

Professional Behavior and Communication Policy

April, 2023

This memo is to provide guidance surrounding professional communication standards when working in facilities contracted with StaffonTap.

1. Non-solicitation of facility staff

- a. StaffOnTap does not hire employees from nursing homes that we service. This allows us to maintain strong relationships with the facilities.
- b. StaffOnTap nurse professionals cannot solicit the nursing home staff to join our company. If this occurs, we may need to remove the StaffOnTap nurse professional from that facility.

2. Privacy of rates

- a. StaffOnTap nurse professionals are not to disclose their rates to nursing home staff. This information is confidential and can cause a conflict of interest between StaffonTap nurse professionals and facility employees. If this occurs, the nursing home may stop offering shifts to StaffOnTap nurse professionals.

3. Professional Boundaries

- a. We are an external company and therefore need to maintain professional boundaries and communication while in facilities we service.
- b. StaffonTap has a strict policy against direct solicitation of facilities outside of the StaffonTap platform. Nurse professionals may not contact a facility to solicit work or provide availability. Nurse professionals may post their availability on their dashboard, or apply for open shifts that are posted on the dashboard. Nurse professionals may only contact facilities directly once a shift has been confirmed. Contacting facilities directly in order to enhance personal schedules is strictly prohibited.

4. General Professionalism

- a. The purpose of this cell phone policy is to form a work environment that is productive and free of distractions.

- i. All nurse professionals must operate under this policy, regardless of position. It is the company's expectation that all cell phones will be off or on silent during normal business hours so normal workflow remains undisturbed. It is expected that contractors will only use their personal cell phones for emergencies or while on break. This includes using a cell phone for listening to music.

5. Walk outs

a. All Nurse professionals are expected to complete their confirmed shift to the best of their ability, with professionalism and care. **Any Nurse professional that walks out on a shift without permission, will be terminated from StaffonTap indefinitely and without exception.**