



WELCOME!

We are glad you have chosen employment with
CareerStaff Rx

Employee Handbook

During your initial orientation, we will review the following policies and procedures. Please refer back to this manual as needed. As changes occur, we ask that you make the appropriate additions and deletions.

If you have any additional questions or need assistance, please call us at 800-766-0122.

I acknowledge receipt of CareerStaff Rx employee manual and agree to abide by their policies and procedures.

Name (Print): _____

Signature: _____

Date: _____

Please return this page to CareerStaff Rx

SCHEDULING

Schedulers can be reached at (800) 766-0122 or careerstaffrx@sunh.com

1) General Scheduling:

- Please regularly update the scheduling team with you availability and respond to monthly availability requests
- Schedulers contact employees with matching availability and interest as clients put in requests
- Once an employee responds, the schedulers will contact the client to confirm the shift
- Once a shift is confirmed, the schedulers will provide the employee with a confirmation email, detailing day, time, location address, phone number and any additional applicable information
- One day prior to the shift, the employee **must** call client to confirm shift times and obtain any necessary information, such as dress code, parking information, lock box code (for pharmacists), etc.
- Always wear a name tag provided by Careerstaff Rx or the pharmacy you are working at.

2) Common Concerns:

- If you have discussed a shift with a scheduler, either via phone or email, but have not received a confirmation emailing specifically confirming you, contact the schedulers. A shift is not confirmed without this email.
- If required documents are missing from or expired in your personnel file, we may be prevented from booking you for a shift.
- If you are unable to make a shift for any reason, contact a scheduler by phone immediately. During regular business hours, a scheduler can be contacted at (800) 766-0122.
- If you are unable to make a shift with less than 24 hours notice and it is outside of regular business hours, contact an on-call scheduler via our after hours cell phone at (425) 971-4120. *Email is not an acceptable alternative.*
- Once we have you confirmed for a shift, we are obligated to provide medical care for patients. Acceptable reasons to call out of a shift are illness, severe family emergencies, etc. If you schedule conflicts with your confirmed work days, you will still be expected to show up for your confirmed shifts.
- If you are lost on your way to a shift, contact CareerStaff Rx for assistance with directions.
- If you will be late to a shift, please call CareerStaff Rx first, then contact the facility to inform them.
- As patients depend on the care we provide, we take attendance very seriously. Per Sun Healthcare policy, we may treat a no-call, no-show as a voluntary resignation.

PAYROLL

1) Pay Cycle:

- CareerStaff Rx operates on a weekly payroll cycle. Our work week begins on Monday and ends on Sunday.
- Timecards are due no later than 9am on the Monday immediately following the shift. Late timecards may result in late payment. Faxed time cards are acceptable and can be faxed to (866) 835-5848. It is encouraged for you contact CareerStaff Rx via phone or email to confirm that your timesheet has been received.
- Timecards must be signed by a client representative. Unsigned timecards may not be processed by payroll until a signature is received.
- A separate timecard must be filled out for each separate location work, even within the same company.
- Paychecks are mailed from our office in Washington on Thursdays for receipt on Fridays. Direct deposit is processed on Fridays.

2) Pay specifics:

- You will receive the pay rate given in your offer letter for time worked at a facility. Your base pay rate will not vary from facility to facility, unless otherwise specified. However, shift differentials, if qualified (both pay and qualifying times), are based specifically on the facility and do vary.
- If you believe that you will incur an expense that should be reimbursed (such as ferry), you must contact your Hiring Manager prior to incurring the expense. Unapproved expenses **will not** be reimbursed.

3) Common timecard errors:

- Timecards must be rounded to the nearest quarter of the hour (i.e. 6:15, 6:30). Incorrect entries will be rounded down, with exception to facilities that you electronically check into.
- Please verify that shift total hours are accurate with time worked.
- Please include whether or not a lunch was taken during the shift.
- Please include a receipt for all approved expenses. Expenses will only be reimbursed in the week they are accrued.
- Always include your mileage.

