

## Conduct Expectations for Agency Nursing Staff Working In a DSOHF Facility

Thank you for your interest in working at one of the healthcare facilities operated by the North Carolina Department of Health and Human Services (NC DHHS), Division of State Operated Healthcare Facilities (DSOHF). We want you to have a successful work assignment. Our healthcare system has expectations that you, as a contract staff member, must meet throughout your contract period. Failure to follow these expectations may result in termination of your contract.

### Application and Onboarding

Application: When applying to work with us, your agency must provide an updated application or resume which reflects your current employer and most recent work assignment. You must disclose if you have worked or are currently working at one of the DSOHF facilities, if you have secondary employment, or if you are enrolled in an educational program. It's important for us to know if you have other scheduling obligations which may impact your ability to safely meet our staffing needs.

Orientation: All of our facilities provide orientation before you are given a patient care assignment. Attendance at the full orientation program is essential to acquaint you with the policies and procedures necessary to perform your job. You must arrive on time each day, take only the allotted amount of time designated for a meal break, and attend all orientation presentations. Requests to arrive late, leave early, or to be excused for portions of orientation cannot be accommodated.

### Scheduling and Shifts

Work Schedule: The work schedule assigned to you is based on the staffing needs that exist at the facility. Your work schedule is designed to enable the facility to provide adequate staffing while supplementing the work time of our permanent staff. The facility is unable to change your assigned work schedule to accommodate your shift preference, specific weekday or weekend preferences, secondary employment, or school schedules.

Weekends and Holidays: Agency staff are expected to work weekends and holidays. Most work schedules require you to work every other weekend. Your specific work schedule will be discussed with you prior to your start date. Any pattern of call-ins from your established work schedule, including repeated call-outs on weekends and holidays, will be monitored and reported to your agency.

Pre-approval of Leave Requests: Your agency must request and obtain approval for all leave requests that will occur during your contract period prior to your start date at the facility. Requests for scheduled time off submitted after you arrive at the facility will not be accepted.

Shift Changes: Before starting work, a specific shift is assigned to you based on the staffing needs of the facility. Requests to change shifts after arrival at the facility cannot be accommodated.

Assignment Changes/Floating- The facility where you are assigned will accommodate the unit and shift agreed upon at the time of the placement to the extent possible. The facility reserves the right to alter your work schedule, move you to any patient care area in the facility, or reassign you to a different shift.

Role Changes- It's important for you to be flexible and willing to adapt when assignment changes occur. Your patient care assignments will be based on your role and your scope of practice. You will not be assigned any task that exceeds your legal scope of practice. Staffing emergencies may arise in which assignments have to be shifted to cover patient care needs. For example, an RN may be pulled to a different unit to administer medications, or an LPN may be assigned to monitor a patient/resident requiring 1:1 observation.

Refusal of Assignment: You will be expected to accept the assignment that fits the current staffing needs. While every effort is made to assign you to the same unit throughout your contract, this may not always be possible. If you have a concern with an assignment, you must contact the facility supervisor, who delegated the assignment, to discuss your concern.

### Mandatory and Voluntary Overtime

Mandatory Overtime- Efforts are made to minimize overtime by agency staff. However, you may be included in the facility's scheduled mandatory stayover rotation, which may require you to work additional hours.

Voluntary Overtime- All voluntary overtime must be approved by your agency. Before you volunteer for additional hours/shifts that exceed your normal work schedule, the agency must provide written approval to the facility.

### Patient Care Responsibilities

Policies and Procedures: Each facility has specific policies and procedures that apply to patient care. To ensure you are providing safe care for our patients, you must adhere to the policies and procedures for the facility where you are working. These policies and procedures are covered during orientation.

Patients with COVID-19: Our facilities care for patients who may have COVID-19. Agency staff must be willing to work with these patients/residents if needed.

PPE Use and Fit Testing- Protection of our workforce is a priority. Use of Personal Protective Equipment (PPE), which may include the use of N-95 respirators, is required. After arrival at the facility, you will be fit tested for the N-95 respirator used by the facility. Agency staff are expected to abide by the requirements at the facility regarding COVID-19 screening, PPE use, and COVID-19 testing.

### Personal Conduct

Personnel Issues- Any personnel issues that arise, during the course of your contract, will be reported to your agency, which is your employer.

Dress Code: You are expected to present to work dressed appropriately for a healthcare environment. Each facility has a dress code which may include clothing requirements such as specific color scrubs. Dress Code requirements apply each day you work, including during orientation. At all facilities, you must wear closed toe shoes (no flip flops or sandals), your ID badge must be clearly visible while on duty, and long acrylic fingernails are not permitted.

Conduct- While working at our facilities, you are expected to conduct yourself in a professional manner. It is important for you to be respectful of all people with whom you interact, including State Employees and customers of the Facility.

Drug and Alcohol Use: You may not use illegal drugs, nor consume alcohol at work or at such times that work is negatively affected. Indications of such use may result in immediate termination and no acceptance for further assignments.

Tobacco Use: The use or sale of any tobacco product on any DSOHF campus is prohibited. The use of cigarettes, cigars, snuff, pipes, chewing tobacco, E-cigarettes or other tobacco products is not permitted in or on the property of any DSOHF facility. DSOHF facilities, campuses, state vehicles and properties are tobacco free environments

Firearms/ Weapons Policy: No person, with the exception of sworn law enforcement officers, may possess a firearm or other weapon on state property.

Name: \_\_\_\_\_

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