



*health*staffing

Connecting employers with health professionals

Orientation To Health Staffing

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WELCOME TO THE HEALTH STAFFING FAMILY

You are an important member of a fast growing and respected Health Care company. Health Staffing boasts a diverse multi-cultural complement of staff with ties to each of the major continents of the world. Our staff members have experience in acute hospital settings, multi-level care facilities, extended care units, psychiatric programs, and residential settings. We have staff working at every level throughout British Columbia and our services include staff replacement, companion care, instruction at universities, colleges, and on-site, security, administration, and consulting.

As a member of our team, you have the opportunity to grow with our company, learn new skills, challenge yourself in exciting new ways, and become connected to the community. Keep an eye on our regular company newsletter for information on upcoming social events as well as in-services and roundtables offered in our offices. Also, be sure to setup a time to meet with our Director of Care and map out your career goals. At Health Staffing, we want to play a strong and supportive role in helping each of our staff members reach their personal career goals.

As an organization, we are constantly trying to improve our company and the services that we deliver. To this end, we encourage you to give us your feedback and suggestions regularly. If you think we can do something better, we invite you to help us make that change. With your help, we can continue to provide superior service to our clients and staff.

Vision and Mission Statement

Our vision is *“Balanced Healthcare for a Diverse Society”*

Our mission is to *“facilitate effective use of healthcare resources worldwide.”* We will achieve this mission through providing a broad range of health services to a broad range of customers and building a self-sustaining organization.

In the area of nursing, we aim to build our company into a “Nursing Gateway,” a one-stop way station for nurses in their pursuit of career opportunities, be they in Canada or around the world, be they in hospital, geriatric, or community settings.

In the area of health care staffing, we aim to provide a full range of work options, support, education and resources for staff, clients, and communities.

Philosophy

We believe that our corporation is made up of individuals and that each member of the company has responsibilities towards the company and the company as a whole has responsibilities towards each of its members.

Health Staffing believes that aligning individual and organizational goals will achieve the best results for everyone and that by working as a team we will achieve better results than by working individually.

We believe that success includes our provision of value to our community, including volunteerism as well as quality of service. We wish to ultimately have a positive and measurable effect on our community and upon the world.

Your First Shift

- When accepting shifts, repeat dates and times with the scheduler to avoid misunderstandings
- Report to the person in charge at the facility to ensure they know you are present.
- Get your Time Sheet Signed as proof you did your shift
- While on Duty conduct yourself as a member of the facility staff. If a visitor asks you a question that you cannot answer, just direct them to someone who can. Do not say that you are from an agency – that is not what the visitor needs. They simply need an answer to their question. You can say that you are a casual and not as familiar with the facility as they might need.

Cancellation of Shifts

- Some of you may be sharing your timetable between Health Staffing and another employer. Do not accept a shift with Health Staffing if you feel that you might be pressured into a conflict between employers. The rule that applies is if you accept a shift with Health Staffing you are committed to that shift
- It is not acceptable for you to cancel an accepted shift just so you can work somewhere else for another employer
- If a conflict occurs, contact the scheduling office. Our schedulers might be able to make a substitution
- No shows will not be paid and may affect your future bookings
- Do not cancel unless you are ill or have family emergency
- Cancelling puts facility at risk = working short
- Cancelling with short notice becomes a cost to the agency and usually results in overtime costs to the hospital or facility
- Makes you and the agency look unreliable

Once a shift is accepted it is critical that you make every effort to fulfill the shift. Remember that our company has been called for each shift because the client hospital has already exhausted all their resources. Therefore, if we do not complete the shift, there is usually no one else to cover that shift.

We recognize that unforeseen circumstances may arise beyond anyone's control that interferes with the performance of an accepted shift. In those instances, please ensure that as much notice as possible is provided to our scheduling office.

Usually, some repercussions result from cancelled shifts. For example, if the cancellation occurred just prior to the start of the shift and our company cannot cover it with someone else, then we are typically bound to pay a penalty to the client facility to cover their unexpected overtime costs. If too many cancellations occur, then certain customers might decide not to schedule shifts with us in the first place. If a staff member cancels too many shifts without reasonable notice, our scheduling office might decide that we can no longer risk scheduling that staff member for fear of financial loss or loss of the customer.

