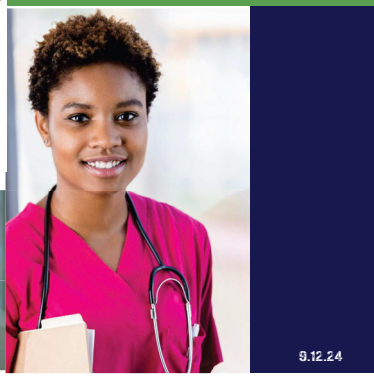
Welcome Kit











OPEN DOOR PERSONNEL

SBA WOSB Woman Owned Small Business

certified WBENC WOMEN'S BUSINESS ENTERPRISE

GSA Contract Holder

EEO Equal Opportunity Employer

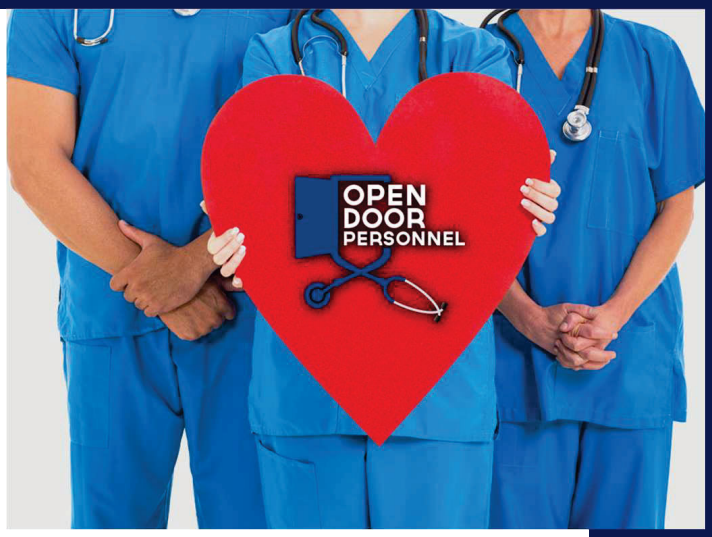
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WELCOME TO THE ODP TEAM!

IMPORTANT INFORMATION AT YOUR FINGERTIPS!

Thank you for joining our agency and trusting us with your clinical or administrative career. We are excited to have you represent Open Door Personnel!

This welcome kit will be a valuable reference throughout your career journey with us. Please keep it handy as a resource.



Message from the Founder

Greetings!

Welcome to the greatest staffing agency ever to be created! I am honored you are joining us. As you might imagine, your role is crucial to fulfilling the need for quality patient centered care. I am certain your education, experience and skill set will be a welcome and needed addition to all of the various clients/facilities we staff.

After working in the staffing industry for more than 20 years, I noticed a lack of value and appreciation for the field staff we relied on to represent us. I knew in order to make a change in the industry I had to become a staffing firm owner. Thus in 2015, Open Door Personnel was created. I vowed as an owner I would never put PROFIT before PRODUCT. With this motto, everyone wins -field temp staff, patients, clients (facilities), and then lastly, Open Door Personnel.

I believe all field staff representing Open Door Personnel should walk into their assignment feeling valued, respected, and appreciated. This empowers you to adhere to the ODP three pillars of success:
Professionalism, Punctuality and Productivity.

As founder of Open Door Personnel, it is with immense pride and joy that I can say we offer benefits to our field staff: medical, dental, life, paid vacations, Employee of the Month and Employee of the Year.

I hope as you read this, you too, will have a sense of pride as a valued ODP employee.

Here's to a wonderful partnership together!



"If the door is closed, we will build another door of opportunity till every person seeking our career assistance is gainfully employed!"

Laura Rubeiz
CEO/Founder

OPEN DOOR PERSONNEL

YOUR ODP STAFFING TEAM

CORPORATE OFFICE

Administrative and Payroll :

Clare Moore, Director of Administration
803-233-2174 Direct
cmoore@opendoorpersonnel.com

Consullea Kates, Payroll Assistant
803-988-9221 Direct
Payroll@opendoorpersonnel.com

Staffing and Compliance:

Laura Rubeiz. CEO & Founder
803-233-2098 Direct
lrubeiz@opendoorpersonnel.com

Rachel Davis, Director of Operations
803-233-9315 Direct
support@opendoorpersonnel.com

Imani Hicks, Administrative Coordinator/Scrub Associate
803-336-4400 Direct
admin@opendoorpersonnel.com

Kelly Young, Strategic Compliance Coordinator
803-233-2175 Direct
Compliance@opendoorpersonnel.com

Victoria Rabon, Community Engagement Manager
803-960-3694 Direct
marketing@opendoorpersonnel.com

*Please feel free to Call or Text each number as needed! We are here for all staffing and payroll needs!

