



Caring for People Who Care for People...Our Team, Our Clients, Our Community

The ARRC ONE GAME PLAN

UPDATED AUGUST 2023

We are so glad you are part of our team!

We truly care about you. We are able to do business because our clients need us. These are our clients: senior communities, personal care homes, skilled nursing facilities, and healthcare organizations. We are caring for people who can't care for themselves. We are active members of your communities.

We are family.

This **GAME PLAN** will be reviewed by each new team member upon hire and updated as needed. It has been created to highlight ARRC One Procedures that are needed to help keep us a top Staffing Agency in the area. The Game Plan is included with Onboarding, found on the When I Work App, and can be texted and emailed at any time. **The Game Plan is for YOU.** Check here first for answers to your questions.

ARRC One management has your back! But we can't have your back unless we all communicate and follow certain day to day guidelines. Included in each procedure, is a little bit about the background and reason why it is needed. We always welcome your feedback.

Failure to follow Game Plan procedures can result in probation, suspension or even termination.

Please be sure to save the On-Call number 800-441-4218 option 1.

5p-9a Mon-Fri, Weekends AND ANY TIME if you are calling off, tardy or have an emergency.

We communicate with you via phone, text, email, When I Work Chat and.....

Our ARRC ONE TEXT SERVICE number **724-281-5944** (do not call or text this number)

This is a One Way TEXT Messaging Service for staffing, HR, Payroll and more

Check out our website www.arrcone.com



THE FACE of ARRC One

CNA's and Nurses, Med Techs, Home Care Aides, Staffing Assistants-no matter what your "job" title, YOU/ME/US/WE are the face of ARRC One. It is important that we always maintain professionalism and look professional. Scrubs and proper footwear are required for every facility. The only exception is when the facility has a THEME DAY. If you need assistance to look the part.... just ask.

Remember to always respect the residents, patients, clients, and staff workers in a facility or a home. We are a visitor "in their house". The more respect we show our clients and community, the more respect our team will receive. *Every resident should be treated as if they are your only assignment.*

LEADERSHIP TEAM



ARRC One LEADERSHIP TEAM

Your leadership team is your partner to assist you to obtain the schedule you want at the facility you want and the career you want to best fit your life.

Heather Stewart— Staffing Coordinator Heather@arrcone.com Cell 412-706-4222 Heather also assists with interviews, payroll processing and is a Certified Nurse Aide with over 30 years experience. Please be sure to contact Heather for regular schedules and weekly or daily shifts and changes between the hours of 8a-3p Monday through Friday. WHY? Facility schedulers rarely work beyond 3pm Mon thru Fri. Please use the on-call line for shifts that are announced and offered eves and weekends on the App, Chat, Texts, or returned calls to cover call offs and last-minute needs!

A staffing coordinator juggles many employees and clients . Please be patient. It's best to set up a system, routine or schedule when you work with Heather for scheduling. WE PREFER monthly scheduling, if not able, then please have your weekly scheduling to us no later than 12noon on a Thursday prior to the week. Your staffing coordinator will send all complaints, issues or concerns to Cindy and Antwon.

Becky (Rebecca) Fine-Comas – RN,BSN, Clinical Nurse Manager When the team needs assistance with training, complaints, or nurse to nurse conversation, Becky is our GO TO! If the management team of ARRC One believes it is best you discuss a situation with Becky, we can connect you. Please feel free to reach out to her for medication concerns or nursing advice. ClinicalNurse@arrcone.com 800-441-4218 ext 105

Cindy (Cynthia) Wolfe—ARRC One Vice President Payroll, Billing, Human Resources, Recruiting, Compliance and Complaints, Business Development, Staffing and more. Cynthia@arrcone.com 412-980-4719 Fax 412-548-0792

Antwon McCray – ARRC One President Business Development, Final Payroll Processing and Billing. Business Regulations, HR Compliance. Antwon.McCray@arrcone.com 800-441-4218 ext 101

CALL US



ON-CALL LINE USE – 800-441-4218 option 1

SAVE THE NUMBER

If you call and can't reach a person **DO NOT LEAVE A MESSAGE!!!**

Keep Calling and if no answer, call CINDY 412-980-4719. Try Heather if still no answer.