BEST PRACTICES FOR SUCCESS

- Most clients base their requests off of the performance of employees who have been there. Performing to the best of your ability and making yourself an asset to the pharmacies you are staffed at will result in the client requesting you for additional shifts.
- Allow ample time to get to your shifts, especially if it is your first time at a specific facility. Our clients are generally very strict regarding tardiness.
- Call the pharmacy one day prior to your shift. This sets a positive tone for your shift and may alert you to potential problems (such as traffic congestion or parking).
- Maintain a schedule/calendar. Keep track of start times, contact person, and phone numbers. Record hours worked everyday; do not rely on your memory. Being accurate is critical. Show up prepared to go to work immediately. Always have your nametag clearly visible.
- Allow plenty of time to get to a new job assignment. Allow for varying traffic patterns, weather, or even getting lost. Being punctual is very important to get started on a good note. Often there is only a short time allotted for orientation and your tardiness can ultimately undermine your success.
- Being friendly, helpful, and willing to help out staff at your job assignment are traits that are praised and valued by our customers.
- If you have free time, ask staff if they need help or find out what can be done around the department. Be resourceful – your time should be well spent.
- While at work, limit personal phone calls to emergencies.
- Please contact your staffing manager if you have any questions. We're here to help!

REFERRALS

We also have a \$1000 referral bonus for pharmacies. If you provide information to us that leads to a signed contract, you may receive \$500 after the pharmacy is staffed for 40 hours and an additional \$500 after 120 hours. Details mirror that of our pharmacist referral program. For more details, contact your staffing manager.

RECRUITMENT / PERMANENT PLACEMENT

We realize that at times you may find out about available job opportunities at a Facility you are currently working you are currently working at or had recently been to. It is not our intent to prevent you from taking that "dream job", but the clinics and departments we service have specific contractual agreements with CareerStaff Rx regarding permanent placement or our employees. If you are interested in a permanent position with one of our clients, please contact the management team at CareerStaff Rx directly.

PERFORMANCE PROBATIONARY PERIOD

CareerStaff Rx has a 90-day probationary period, starting from the date of hire, for all staff. During this probationary period, we reserve the right to terminate our agreement with you if any clinical or disciplinary problems arise.

RESIGNATIONS

You are required to provide CareerStaff Rx a minimum of 30 days notice prior to termination. If an employee has committed to an assignment, the employee must honor to commitment, even if it extends beyond the date of notice of termination.

CAREERSTAFF RX DRESS CODE

WOMEN

- Dresses or non-denim skirts, at or below knee level
- Non-denim pants, khaki, dark colored
- Non-denim tops, white if no pharmacy jacket worn, colored permitted if pharmacy jacket worn
- Pharmacy jacket may be colored, professional appearance
- No jeans, stretch pants, stirrup pants, shorts
- No conspicuous jewelry or extreme colors of nail polish/lipstick
- Dark closed toe shoes, no sandals
- Hospital scrubs, pressed, only colors, no prints at required locations

MEN

- Non-denim shirt, white if no pharmacy jacket worn, colored permitted if pharmacy jacket worn
- Non-denim slacks, khaki, dark colored
- Pharmacy jacket may be colored, professional appearance
- Tie (If preferred)
- No jeans or shorts
- No conspicuous jewelry, earrings or extreme piercings
- Dark closed toe shoes, no sandals
- Hospital scrubs, pressed, only colors, no prints at required locations

PRIVACY ISSUES

As employees of CareerStaff Rx your right to privacy is protected. We have available all current information related to license, immunizations, etc. If at any time a customer requests that information, please refer them back to CareerStaff Rx and we will provide the data. We will make sure your name is legible, but all other pertinent data will remain private. We do not release personal information including home phone number, address, or social security number.

CONFIDENTIALITY

Employment with CareerStaff Rx provides the possibility that an individual employee will visit many providers of healthcare services. Just as patients' rights to confidentiality must be carefully guarded, so must the customers' right to privacy. Please do not discuss your job assignment or personnel with anyone. Innocent comments often get passed along unknowingly and cause unexpected problems. The office staff of CareerStaff Rx is always available during working hours to discuss issues or concerns regarding job assignments. If you are unable to reach us during the day, please leave a voice mail message with a phone number so we may contact you for follow-up.

PROFESSIONAL CONDUCT

All employees are representatives of CareerStaff Rx. Additionally, you represent the Healthcare Profession, which is governed by your professional association. As such, your conduct and attitude must reflect professionalism in personal integrity and competence. Additional laws relating to the conduct are outlined in your Washington State Licensure bills.

CareerStaff TIMECARD

Fax TIMECARD to 1-877-207-8670 or email careerstaffrx@sunh.com

EMPLOYEE NAME: _____

DISCIPLINE: R.Ph. Pharm.D. CPht Other: _____

CLIENT FACILITY: _____

A/R Code: _____

								CLIENT	
DATE	DAY	IN	OUT	IN	OUT	Total Hours	OT	APPROVAL SIGNATURE	
MILEAGE ODOMETER READING					TOTALS				
START	STOP	START	STOP	TOTAL MILES	COMMENTS:				

ALL Total Hours Must be rounded to the nearest quarter hour...Invoices & payroll will reflect quarter hours (.00, .25, .50, .75)
 IF HOURS WORKED FALL BELOW THEREQUIRED MINIMUM A CHECK IN THE MINIMUM BOX AND SIGNATURE ARE REQUIRED.

