations and a general duty to maintain a place of employment that is free from recognized hazards that can cause death or serious physical harm to employees.

Scheduling/Time Slips:

- **Lunch Breaks:** It is mandatory that you take a lunch break.
- **Late Call:** Arrive at the appropriate time; if you see you are going to be late you must call the SRI ASAP. Someone is on call 24/7.
- **Scheduling:** If you schedule yourself with any of the facilities, please give SRI a call or write it down and fax it to SRI @478-974-0040, so there will no confusion in your scheduling with SRI or the facility. It is YOUR responsibility to call and give SRI your availability.
- **Refusal of Shifts:** Due to the fact that SRI is a Temporary Agency and work is PRN. We cannot guarantee a set number of hours. It is your responsibility to either have a full-time position with another company or sign up with more than one temporary agency. When assignments are offered and you refuse the assignment, this is not cause for you to draw unemployment.
- **Cancellations:** Three (3) cancellations in sixty (60) days will be an Automatic Termination. Only extreme circumstances will be considered. DO NOT book a shift that you can not work. Canceling makes the nurse and the agency come across as unreliable. You must notify the on-call person of any cancellation a minimum of 2.5 hours ahead of the scheduled start time for the shift. So be considerate and call if there is any possibility that you may not report as scheduled.
- SRI recognizes that sometimes emergency do occur. We will assist you in trying to find a replacement.
- The facilities are to cancel with in two (2) hours of the shift beginning. The on-call person has 15 minutes to call you after receiving the call. We do give the facility a 15-minute window.
- If you are a NO SHOW for other than a medical emergency. You will be put on probation or terminated with a fee. SRI has to pay complete restitution for the shift, this cost will be passed on to you these average \$600.00.
- **Time Slips:** It is your responsibility to make sure that a copy of the time slip is left at the facility. Please comply with this rule or you will not be paid for your shift. The correct way to fill out a time slip is on the following page.



STAFF RELIEF, INC.

"TEMPORARY MEDICAL PERSONNEL"

16 East Main Street • Forsyth, GA 31029

Office: 478-974-0075 • 800-732-2346 • FAX: 478-974-0040

Office Hours - Mon. thru Fri. 9:00 a.m. - 5:00 p.m.

After Hours & Weekends: Answering Service on Duty 24 Hours Per Day

Date: _____

Ck. # _____

Facility Name _____

Facility or Client _____

Address _____ City _____ State _____ Zip _____

Your Name and Title _____

Name of Employee _____ Classification _____

DAY OF WEEK	DATE	TIME STARTED	TIME ENDED	HOURS WORKED MINUS MEALS	MEAL TIME TAKEN	TRAVEL OVER 50 MI. ONE WAY	AREA WORKED	SUPERVISORS SIGNATURE
		CALL TIME STARTED	CALL TIME ENDED	CALL BACK TIME START	CALL BACK TIME END	TOTAL CALL HOURS	TOTAL CALL BACK HOURS	

The day you work →

The Date you work →

The time you start →

Make sure the supervisor Signs here or you will not get paid

The time your shift ended →

Exact hours worked minus 30 minutes lunch break →

Put the area you worked

I certify that the hours shown are my total hours worked during the week and that they were properly verified by the Supervisor.
I also certify that I did not incur any injuries during these assignments. If I did sustain an injury I have submitted a completed workman's compensation form to STAFF RELIEF with this time slip.

EMPLOYEES SIGNATURE _____ DATE _____

WHITE - Staff Relief Copy
YELLOW - Staff Relief Copy

TIME SLIP FORM

PINK - Employee
GOLD - Facility or Client

Your Signature

Put 30 mins lunch unless supervisor approves no lunch then they must initial this BOX

Exact Miles to Facility do not put yes or no

Date you sign

- Another agency nurse is NEVER allowed to sign time slip
- **Unless a supervisor signs that no lunch was taken 30 minutes will be deducted for a lunch break.**
- Time slip must be signed, or you will not be paid.