Please do not text TARDY or a CALL OFF. Please do not call the facility to report your absence, tardiness, schedule changes unless you have been asked to do so by management. Call offs must be 2 hrs before the shift. Your needs and that of the client are the utmost important. ARRC One On-Call Staff will drop everything to handle issues that come to the On-Call line. We will do our best to help you "save face" and cover your assignment when you are out. Example. Bob calls On-call at 6:30 stating he will be late, we contact Jill who is at the building working for ARRC ONE. "Please stay until 7:30 bc Bob will be late." ARRC One calls client. " Bob late/Jill covering". Failure to call the On Call Line on a repeated basis can result in disciplinary actions. PLEASE DO NOT leave if you arrive and find you are not on the facility schedule. PLEASE DO NOT leave if you are unhappy for any reason or have heated discussion or complaints with any facility staff, supervisor, any other staff member....call the ON CALL LINE 800-441-4218 option 1 (Call Cindy if no answer). Technology sometimes fails and the on-call line could be busy or have issues—CALL CINDY's cell 412-980-4719 PLEASE MAKE THE CALL.

do not text a call off

COMMUNICATION



SCHEDULING AND INCIDENTS

You are an appreciated Employee, Team Mate, Contractor, Family Member of ARRC One, LLC. Sometimes the facilities feel like you are their own. Of course, they would! All scheduling must go through your Staffing Coordinator FIRST-even if the facility asks you directly. If it's late at night or last-minute weekend, Call the **ON-CALL line**. We need to be sure all scheduling is properly approved. If it is not, the client facility can refuse to pay for your shift. If the facility refuses to pay for a shift that wasn't confirmed, we won't be paid for the shift and will "charge back" your pay. Remember, we pay you, offer you benefits, flexibility and support. You are our employee or subcontractor. **DO NOT CALL or TEXT THE SCHEDULER/HR or SUPERVISOR/MANAGEMENT at the building on their cell phone for scheduling purposes.** Only supervisors may have a need to reach out to a DON.

PROVIDING STATEMENTS... ALLEGED NEGLECT... SUSPENSION... LABOR CUTS

If you are asked to write a statement or are in a situation where there is an alleged abuse or neglect, on you or someone else...**STOP**... CALL THE ON CALL LINE or Cindy. Do not write anything unless you speak with us. When you do write a statement, send a copy to Cindy. We will help you through this process. **DO NOT GO THROUGH THIS ALONE.** We also have an EAP (Employee Assistance Program) and a legal advisor to help you.

LEAVING THE FACILITY -don't leave!

PLEASE DO NOT leave if you arrive and find you are not on the facility schedule. PLEASE DO NOT leave if you are unhappy for any reason or have heated discussion or complaints with any facility staff, supervisor, any other staff member. **DO NOT LEAVE** if you are told they are over staffed. Ask to step off the floor and....call the ON CALL LINE 800-441-4218 option 1 or CINDY directly. Never agree to leave without speaking with us.

CHARTING -Communication on behalf of the residents.

CHARTING IS MANDATORY FOR ALL STAFF FOR EVERY RESIDENT! The rule is... if it wasn't charted, it didn't happen. If it didn't happen, you could be in trouble with APS, facility management, your employer and the resident could be in danger.

DNR



BEWARE of DNR

do not text a call off

The most important lesson we have learned about DNR (do not return) is everyone is worth having a conversation with on both sides. Innocent until proven guilty, of course. We can offer education and conversation and assist with most every situation. The most common reasons for DNR....SLEEPING, CELL PHONE USE, LEAVING, EXCESSIVE BREAK TIME, ATTENDANCE, ABUSE, NEGLECT.

It's very important to understand the facility's policies and boundaries. If you are DNR'd from a client and there's a need to separate you from the client, you may also be suspended, or terminated depending on the situation.

CALL US BEFORE WRITING ANY STATEMENTS. Please communicate anything that concerns you **to the leadership team by phone immediately.** Replacement is not guaranteed after a DNR.

MONEY - PAY



PAY RATES ARE BASED ON...

1. The contract that ARRC One has with the client. Sometimes individual contracts are available. Just ask.
2. Tenure and orientation period. First 30-60 days of employment are considered Orientation period. PT vs FT. After orientation there is a base or standard rate per facility ONLY if attendance and performance are following the ARRC One Game Plan. Attendance is very important.
3. Raises? Offered when contracts are upgraded AND if it's in the budget or after a year of employment/agreement if the contract allows. Please do not discuss your rate of pay with other employees.
4. Weekend Differential Pay is anywhere from \$1 to \$2 per hour between the hours of 3p Friday and 7am Monday. Ask before you work these hours. Wk Diff Bonus appears on your check stubs as a separate line item. It's not a new hourly amount.
5. Bonuses are based on need and client. Only Cindy can authorize them. A bonus will usually be offered if you are covering an ARRC One call off. Bonuses are not guaranteed. Please do not ask for a bonus for a shift in advance.

SUN to SAT The pay week begins with the first shift on a Sunday through the end of the midnight shift on a Saturday. BUT the WIW app stops at midnight for the week. IF YOU WORK OVERNIGHTS, PLEASE UNDERSTAND. WE ADD THE EXTRA HOURS AFTER MIDNIGHT UNTIL THE END OF YOUR SAT OVERNIGHT SHIFT TO YOUR PAY WEEK. When you look at each week, check to see if last week's Saturday overnight is showing in your current view and total. Confused? Just ask us.

