

**STAFFING POLICIES
CANCELLATION, AVAILABILITY, AND BLOCK SHIFTS**

CANCELLATIONS:

Use of supplemental staff is promoted as a cost-effective practice. If the census is low, supplemental staff may not be needed, and your shift may be cancelled.

A. Facility Cancellations/Changes:

Facilities are required to cancel agency staff at least 1.5 hours prior to the start of assigned shift. This does not apply to orientation time.

Cancellation times are as follows:

5:45 am to cancel 7a-3p shift or 7a-7p shift
1:45 pm to cancel 3p-p shift
5:45 pm to cancel 7p-7a shift
9:45 pm to cancel 11p-7a shift

Elitecare will notify you as soon as we receive the cancellation. Please allow 15 minutes for the staffing coordinator to confirm this with you.

Always call Elitecare at (559) 438-7700 to confirm any messages left for you. If the message is left on your voicemail, you must call and confirm that you received the message.

If you are given less than 1 hour and 15 minutes notice of a cancelled shift, you will be paid for 4 hours (assuming that you were available to receive this information).

You will not be paid if a comparable shift is available and you refuse to be rescheduled.

You are expected to accept reassignment within your skill level, experience, and training. If you decline the reassignment, it may be documented as "Refusal to work".

If you are not available by home telephone number, cell phone or pager, it is your responsibility to call and confirm that your shift has not been cancelled at least 1 hour and 15 minutes before the start of your shift.

If you arrive at work and are told by the facility that you have been cancelled, **DO NOT LEAVE. CALL ELITECARE STAFFING IMMEDIATELY.**

NEVER CALL OR SCHEDULE YOURSELF DIRECTLY WITH THE FACILITY. ALL SCHEDULING MUST BE CONDUCTED THROUGH AN ELITECARE STAFFING COORDINATOR.

B. CAREGIVER CANCELLATION/SICK CALLS:

All sick/late calls are to be communicated directly to the Elitecare staffing coordinator (24 hours/day). Elitecare will inform the facility of this information. **DO NOT CALL THE FACILITY YOURSELF.**

You must call Elitecare at least 4 hours before start of shift to cancel yourself. We try very hard to find another nurse to fill that vacancy and need to know A.S.A.P.

If you become ill on duty call Elitecare and the unit supervisor. **DO NOT** leave facility until approved by the unit supervisor.

DISCIPLINARY ACTION:

The following is criteria for possible Disciplinary Action:

Excessive Cancellations: Greater than 2 per month

Excessive Sick Calls: Greater than 2 per month, without a physician's excuse.

Giving less than 4 hours notice that you are unavailable for scheduled shift.

Leaving a facility without approval of the unit supervisor and the Elitecare office is grounds for immediate termination.

“NO CALL/NO SHOW” IS GROUNDS FOR IMMEDIATE TERMINATION

AVAILABILITY:

You must call every week to give your available dates for the upcoming week (unless other arrangements have been made). Even if you have no available dates for the upcoming week, you still need to call this information into the Staffing Coordinator.

Available days mean you are prepared to work those days. Make sure that your personal schedule allows you to honor your commitment to your available days.

Excessive changing of schedule and availability may result in disciplinary action.

IF YOU HAVE GIVEN A DATE OF AVAILABILITY AND HAVE NOT BEEN CONFIRMED FOR THAT DAY BY THE ELITECARE STAFFING COORDINATOR, YOU MUST CALL ELITECARE AT LEAST 24 HOURS BEFORE THAT DATE TO MAKE SURE THAT YOU HAVE NOT BEEN SCHEDULED. This is due to messages being left and/or inadvertently being missed.

When you are contacted by the Elitecare Staffing Coordinator and confirmed for your available dates, you are expected to work the agreed upon shift.

BLOCKED SHIFTS:

A blocked shift is one that has been guaranteed not to be cancelled by the facility. These blocked shifts are rare and a privilege. As you know, with registry, the chance of being cancelled is higher; therefore being guaranteed work is wonderful.

If you are cancelled by the facility on a blocked shift, you will be paid for the entire shift. The facility pays you.

If you cancel a blocked shift, Elitecare has to pay the facility for your shift.

When you ask or are asked to accept blocked shifts, it is very important that you consider the commitment that you are making.

Along with the commitment from the facility not to cancel you, you are also making the same commitment to them.

YOU MAY NOT CANCEL A BLOCKED SHIFT EXCEPT FOR EXTREME CAUSES.

IF YOU ARE UNSURE IF YOUR SHIFT IS BLOCKED OR NOT, PLEASE ASK THE STAFFING COORDINATOR AT ELITECARE.

I have read the above information and agree to abide by this Elitecare staffing policy. I understand that this policy replaces all previous policies pertaining to staffing, availability, and blocked shifts. I have been given the opportunity to ask the Elitecare staff for clarification on this policy.

Employee Signature

Date