ALL HOURS INCLUDING OVERTIME MUST BE APPROVED BY A FACILITY REPRESENTATIVE.
 OVERTIME WILL ONLY BE PAID IF APPROVED IN WRITING BY THE SUPERVISOR
 ALL OVERTIME HOURS WILL BE PAID AND BILLED ACCORDING TO FEDERAL AND STATE LAW.
 Mileage is only reimbursed if paid by client and mileage must be included in timecard for that week. No retro mileage.

I agree to abide by the terms outlined in my contract or pay interest per annum as defined, or the maximum amount allowed under State law, together with all collection and litigation costs, plus interest and reasonable attorney's fees. In recognition of substantial efforts made by CareerStaff in providing qualified staff to me. Further, client agrees that utilization of this employee on either a temporary or full time basis within months from date on timesheet will be through CareerStaff Unlimited. If the Client desires to hire this person, it is agreed that written notification of this intent will be given to CareerStaff Unlimited and this individual will be released to the Client for a recruitment fee. I certify that the hours shown above are correct and that the employee performed satisfactorily

I have not incurred work related injury during the above stated time

EMPLOYEE SIGNATURE: _____ CLIENT/FACILITY REP SIGNATURE: _____

Timesheets must be in our office by Monday morning. Any timesheet arriving after 9 A.M. Monday will delay payment by one week.

Memo

To: All CareerStaff Rx Employees
From: Caleb Burke, Area Manager
Date: June 3 2013
Re: Timesheets

CareerStaff Rx has experienced a significant increase in the number of incomplete timesheets that are being submitted. This has resulted in employees experiencing difficulty in being compensated appropriately and in the billing of the clients. As a result, we want to take this opportunity to re-communicate the expectations and guidelines for the appropriate processing of timesheets as well as expenses.

All timesheets must be submitted for processing no later than **9:00 a.m. each Monday**. Timesheets received after that deadline will be processed the following week. CareerStaff Rx is **not responsible** for ensuring that timesheets are submitted before this deadline.

1. The faxing of timesheets is acceptable. The information on the timesheet needs to be accurate and legible and completely filled out (i.e. date, time in, time out, total time etc.). A separate timesheet must be completed for each facility worked at, including separate timesheets for multiple locations within the same company.
2. Timesheets that are submitted **without the signature of the employee and/or the client representative will be returned to the employee for completion**. If you experience difficulty in obtaining the necessary signature of the client representative, you must contact the CareerStaff office within 24 hours of completing the worked shift.
3. Some facilities may require company specific timesheets. If this is the case, you will be notified when the shift is scheduled, and payroll cannot be processed without both the CareerStaff Rx and company specific timesheet.
4. Any additional expenses (parking, ferries, tolls, bus passes, etc) **must be pre-approved by your staffing manager prior to the shift**. The original receipts must be provided for reimbursement.

We thank you in advance for your attention to these guidelines.

My signature is an acknowledgment that I have reviewed and understand the processing of timesheets; I further understand that there may be a delay in processing my timesheet if these guidelines are not adhered to.

Name (Print): _____

Signature: _____

Date: _____



DRESS CODE

WOMEN

- Dresses or non-denim skirts, at or below knee level
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My signature indicates that I have received CareerStaff Rx's dress code and will abide to the standards set forth.

Print Name: _____ Signature: _____ Date: _____

SAFETY ORIENTATION

For Your Own Good

Introduction

No matter where you work in the healthcare field, you come across unique and possibly fatal hazards everyday. This handbook will show you how to protect yourself from some of the most common hazards.

Slips, Trips & Falls

You can reduce your risk of injury from slips, trips and falls if you are aware of your surroundings. Sources of slip, trip and fall hazards include:

- Wet floors
- Untacked carpets
- Cords
- Poor lighting or too much lighting.

If you observe a hazard, correct it or report it to your supervisor. In addition:

- Don't rush down corridors. Take shorter, slower steps. Maintain your center of balance.
- Wear sensible shoes with good traction and support.

Back Safety

Some healthcare workers have as much strain on their backs as construction workers. To avoid back injury, stay physically fit and maintain good posture.