Pay:

- SRI pays every Monday.
- No direct deposit will be processed after 3:00 pm.
- All employees must notify the office of time worked by 10:00 A.M. in order to be paid that day.
- All payroll disputes must be resolved during normal business hours (0830-1630 M-F).
- No overtime will be paid unless it is approved by facility supervisor. Henry General will not pay for any shift that is over 12 hours. If your relief nurse does not show up in a timely manner call the supervisor and make them aware of this.

Release of Criminal Records:

SRI will examine any and all criminal records and arrests on the file in all counties and the state of Georgia or any other state. In doing so, you will waive your rights of confidentiality concerning your criminal history. This includes release upon request to any facilities to which you may be sent as a staff person

Orientation at Facility: Be advised that SRI is not reimbursed for medical staff orientation at any facility. You must agree to work three 12-hour shifts in return for SRI sending you for orientation. Be advised that if you only attend the orientation and not fulfill the agreement, we will pursue other avenues to recoup the orientation fee. If you do not complete orientation as assigned, you will not be paid for time spent at orientation. It is your responsibility to read each facilities policy and procedures.

As you go to the different facilities (Hospital/Nursing Home) you will be given an orientation pack, which must be completed before you attend orientation at the facility. This packet will include the facilities policies and procedures, etc.

SRI follows JACHO’s policy and procedures (see example below). These are updated yearly.

I have received, read, and understand the following Information:					
	Mo	Mo	Mo	Mo	Mo
	—	—	—	—	—
	—	—	—	—	—
	—	—	—	—	—
	—	—	—	—	—
1. Fire Safety in a Health Care Facility					
2. Electrical Safety in a Health Care Facility					
3. Patient Lifting, Moving, and Restraints					
4. Universal Precautions					
5. Yearly National Safety Goals					
6. About Hazardous Materials					
7. Infection Control					
8. About Blood Borne Pathogens, Hepatitis, Aids					
9. HIPPA					
10. Age Appropriate Care					
11. N95 Respirator Fitting and Training					
12. Cultural Diversity and Sensitivity					

Signature of Employee

Signature of Witness

Medication Documentation: It is imperative that we follow standard rules regarding medication documentation. The policy of the pharmacy department of any hospital is if you do not document on your medication administration record and your controlled substance record it is considered a medication error. DEA is to be notified of all medication errors. SRI is sure no-one wants to deal with the government and the possibility of jeopardizing your license. It is your responsibility to double check your documentation. Take five minutes at the end of the shift and verify that all medication has been signed out appropriately. If a medication error has occurred, you must correct the medication error within 24 hours. Remember good nursing documentation prevents you from being sued in the end.

If you choose to take a permanent position with one of the facilities where SRI had placed you as our employee, A THIRTY (30) DAY WRITTEN NOTICE MUST BE GIVEN. Stating your intentions. During this thirty (30) day period, SRI will charge the client for your services.

If SRI places you in a facility first and you chose to go through another agency to the same facility. A thirty (30) day notice must be given and during that time you must continue to work through SRI. If you chose not to comply with this agreement you will be charged for the time you worked during the thirty (30) day period with the other agency.

Drug Screen Authorization and Consent:

- It is the purpose of SRI to help provide a drug free environment for our clients and our employees. With this goal and because of the serious drug abuse problem in today's workplace, we are establishing the following policy for existing and future employees of SRI.
- SRI explicitly prohibits the use/possession/solicitation or sale of legal or illegal drugs, alcohol or prescription medications without a prescription on company or customer premises or while performing an assignment.
- SRI explicitly prohibits being impaired or under the influence of legal or illegal drugs or alcohol off the company or customers premises that adversely affects the employees

work performance, his or her own or others safety at the workplace or employee's reputation.