Facility Change

- After accepting a shift at one facility, you may be asked to work at a different facility
- We only ask if we have no other option
- We appreciate your cooperation

Facility Cancellation and Double Booking

When a facility cancels after a confirmed booking you are entitled to compensation based on the specific circumstances:

- This situation is out of our control
- Sometimes a facility double books by accident
- Typically, facilities must use their staff and casuals prior to assigning agency staff. Sometimes facility staff act too hastily and call the agency before following the proper procedures and when discovered must assign one of their own staff members.
- If the shift is cancelled while you are en route, before the start of the shift you are entitled to 2 hours pay
- If you arrive and are sent home prior to working = pay minimum 2 hours
- If you begin the shift, sign in and are sent home = pay minimum 4 hours

In all these instances **DO NOT LEAVE THE FACILITY WITHOUT FIRST CONTACTING THE DUTY SCHEDULER.**

- We might have an alternative assignment for you to go immediately.
- The facility might have an alternative assignment for you

Late Arrival to a Facility

- Late arrival can be arranged prior to your accepting the shift. For example: you are finishing a shift at one facility and need travel time to get to our assignment
- Inform our duty scheduler immediately
- Inform scheduler of your ETA (estimated time of arrival)
- Sign in for the actual time started, not time you were supposed to start

Leaving Early from a Facility

- Arrange before accepting the shift
- If it is a last-minute emergency – do not leave until cleared by the duty scheduler

Staying Late and Overtime Protocol

The need for overtime arises from time to time. For example, a Nurse cannot leave their unit until the relieving Nurse arrives and the shift hand-over can take place. To be valid and payable, any overtime must be approved prior to or at the instance it is required by the facility authority (Director of Care or Nurse in Charge). The scheduling office must also be notified as soon as possible. Failure to do so will result in no compensation for extra hours worked. *Rate details listed below.

- Must be authorized by the facility when it occurs
- Must be communicated to our scheduling department
- You must ask person in charge prior to staying late, or we cannot pay you

Last Minute Bookings

- You may be asked to work as early as one hour prior to shift
- You may be asked to work when the shift has already started
- It is very much appreciated if you can help us with these bookings

Advanced Bookings

- Submit your availability in advance and as soon as possible to take advantage

Orientation

Our policy is to arrange orientations for staff prior to assigning shifts to them. Orientations may vary in length and complexity between institutions. The duty scheduler will coordinate orientations.

- Orientation shifts will be paid upon completion of two full regular shifts
- Each orientation shift must be recorded on your Time Sheet and signed

Dress Code

Our Clients have varying dress codes. Most will require uniforms, but some residential facilities encourage a home-like atmosphere where staff members wear presentable casual attire.

Recommendations:

- Nursing Scrubs are highly recommended
- Jeans, shorts, and sandals are not permitted
- Short sleeved shirts for both male and female staff
- Shoes or sneakers with closed heels and toes

Orientation to each facility will indicate which dress code applies.

Name Tags must be always worn during any shift. These will be given to you prior to your first shift.

Appearance and Hygiene

Hair should be well controlled and if necessary, pinned with a plain hair clip. Mustaches, beards, and sideburns should be of a length, which may be completely controlled by a mask. The only jewelry acceptable will be small plain studs worn in pierced ears and one smooth surfaced finger ring. Neck chains are not to be worn, as they may constitute a safety hazard. Fingernails should be short, rounded and well groomed. Clear nail polish is recommended.

Wash uniforms regularly and use deodorant of a mild or non-scent brand. Heavy scents from perfume or aftershaves are not permitted. Chewing gum also not permitted.

Note: Extensive hand washing throughout your workday has been proven to prevent the spread of diseases by over 50%.

Vaccine and Immunization Protocol

A TB test is required from all staff members. Proof via PPD skin test or chest x-ray must be submitted to the office. This test may not be more than 180 days old from hire date. Hepatitis B and flu vaccines are highly recommended. The BC Government have established standards for flu season. Staff must adhere to the established guidelines.

Outbreaks

We expect each facility to advise us of an outbreak. If you have arrived for a shift and have not been notified, please alert the duty scheduler immediately. Some outbreaks have limitations for your attendance at other facilities, such as 48 hours in the case of a GI outbreak.