When lifting patients or heavy items:

- Bend your hips and knees — not your waist.
- Lift with your leg muscles — not your back or arm muscles.
- Avoid twisting.
- Never lift a load higher than your waist.
- Keep the load close to your body.
- If you need help lifting or moving a load, ask for it.

Electrical Safety

To manage electricity safely:

- Report all shocks immediately — even tingles.
- Never work around electricity when you or your surroundings are wet. Remove metal jewelry, watches and belt buckles.

- Don't use so-called "octopus" adapters. Plugging too many cords into one outlet can overload the circuit.
- Check GFCI outlets regularly. Push the test button. The reset button should pop out. Press the reset button to reactivate.
- Examine all cords and plugs routinely. Replace any that are damaged or that heat up when used.
- Keep cords away from heat and water. Don't run cords under rugs or through doorways.
- Never attach cords to the floor, wall or other objects with tacks or pins.
- Use grounded, three-hole outlets. Never break off or bend the third prong on a grounded plug.
- Don't use damaged outlets or adapters that let you plug extra cords into an outlet.
- Don't use any electrical device that blows a fuse, trips a circuit breaker, shocks or appears damaged.
- Follow safety instructions when using electrical equipment.

Fire Safety

Prepare yourself before fire strikes in your workplace:

- Memorize all exit and emergency routes.
- Identify all fire alarms.
- Learn how to operate fire extinguishers.
- The first 2-3 minutes are most critical. It is a RACE for safety.

Remember, smoke and heat are just as deadly as flames:

- Don't touch or open any door without first testing the amount of heat radiating from it with the back of your hand.
- Stay low to the floor to avoid inhaling too much smoke.

Disinfection and Sterilization

Develop a mental eye for spotting potential hazards that cannot be seen, heard, felt or smelled:

- Recognize what needs to be disinfected and sterilized and learn appropriate methods for each.
- Generally, semi-critical equipment can be disinfected. Critical equipment requires the more effective sterilization.

Handling Medical Waste

Blood and other body fluids can carry the human immunodeficiency virus (HIV), the hepatitis B virus (HBV), the hepatitis C virus (HCV), drug-resistant organisms (DROs) and radioactive waste. Therefore, it is important that all medical waste related to patient care be treated as potentially hazardous.

Examples of medical waste include:

- Sharps
- Blood
- Body fluids
- Specimens
- Soiled laundry
- Dirty dressings.

Always dispose of medical waste properly.

Bloodborne Pathogens

Your employer has an Exposure Control Plan to OSHA's Bloodborne Pathogens Standard. Make sure you are familiar with both documents. Treat all medical waste and blood as contaminated and act accordingly.

- Needlesticks are one of the most common ways diseases are transmitted on the job.
- Use sharps with engineered sharps injury protection devices or needleless systems whenever appropriate.”
- Do not bend, recap, shear or break used needles and other sharps.
- Immediately after using sharps, place in an appropriate, puncture-resistant, leakproof, color-coded container.

Other safe procedures include:

- Minimize splashing, spraying and spattering when performing procedures involving blood or other potentially infectious materials.
- Red or red-orange labels, bags or containers with the biohazard symbol warn you that contents are biohazardous materials.
- Don't eat, drink, smoke, apply cosmetics or handle contact lenses where there is a reasonable likelihood of occupational exposure.
- Don't keep food or drink in refrigerator, freezer, cabinets or on shelves, countertops or benches where blood or other potentially infectious materials are present.

Good Housekeeping

Your facility's Exposure Control Plan lists specific methods and schedules for cleaning surfaces that may be contaminated. Some general rules:

- Protective coverings on equipment and surfaces must be replaced if contaminated or at the end of the work shift.
- Use a broom and dustpan or tongs to pick up broken glass — not your hands.
- Handle contaminated laundry as little as possible and with minimal agitation.
- Use leakproof bags to transfer contaminated laundry.

Personal Protective Equipment

Personal protective equipment (PPE) is a vital barrier between your body and danger. PPE may include:

- Gloves
- Gown
- Apron
- Goggles
- Mask
- Face shield
- Mouthpiece
- Resuscitation bags or other ventilation devices.

Disposable single-use gloves are the most common type of PPE. Heavy-duty utility gloves are used for housekeeping duties and direct contact with medical waste.

- Cover cuts and abrasions with bandages before being gloved.
- Replace PPE as soon as practical if contaminated or immediately if torn or punctured and no longer offering barrier protection.

Hazard Communication

In addition to medical waste, there are other hazardous substances on the job such as cleaning solvents, anesthetics and radioactive materials.