- This policy and authorization have been explained to me in a language I understand and I have been told if I have any questions about the test they will be answered. I understand this is a legal and binding document which is binding because SRI is sending me for the examinations and paying for it.
- Pre-employment may be required by client.
- SRI will require drug screen testing whenever an on the job accident or injury is reported in accordance with SRI's injury policy. Your refusal to submit to drug screening will result in immediate termination.
- A random selection of some employees for testing will be done unannounced.
- When it is the SRI's belief that a drug problem exists (such as evidence of drugs, accidents, injuries in the workplace, fights or other behavioral symptoms or signs of drug abuse, negative performance patterns, excessive absenteeism or tardiness) for because testing will be utilized.
- Employees who refuse to submit to drug testing, test positive or admit to substance abuse will be subject to termination and other appropriate actions as mandated by applicable state and federal law. SRI must contact Board of Nursing.
- Employees of SRI who test positive or admit to substance abuse may be referred to local public agencies that provide rehabilitation and counseling services
- The results of all drug testing will be treated confidentially except as otherwise stated herein.

Policy: The following infractions will be cause for possible probation or removal from the registry of Staff Relief, INC.

- Disclosing confidential information
- Poor job performance
- Using facility phone for personal calls.
- Sleeping on duty
- Shouting, horseplay, or profane language
- Failure to observe facility rules and regulations

- Verbal or physical abuse of patients, visitors, fellow contractors of facility staff.
- Stealing, using or willfully destroying or damaging any property of the facility, its patients, visitors, or personnel.
- Reporting to work while under the influence of alcohol, narcotics, or un-prescribed drugs.
- Willful gross negligence in performance of assigned duties.
- Fighting
- Gambling
- Falsifying records
- Failure to report facility for assigned shift without notifying the office or facility
- Participation in discrimination practice or sexual harassment involving patients.
- Repeated failure to complete assigned shift.
- Abandoning your assigned patient(s) without the proper notification to the client facility or SRI
- Not contacting the office each week to update availability or after completing along term assignment.
- DO NOT take gifts or money from clients or patients.
- DO NOT discuss finances with the clients or patients
- No cell phones in facilities.
- Not answering phones in a professional manner
- Chewing gum when dealing with patients, visitors, physicians, or other nurses.
- Not wearing name badges with picture ID while on duty with name side showing

Dress Code:

- Each facility has standard uniform colors, if unsure ask SRI.
- If in doubt wear white uniforms.
- White or neutral hose with dresses and white socks or white hose are to be worn with pants. Socks may not be worn with dresses.
- White all leather shoes with non-skid soles must be worn. Shoes must be kept clean and polished at all times; tennis shoes or crocs are ok to wear.
- Moderate make –up. One set of rings per hand. No more than two earrings per ear and no longer than ear lobe may be worn.
- No excessive jewelry, no necklaces.

- Hair must be neat and clean at all times. Long hair must be tied back to avoid dangling in patient face.
- Nails are to neatly groomed and clean. Neutral or light nail polish may be used. No loud colors: gold, green, purple, red etc. No false nails are allowed or nail decorations.
- Beards must be kept neat and trimmed.

Injuries on the Job: Should you suffer any injury while performing your duties, however it may seem, you must immediately report this injury to your supervisor. The supervisor will then complete an Employer's First of Injury and furnish this to the Workers Compensation carrier, or self insurer claims office, within 5 days of injury. This Workers Compensation notice also lists the names, addresses, and phone numbers of the physicians from whom you must seek treatment for your injuries. You may make one change from one physician on the Panel to another physician on the Panel without permission. However, further changes in treatment require permission of your employer/insurer, self insurer claims office, or the State Board Workers Compensation.

In case of an emergency, you should seek emergency care from the nearest hospital emergency room. However, all follow-up care should be rendered from a physician on the Panel of Physicians. Failure to seek treatment for your job-related injuries from the Panel of Physicians may jeopardize payment of your medical bills under Worker Compensation law, and you may be personally liable for payment of your unauthorized medical treatment

Credential: It is mandatory that your credentials be kept up to date. It is your responsibility to keep the following credentials up to date: License, Certificates, Health Exam, TB, CPR, ACLS, etc. Every year the first week of February and August we will expect you to provide your latest updated information. If your CPR is outdated SRI will try and arrange a class. Your cooperation in this matter is appreciated.