Transportation in Emergency Situations

- Do not cancel due to a vehicle breakdown or public transportation issue
- We will pay for ½ cab fare to and from location, may pay for full fare in some situations

Incidents and Reporting

- Conflict Resolutions with Co-worker
 - Do not leave location due to conflict
 - If conflict is directly affecting work at the location, call our Director of Care and Scheduling Office
 - Write out complaint and fax/e-mail it to the office, attention: Director of Care
- Incident Report at Facility
 - Detailed incident report is needed
 - Inform our Director of Care and the Unit Manager of facility
- General Practice Issues
 - Inform our Director of Care of any practice issues that concern you
 - Do not approach Unit Manager or Nurses regarding your concern
 - Let our Director of Care rectify situation
- Workers Compensation
 - If you have a work-related injury or disease, be sure to seek medical attention and report your injury to our office
 - complete Form 7 and provide a copy to the facility and to Health Staffing



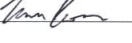
Communication

We suggest you keep a line of communication open with the schedulers frequently to inform them of changes in your availability. The scheduling office will inform you of the location of the facility, whom to contact when you arrive for your shift and any other pertinent information you may need to know. If there are any practicing issues that concern you during your shift, please contact our Nursing Supervisor immediately after your shift.

Staff members are expected to communicate in an honest, respectful, and positive manner at any hospital or residential setting. Healthy venting to one confidant is different from complaining repeatedly to individuals who cannot help with the problem. Gossiping and blaming are not acceptable modes of communication. If any staff member has a problem or an issue with a particular facility or co-worker, one must contact the Nursing Director of Health Staffing to assist in the resolution of the situation.

Time Sheet and Recording Hours

There are two pay periods during each month: The 1st of the month until the 15th and the 16th until the end of the month. Each staff member will be given a Time Sheet to record their hours and to verify all shifts during each pay period. An example is provided below to show the proper method of completing each Time Sheet.

HEALTH STAFFING INTERNATIONAL					
STAFF NAME: <u>Your Name Here</u>					
MONTH: <u>March</u> PAY PERIOD: <input checked="" type="checkbox"/> 1 ST - 15 TH OR <input type="checkbox"/> 16 TH - 31 ST					
PAYCHECK: <input checked="" type="checkbox"/> Pickup <input type="checkbox"/> Mail FAX: 604-519-1552					
DATE	START TIME	END TIME	# OF HOURS	CLIENT/FACILITY	CLIENTS SIGNATURE
March 10	0600	0700	1	Orientation	
March 10	0700	1500	7.5	Arbutus Care Centre	
March 12	1500	2300	7.5	Royal City Manor	
March 15	2300	0700	7.5	Dogwood Lodge	

Unit Manager on the floor must sign to verify completion of shift

Each completed Time Sheet for each pay period is to be forwarded to the office via:

- Fax: (604) 519-1552
- E-mail: accounts@healthstaffing.org
- Photo format via smartphone or WhatsApp: (604) 723-8291

Time Sheets must be signed and submitted for payment of those shifts.

Time Sheets are due at the end of each Pay Period.

Wages and Payments

- Rate of Pay will be specified within your contract with Health Staffing
- Differentials (Evening, Weekend, Night), Federal & Provincial Stat (General) Holiday and Supervisory (In-charge) rates are added to regular rates of pay as specified within your contract with Health Staffing
- Instructional assignments (Care Aide, 2nd Level LPN, Acute) and Specialty Nursing assignments (Cardiac, Cardiac Step-down, Intensive Care Unit, Critical Care Unit, Emergency, Operating Room) have specific rates of pay to be determined by the Nursing Director

Approximately 1 week is needed to process each pay cheque. Shifts completed as of the 15th of the month will be paid on the 23rd and shifts completed as of the last day of the month will be paid on the 8th of the following month. If payment date falls on a Saturday, cheques will be presented on the Friday of that week. If payment date falls on a Sunday, cheques will be presented on the Monday beginning the new week. Cheques can be collected at the office or will be mailed via regular post (please mark corresponding box on your Time Sheet).

Statutory Holidays

A shift is considered a statutory holiday only if a majority of the shift hours occur on the designated statutory holiday. A rate of double time will be paid for any hours worked during the majority of the named day, beginning 2300 hours (0100 hours prior to named day) and ending 2300 hours (0100 hours before end of named day).