Payday is Thursday. We can not guarantee the "early pay banks" deposit time. We can guarantee Thursday Pay Day. Unless some unforeseen emergency, pay day is Thursday. *Please check your paystub after 9pm on Tuesdays. Let Cindy know if there's a concern or possible mistake before noon on Wednesday so that we can quickly remit any corrections. Thank you for your patience.*

'MY' PART



ARRC ONE

WIW - When I Work App

Proper use of the WIW App is important. **All text, email and chat preference must be enabled.** There is an option to turn these off during certain times of the day. You can set up a schedule so that your alerts are not waking you up! Anytime there is an early out or added hours please include a note when you punch out with the name of the Supervisor or Nurse that allowed you to alter your schedule. Please inform management or call On-Call line. Facilities owned by CHMS do not allow staff to skip a break unless there is written permission. You can add this to the back of your timesheet. When you send your weekly timesheet, add a photo of the back of it please.

Staff must punch in on the WIW APP when arriving at the assigned unit. Staff must punch out when leaving the floor at completion of full shift. We need these time entries to properly process pay in a timely manner. GPS on cell phone should be on/enabled if paper timesheets are not used at the facility.

PUNCHING IN AND OUT ON THE APP IS MANDATORY.

Payroll could be held or late if punches are missed. JUST DO IT.

If the app does not work, or is "glitching", and you can't clock in or log in, then reach out to Cindy.

THE SIMPLEST PREFERRED SOLUTION: Text Cindy or Heather "app not working...please clock me in at 7:05 etc time". Then trouble shoot the app later, clock in when you can with a note.

'MY' PART



MORE



TIMESHEETS.

(Thankfully) Not all facilities require timesheets. Please ask before you accept an assignment. Please be sure your timesheets are signed when you arrive and when you leave your assignment. Do not leave them at the facility. If you tend to lose things, take a picture of your signed timesheet every day after your shift in case you lose it.

TIMESHEETS ABSOLUTELY NEED TO BE IN BY 3PM ON SUNDAYS, EVEN IF YOU ARE MISSING A SIGNATURE. Text it to Cindy or Heather at the end of the last shift of the week! Late timesheets will result in delayed pay.

Facility: Anna Bella Rehab
Name: Kelly Smythe
Position: CNA
Week of: Sunday 8/20/23 through Saturday 8/26/23

DAY	DATE	Scheduled Shift	Actual arrival time	SUPERVISOR SIGNATURE	Minutes Break	Actual ending	SUPERVISOR SIGNATURE	Employee Initials
Sunday	8/20	7-3	7:05	Bugs Bunny RN	30	3:10	Mickey Mouse RN	KS
Monday	8/21	7-3	6:55	Mary Monroen RN	30	3:00	Matt Monroen RN	KS
Tuesday	8/22	7-3	7:00	Mill Norton RN	30	1:05	Johnny Cook RN	KS
Wednesday	8/23	—	—	—	—	—	—	—
Thursday	8/24	—	—	—	—	—	—	—
Friday	8/25	3-11	3:45	Mickey Mouse RN	30	1:10	Mary Monroen RN	KS
Saturday	8/26	3-11	3:45	Bugs Bunny RN	30	1:10	Barack O Burahama	KS

Employee Signature: Kelly's signature here
Date: 8/26/23

Name, Facility and work week: Sun thru Sat

MATCH your ACTUAL START AND END TIMES to the time punch at facility and on WIW app.

Breaks are mandatory unless written permission is granted and added to back of timesheet. Photo both sides & include with weekly timesheet.

SUPERVISOR signatures required at start and end of shift.

Please be sure dates are accurate.

LUNCH—30 min Unpaid Breaks will automatically be deducted from any shift over 6 hours. If you do not take a lunch, your time sheet and your notes on the WIW app must say NO LUNCH or "0". If there's nothing listed on your timesheets under the column "# minutes lunch" then the facility will assume 30 minutes! Most facilities have mandatory lunch breaks or require pre approval. Use the back of your timesheet to obtain signatures for approved "no lunch" shifts. CHECK THE WIW APP FOR INSTRUCTIONS ON NO BREAKS. (Documents... "Timesheets-30 Min Break...") PLEASE HELP PAYROLL RUN SMOOTHLY and ON TIME. PLEASE LEAVE NOTES in WIW for no-lunch issues, bonuses and special rates. Please HAVE TIMESHEETS IN BY 3pm Sunday.