Healthcare Associate Authorization to Release contents of Personnel File.

1. SRI has a contractual agreement with the facilities to maintain the information of your file. The facility will keep your files confidential and secure with access being limited to authorize individuals named

by title and need to know in a manner consistent with facility policy on handling similar documents for its own employees. However, without your authorization and consent we will not release this information to the facility.

2. If you would like to be considered for assignment at a facility the following items are required to be released and available at the work site.

Authorization to Release Enumerated Contents of Personnel File

I hereby authorize SRI to release all information indicated under Section 2 above to: (name of facility)

This authorization shall remain in force until I revoke it in writing:

Healthcare Associate Signature _____ Date _____

SRI Representative Signature _____ Date _____

Pre-Orientation Check List:

- Orientation Date: _____
- Resume _____
- Professional license/Certification _____
- BCLS/ACLS/NRP/PALS _____
- Skills Checklist _____
- Competence Exams _____
- NetLearning Transcripts (GMC only) _____
- Physical (Annually) _____
- TB or Chest X-Ray _____
- Hepatitis B – Titer _____
- MMR Titer _____
- Varicella Titer _____
- Drug Screening _____
- Criminal Background _____
- TB Mask Fitting _____
- HIPAA _____
- JCAHO _____
- Age Specific Test _____

Sentinel Event protocol and policy:

During your orientation at each facility please review their policy. It is your responsibility to understand and follow the policy of the facility that you are working at and to report to the appropriate person if an event has occurred. The facility has guidelines on how each event is to be handled. You must request that your Agency be made aware of the event so that risk management at Staff Relief can follow the guidelines of the Facility. You will be asked to come into the SRI and give a detail account of the occurrence which will be reviewed by Risk Management. SRI will also work closely with the facility and respect their request to formulate a satisfactory outcome.

Questions on issues or concerns and who to direct those too.

Staff Relief Inc policy is that if you have an issue at any facility report the problem to the charge nurse, if that person ignores your request or concerns contact the appropriate supervisor. If this is not resolved, you are to call the Agency and we will determine if we need to intervene.

Office issues should be directed towards the Staffing Coordinator if that person cannot resolve the issue then talk to Humane Resource or if it is financial talk with the bookkeeper. The final person to contact if there is no resolution is the CEO of Staff Relief Inc. Our belief is that we are a team and will work with you to have a satisfactory outcome.

SRI follows JCAHO policy and procedures. You will be provided information and a form to complete. **Conflict of interest:** All Staff Relief employees considering another position separate from Staff Relief must ensure that there is no conflict of interest with their responsibilities to the client or agency. Employment elsewhere is not forbidden, before accepting a position, the employee will evaluate the offered position for a conflict of interest with his/her duties of the agency.

Floating and pulling policy: Nurses shall not be required to change areas unless, they are clinically competent with their skills and experiences are considered and they are given notice of the

said changes. Nurses that have been scheduled as an " Exclusively ICU Nurse" or some other notation that indicates an understanding shall be allowed to remain where scheduled. Nurses cannot refuse to be pulled to an area where they are deemed to be competent.

Reporting to JCAHO: All Staff Relief employees are encouraged to contact a member of our office staff to resolve any issue or complaint at the corporate office by stopping by or calling (478)974-0075. A staff member will work with you to resolve your concern. If for any reason you are dissatisfied with the resolution, please contact a corporate officer at the same location. If you have concern about the quality and safety of the patient care delivered by a Staff Relief Healthcare Professional, which has not been addressed by Staff Relief management, you are encouraged to contact the Joint Commission at www.jointcommission.org or by calling the office of Quality monitoring at (630)792-5636.

