



## POLICIES AND REGULATIONS

- 1) Office hours are from 8 a.m. to 5 p.m., Monday through Friday. After 5 p.m. and on weekends and holidays, MSR will be live on-call. Please keep “after office hours calls” for emergencies, or to let us know if you are looking for work.
- 2) It is your responsibility to keep in contact with the office concerning your schedule. Please be aware that we are a per diem and contract nursing agency. **We DO NOT guarantee hours unless you are contracted at a facility.** Please be assured that we will make every effort possible to staff you for the shifts you are available to work.
- 3) Once you accept a shift, it is a commitment! We expect you to keep it. Only schedule shifts that you are sure you can work. Our clients are using agency nurses because they are short staffed; therefore, when an agency nurse cancels, it creates an issue for both our agency and the facility. We do understand that emergencies occur, so if you must cancel a shift, please do so ASAP. We must have at least a minimum of four hours cancellation notice prior to the beginning of a shift. This allows us the time to try and locate a replacement for the facility. Please remember that when you cancel a shift you leave our client in a crisis situation. The client has the right to request that you no longer be scheduled at their facility. Any **NO CALL/NO SHOW** will result in termination from MSR!
- 4) If you do cancel a shift after hours, you **MUST** speak with our on-call coordinator; you may not leave a message on her voicemail to cancel the shift. If you get a voicemail, please leave a message for the on-call coordinator to call you back. Our coordinators will return calls within a 10-15 minute period.
- 5) If you oversleep or are running late for a shift, call MSR immediately! We will let the facility know so they are not panicked.
- 6) If you arrive on an assignment and are told you are not needed or are not on the schedule, please call MRS immediately. We may be able to resolve the situation, or we may have somewhere else to staff you. If nothing else is available, you will be paid for two hours (for time and travel).
- 7) **Dress Code:** Each facility has different dress codes – we will inform you if there are any special requirements. Most facilities accept colored scrubs, white uniforms, or white pants and a colored scrub top. Please make sure uniforms are

neat and clean when reporting for work; you are not only representing yourself, but also our company. No T-shirts, sweatshirts, polo shirts, shorts, stretch pants, etc. to be worn to work. You must also wear appropriate footwear (i.e. clean white sneakers or nursing shoes). No sandals are allowed. Also remember to keep perfume to a minimum, and **NO ARTIFICIAL NAILS**.

- 8) **YOU MUST WEAR AN ID BADGE TO WORK.** MSR will issue you a photo ID upon hire; however, some of our clients will issue their own internal badges. Please wear whichever the client requests.
- 9) **NEVER** discuss your pay rates at work. If you have any questions regarding this, please call our office.
- 10) The MSR work week starts with dayshift on Monday and ends with night shift the following Sunday. All employees are paid on a weekly basis. You must **ALWAYS** use a MSR time slip. It is important to have the time slip signed at the end of each shift by the appropriate supervisor or charge nurse. We cannot pay you without a signature, so please make certain the time slip is signed before you leave the facility. **TIME SLIPS FOR THE WEEK MUST BE TURNED IN TO OUR OFFICE ON THE MONDAY AFTER THE WORK WEEK ENDS. IF WE DO NOT RECEIVE YOUR TIME SLIPS WE CANNOT PAY YOU.** Time slips may be faxed or mailed. Payday is every Friday. Be sure we have your direct deposit information.
- 11) If you are injured on the job, report it to the charge nurse immediately, and if necessary, report to the nearest Emergency Room. You must fill out an incident report and notify MSR as soon as possible after the injury occurs, so that we may process worker's compensation paperwork if necessary.
- 12) As a medical professional, you are required to keep your credentials current. This includes licensing, CPR, and specialty certifications (ACLS, PALS, etc.), a yearly physical and PPD, and any JCAHO/OSHA testing we provide. We will remind you when something is about to expire, but please be certain to keep everything updated. We will assist you in any way possible.

***I have read and understand the policies and regulations of Medical Staffing Resource, Inc.***

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date

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