



## **STANDARDS, EXPECTATIONS AND POLICIES FOR ALL DUNSON & ASSOCIATES, INC. CLINICAL PROFESSIONALS**

As a Clinical Associate, you are a vital part of our company. The quality of health care that you deliver when working for our company reflects on you as a professional as well as on Dunson & Associates' image. In addition, punctuality and attire are likewise important. The more competent and professional you are, the more opportunities Dunson & Associates will have for its employees. The following are standards and expectations for our clinical associates:

- All clinical associates must abide by the Code of Ethics for professional nurses and healthcare professionals. If you feel there is something preventing you from giving the highest quality of care, please inform Dunson & Associates immediately.
- All clinical associates must abide by the policies and procedures outlined in each medical facility assigned. If there is a concern about a policy/procedure, you should notify, on a timely basis, the nurse manager of the medical facility and Dunson & Associates' corporate office.
- If any problem arises on an assignment, you must call Dunson & Associates immediately. Never leave an assignment without first calling and discussing the matter with our corporate office.
- All employees of Dunson & Associates are responsible to verify their scheduled assignments through Dunson & Associates Staffing Coordinator only. Under no circumstances are employees to leave an assignment or not report to an assignment without first contacting Dunson & Associates for appropriate notification and approval.
- If the facility/client requests you to work, please contact your Dunson & Associates Staffing Coordinator for appropriate scheduling. **Do not schedule directly with a facility without prior Dunson & Associates authorization.**
- Under no circumstances should you take home property that belongs to a medical facility/client.
- Personal telephone calls are to be made on break time. Calls should not be made or received on client/facility phones. Break times should not exceed designated time allotment.
- Surfing the web, e-mail and other uses of the client's computer system and equipment are **STRICTLY PROHIBITED**. You also cannot use services that will result in an expense for the client (i.e. Fed-Ex or courier services). The only exception should be the use of the fax machine or internet to submit your weekly timesheet.

- You are expected to arrive on time to all assignments. If an emergency or any situation arises causing you to be greater than ten (10) minutes late or absent from your assignment, you must notify Dunson & Associates immediately. Failure to notify Dunson & Associates that you cannot report to a work assignment will result in disciplinary action.
- Your rate of pay is a personal matter and is not to be discussed with staff in other facilities or any Dunson & Associates employee.
- All employees of Dunson & Associates must have on their possession at each assignment, a valid photo I.D., a current license/registration (if applicable) and certification (i.e. CPR) that can be presented at the request of facility's management. Employees must wear the Dunson & Associates identification badge at all times.
- Dress attire for all assignments should be in strict accordance with medical facility/client dress code.
- When calling Dunson & Associates in the evening (after 5:00 pm) or on the weekend (5:00 pm Friday through 9:00 am Monday), please limit your calls to emergencies, availability, schedule changes or additions for that immediate time period. Questions regarding payroll, taxes or other general subjects are better answered during weekday hours, Monday through Friday, 9:00 am to 5:00 pm.
- If you are not on assignment and are available to work, please call Dunson & Associates' office weekly to keep us informed of your availability.
- **Our requirement for notification of cancellation is eight (8) hours.** However, we understand that untoward occurrences happen; therefore, our minimum required notification of cancellation is two and a half (2 ½) hours notice for all shifts. Please try and give as much time as possible on all cancelled shifts. Dunson & Associates will keep a record of your cancellations, the reasons, and the amount of time given. We cannot accept cancellations from anyone except our employees. This includes husbands, wives, friends, and children. We will need to speak with you directly. Three unacceptable cancellations are grounds for disciplinary action.
- When accepting an assignment you should be of the mind-set that you intend to stay at the assignment until completion. However, if you need to end the assignment prior to completion, you are required to give **two working days notice**.
- Employee recognizes that all work is on an "**as needed**" or "**per diem**" basis and that Dunson & Associates cannot guarantee availability of work. Employees with the most flexibility and availability enhance the number of assignments and shifts offered.
- If you are made a "Do Not Return" to a facility this may result in termination of your employment with Dunson & Associates.
- Dunson & Associates' new hire and annual requirements are Mandatory Education training/testing, TB screening, Physical, and Skills Checklist. Competency tests will be done upon hiring and every 2 years. You are required to update and comply with providing Dunson & Associates with current Licensure, Certification, PPD and any updated forms and information and return to Dunson & Associates prior to expiration dates. If requirements expire, I understand that I will not be able to work until I provide Dunson & Associates with the required documents and information.
- Falsification of records will not be tolerated and will be subject to termination.

I have read and understand the Standards, Expectations and Policies outlined by Dunson & Associates, Inc. I have also retained a copy for reference when necessary.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\* Retain a copy of this document for your records. Please remit this document fully executed, back to Dunson & Associates' corporate office by email to [karen@dunsonandassociates.com](mailto:karen@dunsonandassociates.com) or fax to 937-854-5941.