New Year's Day	Easter Monday	B.C. Day	Remembrance Day
Family Day	Victoria Day	Labour Day	Christmas Day
Good Friday	Canada Day	Thanksgiving Day	Boxing Day

Holidays and Holiday Pay

Employees accumulate holiday pay and holiday entitlement during each calendar year. Holidays are coordinated by the Scheduling Office and handled on a seniority basis for each service division: i.e., Acute Hospitals, Long-Term Care, Instruction, Housekeeping, and Support Services.

Contractors do not receive a separate accumulation of holiday pay; rather they receive a fee that represents their entire compensation. Contractors may schedule holidays as they see fit, providing that 15 days advance notice is given to the scheduling office.

Overtime

Overtime is when an employee works more than their regular schedule. This time must be authorized in advance by the Health Staffing Scheduling office and by the facility and offered on a voluntary basis. Any instances of overtime must be recorded on your timesheet.

Overtime worked on the same day as a regular shift

- First two hours: Time and one-half
- Beyond two hours: Double-time

Overtime in excess of six (6) consecutive shifts

- All hours paid at double-time

Overtime is accounted for in 15-minute increments, for example

- 10 minutes = 0.25 hours, 40 minutes = 0.75 hours, 55 minutes = 1.0 hours

Any hours worked in excess of 80 hours (approximately 10 shifts) within a pay period (1st to the 15th or 16th to the end of the month) is billed at the rate of time and one-half.

Standby (On-Call) Pay

Staff may be required to be on standby for a possible call-in to work. Staff will receive standby pay. One hour is paid for every three hours an employee is on standby. Staff are paid for one full day (seven hours) at their basic rate for every 12 hours on standby. If a standby period is followed by a full shift being worked, the employee will be paid one hour for every four hours on standby, with a minimum of one-hour payment, in addition to their normal pay for working the shift. If you are called out to work, you are paid at overtime rates (see details above).

Contracts

Two types of employment are offered at Health Staffing:

- Employee
 - Health Staffing is responsible for deducting Canada Pension Plan (CPP) contributions, EI premiums, and income tax from remuneration or other amounts we pay to you. We remit these deductions to the Canada Revenue Agency (CRA).
- Independent Contractor
 - When we place workers in an employment under the direction and control of a client of Health Staffing and we pay the worker, we deduct CPP contributions and EI premiums, but not income tax
 - Health Staffing prepares a T4 slip for the worker
 - Keep a record of all your business expenses
 - Open a tax-free savings account
 - Save a percentage of your income to pay off taxes
 - We may be able to submit taxes on your behalf if requested

The Canada Revenue Agency has established a special code (Code 11) for contractors working for Temporary Staffing Agencies. This means that although you are not an employee, our company is still required to deduct and remit CPP and EI, but we do not deduct or remit Taxes. At year-end, you will receive a T4 (showing Code 11).

For tax purposes, you are self-employed and entitled to the benefit of writing off your business expenses, which will lower your taxable income. Below are some guidelines that will help you to maximize your tax benefits.

The following types of expenses may be able to be written off your taxes:

Rent	Percentage of your house expenses that apply to your home office
Insurance	Percentage of your house, car, and liability insurance
Utilities	Percentage of your utilities that apply to your home office (same % as your rent deduction)
Transportation	Percentage of your travel expenses (such as gas and maintenance) based on the percentage of travel you make to and from Health Staffing worksites. It is best to have a logbook showing all your travel to the various work sites.
Licenses and Dues	Items such as your RN registration fees
Education	Courses and workshops that pertain to your work
Supplies	This could include uniforms and shoes purchased specifically for work
Telephone	Cell phone expenses: a percentage of home phone if used for your work
EI Expense	This amount will be given through our office
CPP Expense	This amount will be given through our office
Convention	Any directly related convention expenses

Taxes

At the end of the year, we will supply you with a T4 that will give you a total of your income with Health Staffing for the year and the total contribution to CPP and EI we deducted on your behalf.

Along with your filing you will be required to include an "expenses" document that shows all the expenses you are choosing to write-off for the year. Revenue Canada supplies a standard form, or your Tax Advisor will have the correct format.

Since we do not deduct taxes, you should make installments periodically through the year or set money aside.

We are not tax advisors, so we recommend that you consult your personal Tax Accountant for more information on what can and cannot be written off in your specific situation.

Note: Contact our office for a recommended list of Certified General Accountants specialized in our type of business.