Your written HazCom Program provides a range of information and training. Become familiar with it and know where it is located. In particular, it will tell you:

- Which hazards are in your work area
- How to identify and read Material Safety Data Sheets (MSDSs)
- What you should do if a label is missing or torn
- What happens when substances are mixed
- How to dispose of hazardous substances
- What first aid to give in an emergency.

Radiation Safety

There are two primary ways you can encounter radiation in a healthcare environment:

- External beam sources, like x-rays or gamma rays.
- Radioactive sources used internally for patient diagnosis or treatment.

Follow these guidelines to avoid harmful effects of exposure:

- Minimize your time exposed to radiation source.
- Maximize distance between yourself and radiation source.
- Use shielding and protective clothing when appropriate.
- Never touch anything with a radioactive warning label unless you are trained and authorized to do so.
- When caring for patients being treated with radioactive materials, dispose of syringes, radioactive liquid and other waste properly.
- You may enter the room of a patient being treated with radiation to perform normal duties, but don't spend time doing nonvital tasks unless authorized.

Questions about radiation? Ask the Radiation Safety Officer or Physician in Charge.

Handwashing & Glove Removal

Handwashing keeps you from transferring hazardous materials from your hands to other areas of your body, patients or the environment.

- Wash hands after handling or touching any potentially contaminated substance or surface.
- No barrier is 100 percent effective. After each activity, remove gloves and wash hands before putting on a new pair.
- When removing gloves, peel one glove off from outside top and hold in gloved hand. With exposed hand, peel second glove down from top tucking first glove inside second. Don't touch outside of glove. Dispose of entire bundle promptly in the proper waste receptacle.
- Wash hands with an approved waterless antiseptic agent. Apply recommended amount and rub over all surfaces of the hands with soap and running water for a minimum of 15 seconds.
- If infectious material gets on your hands, the sooner you wash it off, the less your chance of becoming infected.
- If your skin becomes soiled with blood or other protenacious material, wash with non-abrasive soap and running water immediately.

- If mucous membranes are exposed to contamination, flush with water for about 15 minutes. Then seek medical attention.
- If there is no sink in your work area, use an approved waterless antiseptic hand cleanser. If visibly soiled, you must still wash hands with soap and running water as soon as possible.
- Wash hands between patients so as not to transfer contaminants.

QUIZ

1. True False Wet floors can cause slips and falls.
2. True False To avoid back injury, always bend and twist when you lift.
3. True False It's okay to break off the third prong to get a plug to fit into an outlet.
4. True False You should never work around electrical appliances when your surroundings are wet.
5. True False During a fire, you should stay low to avoid inhaling smoke.
6. True False Disinfection is more effective than sterilization.
7. True False Blood and other body fluids may carry deadly viruses.
8. True False Your facility's Exposure Control Plan is designed to work with OSHA's Bloodborne Pathogens Standard to protect healthcare workers.
9. True False Used sharps should be recapped and discarded in a leakproof container.
10. True False Follow your facility's guidelines to dispose of medical waste properly.
11. True False You should never use your hands to pick up broken glass.
12. True False Contaminated laundry should be transported in open carts.
13. True False You should cover cuts with bandages before donning gloves.
14. True False PPE can include ventilation devices.
15. True False Your facility's written HazCom Program will tell you which hazards are in your work area.
16. True False To avoid harmful exposure, minimize the distance between yourself and the radiation source.
17. True False Address radiation questions to the Radiation Safety Officer.
18. True False Wash your hands after handling any potentially hazardous material.
19. True False If you have skin contact with blood, wash with non-abrasive soap and running water immediately.
20. True False If mucous membranes are exposed to blood, flush with water for 15 minutes and seek medical attention.

ACKNOWLEDGEMENT OF TRAINING

I have read and understand the training handbook, *Safety Orientation: For Your Own Good*. I have also completed and passed the comprehensive quiz at the conclusion of this handbook.

Employee's Signature

Date

Trainer's Name

Date

NOTE: This record may be included in the employee's personnel or training file.

SAFETY ORIENTATION: FOR YOUR OWN GOOD

Answers to Quiz

1. True.
2. False. Always avoid bending and twisting your back when lifting.
3. False. Never break off the third prong of an electrical plug.
4. True.
5. True.
6. False. Sterilization is more effective than disinfection.
7. True.
8. True.
9. False. Used sharps should never be recapped, but should always be discarded in the proper leakproof container.
10. True.
11. True.
12. False. Contaminated laundry should be transported in leakproof bags.
13. True.
14. True.
15. True.
16. False. Maximize the distance between you and the radiation source to minimize radiation exposure.
17. True.
18. True.
19. True.
20. True.