HOLIDAYS and BONUSES. Holiday pay is based on the contract with each facility. Most all facilities have time and a half for Thanksgiving, Christmas, New Year's Day, Memorial Day, Independence Day and Labor Day. Some have holiday pay for Easter. Please ask for details before picking up a holiday. Holiday pay is forfeited if team member calls off the shift before or after the holiday. Night shift Holiday Pay: the shift before (eve) or the day of (on) the holiday, but not both. All bonuses are forfeited if the team member calls off the shift before or the shift after the bonused shift. Bonuses are also lost if staff member is more than 45 mins late for the shift. Please do not ask for a bonus to work your regular scheduled shift.

IMPORTANT INFO ABOUT "SPLIT OVERTIME". We must watch how OT is utilized sometimes. If you are working over 40 hours per week between two or three facilities, overtime is very hairy. We must get permission from the facilities to pay overtime. For example, you are working 44 hours and it's all at one facility—the facility will ok the overtime. However, if you are working 26 at one facility and 34 at another facility and it is totaling 60 hours for that week, neither facility will automatically grant overtime. ARRC One management will need to get anything beyond your 40 hours approved for OT. If you see this schedule in place, please immediately contact management to assure the OT is approved. Employers must pay for OT after 40 hours per week as per Fair Labor Standards Act (FLSA) for non-exempt employees. 1099 Subcontractors are NOT guaranteed overtime. If the facility isn't paying ARRC One for OT, then ARRC One cannot pay the team OT and may have to restructure your schedule if your OT hours are SPLIT.



IMPORTANT STUFF

BENEFITS We value you and are investing in your future, your health and try to provide every opportunity possible. After 30 days of employment you qualify can participate in our 401K. Details are on the WIW App. You can also purchase supplemental LIFE INSURANCE, VISION INSURANCE, DENTAL INSURANCE, CRITICAL ILLNESS INSURANCE and ACCIDENT INSURANCE. Information is on the WIW App (**AFLAC**). Or check out the below link! After your first pay, you can draw on your paycheck daily. This is through an independent Banking Company called CLAIR. www.getclair.com (read important info on the WIW app/documents). Here is our AFLAC PAGE LINK. **AFLAC LINK:** <https://www.aflacenrollment.com/ARRCONE/p0c393829551>

We love referrals. It means that we are doing something right! Any Aide, Med Tech or Nurse referred to ARRC One must work at least 2 weeks-with perfect attendance and no performance issues before a bonus is issued. Ask management regarding the current bonus information. Our contracts do not allow us to hire anyone from our facility partners until they have been gone from that facility for a minimum of six months.

MULTIPLE AGENCY SCHEDULING. We understand the need to have an additional agency as a partner if you need additional facilities as choices. We do not allow our staff or contractors to work for multiple agencies WITHIN THE SAME FACILITY. Most facilities do not allow staff to work for multiple agencies within the week or month. Facilities can challenge our hours and “the other agency” hours, and refuse to pay either agency --- both agencies lose and your pay accuracy can be compromised.

Performance, Attendance....

Please be sure to understand and follow the Time & Attendance Policy (WIW App and Website Portal) and this Game Plan. Please do not use cell phone or ear buds while on the floor. Step away to answer call or text. When you are absent, the facility needs to find replacement. 2 hours notice is required! Running Late? CALL US BEFORE YOUR SCHEDULED START TIME with an ETA. We must curb our call-offs. Attendance Policy Summary: Within 15 shifts, if you call off more than once, you are in jeopardy. First offense is Verbal Warning. Second offense will be Written Warning/Probation/PIP. Multiple offenses will lead to suspension or termination. Leaving Early without permission or No Call No Shows are double jeopardy and skip directly to a Written Warning/Probation/PIP and SUSPENSIONS. Follow the rules. If they seem hard to follow today, call us! Talk it out.

Every Day, Practice RANDOM ACTS OF KINDNESS

We are ARRC One!

Always assume the best. SMILE OFTEN. Call us if you are in a situation where you feel there is disrespect, possible neglect or abuse, hostile situation or an assignment that is not safe. Never raise your voice, question authority or refuse to work. Show respect and patience to each other and your management team. We are all on the same side. We are guests in the “home” of the clients, patients and residents that we care for. We are the solution, not the problem. Please do not be disrespectful to fellow staff members or management. If you have a question, confusion or need to talk things out, you must call Cindy or the On-Call line immediately. Check out the EAP (Employee Assistance Program) information on the WIW app or Website Portal. Remember, Respect cannot be demanded. Respect is Earned. When you are scheduling work, don't forget to schedule room for life! Look ahead a few days and weeks to plan accordingly. Remember, ARRC One's Leadership Team is human too...patience, please. **Smile and we will get through it.**

We are glad you are on our team. It is our pleasure to help you succeed in your career. Thank you for reading, understanding and following our Game Plan.

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