Federal Personal Income Tax Rates as of 2022

- 15% on the first \$50,197 of taxable income
- 20.5% on the taxable income over \$50,197 up to \$100,392
- 26% on the taxable income over \$100,392 up to \$156,625
- 29% on the taxable income over \$156,625 up to \$221,708
- 33% of taxable income over \$221,708

Non-Competition

A staff member shall not be employed or provide services to any client of Health Staffing for which you provided services during the last twelve (12) months of employment without prior written consent of our company. In the case of resignation, this clause remains active for a period of six months.

Benefits Program

This program is a shared expense plan where the company contributes part of all the premiums based on each staff member's work volumes.

The plan is offered as part of the Pacific Blue Cross Health Benefits Society and is consequently open to contractors as well as employees.

The company has selected a progressive sliding scale that rewards increased volumes of work with the company. You must work at least 60 hours in a month to be eligible and it is not intended for people who have coverage elsewhere.

Staff members who work only sporadically will have to pay a significant portion of their premiums, whereas staff who work full time for the company will be fully sponsored.

Average Monthly Premiums are as follows:

- Single = \$105
- Couple = \$ 145
- Family = \$275

Cost sharing of the plan is as follows:

Hours Worked	We Pay
80-100	25%
101-140	50%
141+	Full

Benefits Program Details

With a Blue Cross health plan, you're covered by the world's most recognized and trusted health insurance brand. Our people are committed to delivering the Blue Cross service standard that is expected by our members. The Blue Advantage® program allows Blue Cross members to save on medical, vision care and many other products and services offered by participating providers across Canada.

The program is unique because it provides savings at point of sale on the total cost of products and services from participating providers, regardless if the item is covered under your benefit plan. Simply present your Blue Cross identification card to the participating provider and mention the Blue Advantage program.

Extended Health Care

- Prescription drug coverage (including our BLUEnet® pay direct drug card): 80%
- Hospital and nursing services
- Ambulance services
- Dental accident
- Vision care
- Psychology benefits
- Paramedical Services (Chiropractors, massage therapists, physiotherapists etc.)
- Medical equipment and supplies (crutches, hearing aids, custom orthotics, orthopedic equipment, etc.)
- Out-of-Country travel coverage (while traveling for vacation or business)
- Medical travel (when an employee is referred by a physician for treatment within Canada)

Dental Care

- Basic care: 80%, Major Restorative: 50%, Orthodontics: 50%
- Eligible expenses include:
 - Recall Examinations
 - Diagnostic expenses (such as exams and x-rays)
 - Preventive treatments (such as cleaning and polishing)
 - Restorative treatments (such as fillings)
 - Endodontics (including root canal therapy)
 - Periodontics (treatment of the bones and gums)
 - Prosthetic repairs (such as denture repairs)
 - Oral surgery (such as tooth extractions)

Group Term Life

- Term Life insurance can be a cost-effective way to provide financial support for your employees and their families in the event of death. Benefits can be provided as a specific flat dollar amount, a multiple of the employee's annual salary or a combination of each without the need for completing a medical questionnaire: \$25,000.

Accidental Death & Dismemberment

- Accidental Death & Dismemberment coverage can provide added security in the event of an employee's accidental death or if they suffer from a physical disability as a result of a life changing accident: \$25,000.

Liability Insurance

Our company insurance plan is specifically geared to the BC Medical environment and includes a full "Errors and Omissions" * component. In all cases, our staff members are covered for our work assignments. In many instances, our RN/RPN/LPN staff members have three layers of coverage:

- (1) the Health Staffing Policy,
- (2) the RN/RPN/LPN insurance through the BCCNP
- (3) the insurance policy of the facility in which the work takes place.

* "Errors and Omissions" applies to things done by a staff member that may be implicated in a claim, but also applies to things not done by a staff member that should have been done.

Company Activities

Throughout the year, Health Staffing offers various staff gatherings. For example: Company boat cruises to English Bay and to view the Fireworks in August. We also host several staff parties, including a Christmas Party, to acknowledge and thank our staff members for their dedication and hard work. Keep an eye on our staff newsletter for information on upcoming events.

We welcome you to the future of Health Care. Health Staffing is excited and pleased that you have chosen to work with our company, and we look forward to creating a long-lasting relationship.

CONTACT INFORMATION

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Hours of Operation: 05:30 – 23:30