

Welcome to the Sunbridge Home Health Care Team! We look forward to working with you and below we have provided new hire instructions to help acclimate you to your new position and hopefully answer some questions that you may have:

1) **Dawn Kreps, RN** is our Nursing Supervisor and handles all staffing, scheduling, clock-ins/outs, payroll questions.

Dawn's work number is **256-580-0544** and she can receive calls or texts Monday through Friday 8am-5pm. We prefer texts when it comes to schedule changes or clock-ins/outs so we have a record of the change we can reference back to when fixing the schedules online.

After 5pm on weekdays and on weekends/holidays, there isn't anyone answering calls or responding to text messages. You can send any clock in/out issues to this number via text and Dawn will make the corrections the next business day.

Email: dawn@sunbridgehhc.org

2) **Felicia Flannigan, RN** is our Director of Nursing

Feel free to contact Felicia at **256-309-7263** after hours, weekdays 5p-8a and on weekends/holidays if you have an emergency with your client, or major complaint. IF it is not an emergency and it is after hours, please make sure to text the phone and not call. Felicia will get back to you promptly.

If you are needing to schedule a shift, or make changes to an assigned shift after hours or on the weekend/holiday, please text the above number. All scheduling should be handled during business hours if possible.

Email: felicia@sunbridgehhc.org

3) Payday is bi-weekly on Friday via direct deposit. Our work week is Monday-Sunday.

4) If you have any payroll related questions, such as a tax question, paycheck question, or needing paystubs, please contact Dawn and she will try to help you or she will contact our finance department to get it resolved.

5) We offer a pay stub portal (Intuit) where you can view all your pay stubs/W2 forms. If you would like to be on the portal, please email: paystubs.sunbridge@gmail.com or braden@sunbridgehhc.org.

If you are unable to sign up for the portal, please keep in mind that if you request a pay stub, it may take a few days for you to receive it. Please do not wait until the last minute to ask for a pay stub. If you know you are going to need it for a loan or other reason, please contact Dawn well before you need it to ensure you have it on time.

6) We do offer health, dental and vision insurance to new employees that have been

employed 90 days and are working full time hours (30+ hours a week). If you are a current employee, open enrollment is June 1 of every year. If you terminate employment with us and are covered under our health insurance; please contact Madison to ask when your insurance will be stopped. AFLAC accident, disability, cancer and hospital policies are available without being a full time employee. We utilize United Benefits for all insurance related questions and setting employees up on insurance. Charnett Willis is the contact person: 256- 415-3500

7) This is a 365 day a year employment. Although you may be working full-time or part-time, these clients need care on weekends and holidays. If you are scheduled to work on a holiday, please notify Dawn in advance if you can't work that day. Many of the families are flexible on holidays and will work with you on the schedule. Again, please keep Dawn updated with your schedule changes. We do not offer holiday pay, PTO, Sick pay or Bereavement pay. We do offer overtime throughout the year if you work more than 40 hours in a week. If you are interested in working overtime, please contact Dawn to discuss your options.

8) We do ask for at least a two weeks' written notice if you are planning to terminate employment with us. We care for very critical patients and it is vital we have coverage for them. So, it is very important to give us notice so we can find a replacement. A notice of less than two weeks will result in being labeled as non-rehireable. Please inform your client/client's Cg if you are resigning and inform them when your last day of work will be.

9) We utilize Therap for clocking in and out.

- Download the Therap App from the App store on your phone (Orange square with Therap across it)
- Login name - **Your first name.Your last name** (notice the . between first and last name)

Code - **SUNPDN-AL**

Password - **Homehealth!!** (You will have to contact the office to get your password reset if/when you need to)

** If you are not clocking in/out from the address in the system, you must add a comment with the reason.

*** If you are clocking in or out late, you must enter a comment with the correct time.

****Your payroll is pulled from Therap, very important that you clock in and out correctly and notify the office immediately with schedule changes. We asked that you submit your schedule for the next week by noon on Friday.

If you are not able to work an assigned shift, notify your client first then Dawn. Do not go to the client's home and work an unassigned shift and then notify Dawn afterwards, you will not be paid. We have an unlimited overtime pay rate, we will discuss it if interested.

10) Medicaid approves the hours that the client receives 90 days at a time. If the client or client's family ask you to pick up an extra shift, please contact Dawn and she will confirm that the client has the available hours and she will assign the extra shift if the hours are available.

11) Please email any changes in the client's orders to alisha@sunbridgehhc.org. Alisha works with the Physician and Medicaid to get the client approved and recertified for services. Alisha's telephone number is 256-602-6191

12) If your client is admitted to the hospital, please notify Dawn immediately and complete the "Client Hospitalization Form". This form is not for Emergency Room visits. Email the form to Dawn at dawn@sunbridgehhc.org.

If you do not have access to email, contact Dawn and she will discuss other options in getting the form submitted to her. **The Nurse is not allowed to be on the clock with Sunbridge Home Health if the client is admitted to the hospital.

Upon your first scheduled shift to the client's home, ask the client/client's Cg for the "**Emergency Plan form**". All clients should have a completed ER plan in the home.

13) Documentation: A very important part of your job responsibilities is to complete your nursing notes during your assigned shift. Please document in blue ink and do not staple your nursing notes. Nursing notes are due in the office at least every 2 weeks. The following is your options in getting your notes to the office:

- Email to braden@sunbridgehhc.org

****If you have an iPhone, you are able to scan documents in your "notes" section****

If you email your notes, we still need the original notes sent to the office. You can hold the original notes and give them to the Supervising Nurse when she comes to the client's home for her visit.

- Drop notes at the office in your area
- Mail notes to **Sunbridge Home Health P.O Box 2597 Decatur, AL 35602.**

It is vital to get your nursing notes in because without them, we are not able to get the clients recertified to continue services. If you get more than one month behind in turning your notes in, you will be subject to disciplinary action starting with a verbal warning, then a written disciplinary form, and last resort (which we do not want to do) would be contacting the board of nursing.

14) Each month your clients will be visited by one of our Supervisory Nurses to check on the client and evaluate your job performance. The Supervisory Nurse will have Nursing notes and other forms that you may use in the home with them. Please ask for the forms if you are in the home. Please notify Dawn if you are running low on forms/gloves so she can contact the Supervising Nurse and make arrangements to get the needed supplies to you. Please do not wait until you are completely out or

using your last form to contact Dawn, as the Supervising Nurse may not be in your area for a while. Reminder: The Supervising Nurse can always pick up completed Nursing notes and bring them into the office for you.

15) Uniforms/Lunch/Breaks

16) Please report any client or employee incidents/accidents immediately during work hours: 256-580-0544; After Hours/Weekends: 256-309-7263

We are happy to have you on our team and we know the clients are grateful for you. The information covered above are the main topics we receive questions about, but it does not cover everything. Please feel free to contact Dawn if you have any further questions. She will be happy to assist you.

Welcome Letter Acknowledgment Form

Please sign and date below acknowledging that you understand each of these points and will follow them. Please return signed copy to Dawn Kreps and please keep a copy for your records.

Employee's Printed Name:

Employee Signature:

Date: