

Effective: 7/1/2010

## POLICIES FOR PERSONAL

QS Nurses Corporation (QSN) philosophy is to provide quality service to both employees and clients, thereby receiving the benefits of consistently high paying work opportunities to you. **An Integral Part Of Providing Such Service Is In Assuring That You, Our Employees Convey A Professional Attitude, Demonstrated Quality, And Function As A Valuable Team Member. You Provide an Honest Shift's Work for Your Wages. As A Team, We Ask For Your Support, And You Have Ours In Working Under The Policies Outlined Below.**

### 1. Payroll

QSN's workweek commences on Sunday (day shift) and ends on Saturday (night shift). Our weekend commences on Friday night shift and ends at the start of the day shift on the following Monday. All personnel are responsible for taking time slips to each facility they work. (Time slips not properly completed will cause delay in paychecks).

- A. A separate time slip is to be used for each shift you work.
- B. Time Slips must be neat, complete and accurate for proper payment.
- C. All employees must check in/out at the actual arrival/leaving (Record in proper area of time slip).
- D. Any meal breaks not taken must be initialed by shift supervisor. (To be paid)
- E. All overtime must be pre-approved by QSN and shift supervisor. (When asked by facility to work longer than assigned shift, call QSN to document it).
- F. The correct date must be written on time slip (Date at beginning of shift).
- G. Time slips must be signed by shift supervisor to be processed.
- H. Time slips must be submitted no later each Monday morning by 8: AM.

### 2. Available Shifts and Commitments

When QSN gains your agreement, dates and signs the agreement with a client facility for you to work an assignment, you and QSN are under contract with the facility. It is essential you honor that contract in full by working the shifts contained in the contract. All employees count on each other to fulfill their obligations so everyone can continue working at all client facilities. One inconsiderate employee can impede everyone's ability to work.

### 3. No Call/No Show/Cancellations

If you are a no call/no show for a scheduled assignment you have immediately terminated your employment (If you are unsure of your schedule, you must call us). If you cancel from a scheduled assignment, you must do so 24 hours in advance of said assignment. If you cancel assignments more than three (3) times with less than 24 hour notice, you have terminated your employment. If you are ill or in the case of emergencies, you must notify QSN immediately and written documentation is required for them to not be counted as cancellations.

## 4. Availability

QSN has invested significant resources in internet based staffing software. It is required you use this software to gain work opportunities, make any changes and to view your schedule. You will receive a password for this purpose. All employees are required to complete calendar availability or unavailability daily. You may choose to input weekly or monthly, however, we schedule based on what we view daily on the staffing software. If you have no internet connection or an interruption of service you must email or text us through any means you have or call us and provide your availability. Once you input your availability to QSN, you may add, remove or change any dates prior to accepting work. Once you have confirmed your scheduled shifts, QSN and the client facilities expect you to honor it. **Some client facilities schedule shifts far in advance, therefore it is good for us to view your calendar as far out as possible.** The shifts are not guaranteed, but probable. When you accept advance scheduling, you must fulfill your obligations.

**Important:** QSN will not contact you unless the system tells us you are available. Exceptions to this rule is when a client facility calls with a short notice need, or a relatively guaranteed opportunity in the future, QSN will call all employees. **\*You have the option of accepting or rejecting any opportunity. Be sure to complete your calendar as far out as you are comfortable if you want to be contacted.**

## 5. Return Calls

**When QSN calls you regarding available shifts, you must return the call prior to the shift beginning or no later than 2 hours after the shift has begun.** Often times as you return a call and communicate you are available, a client facility still accept assistance at that time. Unreturned calls are recorded and there can not be more than three per month to remain in good standing.

## 6. Service

It is important for us as a team, to respond quickly to the daily and momentary needs of the facilities. In order to continue receiving assignments, therefore, we ask for your cooperation with the following;

### A. Arriving Late

You are late when you check in at the designated area any time after the designated start time. If you are going to arrive late for an assignment, you must call us immediately and we will notify the facility. They appreciate this, and you will generally be welcomed back in the future (Never call the facility directly).

### B. Weather

In case of severe weather conditions, call QSN four hours before your assignment begins to advise us of your inability to drive or need assistance in getting to your assignment. In cases of severe weather, lateness and cancellations will be evaluated on each individual circumstance.

## 6. Work Assignments

If you encounter any difficulties at an assignment, please notify QSN immediately or when you arrive home after completing the assignment.

**Never cause additional problems or get upset while at a facility.**

If QSN receives a complaint, you will have our full support and be given an opportunity to discuss the situation from your point of view.

**We are prepared to advocate on your behalf as well as the facilities needs.**  
**Most complaints can be resolved without a negative effect on you.**

In the event of a family emergency, before during, or after your assignment, call QSN immediately and we will take measures to accommodate your need. If you are unable to call us, have a responsible party call immediately. (Never contact the facility when emergencies occur while away from work).

The first time you work in any facility you must present your license to your shift supervisor. You are responsible to have your license in your possession at all times while on assignment for QSN. Facilities have the right to see your license and verify your status at any time.

Appropriate uniforms and presentable skid proof shoes must be worn. (Exceptions may be made by QSN as they are allowed by facilities).

**Your name tag must be worn at all times while on Assignment.**

I have read and understand the above "Policies for Personnel" and agree to follow them.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**