Who Do I Notify?

24/7 Live Response Team

- Calling out for a shift
- Late for work
- Injured on the job/ workers' comp
- All work-related emergency issues

Administrative Assignments:
803-960-3964
Saleeby & Pee Dee DSP Assignments:
803-336-4400
Midlands Center DSP Assignments:
803-223-9315
Columbia,SC Assignments & Travel:
803-233-2098



EMPLOYEE HANDBOOK AND CODE OF CONDUCT

A COMPLETE COPY OF THE EMPLOYEE HANDBOOK IS AVAILABLE IN YOUR ODP ONBOARDING PACKET. REACH OUT TO YOUR STAFFING MANAGER FOR A COPY.

MISSION

Open Door Personnel was created for the sole purpose of opening doors of opportunity for any person seeking career guidance or assistance. These 'doors' of opportunity will be with local organizations who seek to engage the staffing services of Open Door Personnel to fill their vacant positions. Open Door Personnel will seek to serve our employees and clients by offering a fair wage at a fair price.

VALUES

RESPECT: Open Door Personnel will look for the good in everyone we meet and respect their journey.

INTEGRITY: If it is not right we will not do it, if it is not true we will not say it.

CUSTOMER SERVICE: will be an on-demand 24/7 live experience, because when our clients need us we are committed to being available.

Profit will not come before employee-client satisfaction, so we never forget who we are here to serve.

EQUAL OPPORTUNITY EMPLOYMENT

Open Door Personnel is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law.
This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.



- **Health, Dental, Vision, Life Insurance & Short-Term Disability;** Various MEC Wellness/Preventive Benefit is also available.
- **5 Days of Vacation/PTO*** -eligibility begins after 2080 hours of consecutive service.
- **Birthday Bonus $100** -eligibility begins after 30 days of active service and 3 completed shifts in your birthday month.
- **Employee of the Quarter $100** -eligibility begins after 30 days of active service and 3 completed shifts.
- **South University Employee Tuition Discount** -10% tuition discount for you and your immediate family members for undergraduate, graduate, on-campus and online programs, excluding the Master of Science n Physician Assistant, Master of Medical Science in Anesthesia Science and the Doctor of Pharmacy programs.

"So Who Do You Work For?"

OPEN DOOR PERSONNEL

Equal Employment Opportunity Statement

Open Door Personnel is committed to providing equal employment opportunities to all qualified applicants and employees. We do not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, disability, genetic information, marital status, veteran status, or any other characteristic protected by applicable federal, state, or local law.

This commitment applies to all aspects of employment, including hiring, promotion, demotion, termination, compensation, training, and other terms and conditions of employment.

We also strictly prohibit harassment based on any protected characteristic, as well as retaliation against individuals who report discrimination or participate in any investigation of complaints. Employees and applicants are encouraged to report any concerns about discrimination or harassment to their Staffing Manager, Human Resources, or through our designated complaint reporting process. All reports will be handled promptly and thoroughly.

In accordance with applicable law, Open Door Personnel will provide reasonable accommodations for individuals with disabilities or religious beliefs that require such accommodations, unless doing so would cause an undue hardship.

We also comply with applicable affirmative action programs required by our state and federal contracts and strive to foster a diverse and inclusive workplace for all.

Contact Information: For any questions or concerns regarding our EEO policy, please contact the Director of Administration (Human Resources) at 803-336-4400.



MY EMPLOYEE PORTAL AND PAYROLL PROCESSING

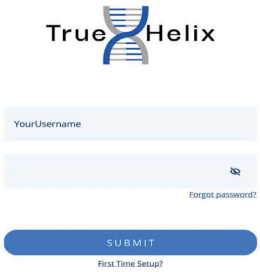
We are excited to have you join our team. As part of your responsibilities, you must use the True Helix platform to current and valid credentials. You are notified of your scheduled shifts in Tru Helix. Always send your schedule to the agency for us enter into Tru Helix for notification reminders.



True Helix is a new workforce management cloud platform used by Open Door Personnel for all of your HR file management -- payroll processing, credential uploading, managing your work schedule and picking up open shifts/

True Helix is your portal and system to complete the following:

- Mobile shift clock-in, clock out and weekly timesheet submission
- Access your credentials and upload /update new credentials
- Update your contact information, i.e. address, phone number, email address
- Bid on shifts and view your confirmed shifts



My Employee Portal and Payroll Processing (cont.)

How will I get paid? Getting paid on time weekly requires you to accurately 1) clock in correctly at the client location if the client has a digital timeclock system. Some clients will submit your timecard to the agency weekly on your behalf. You will be informed if the client will submit your time to the agency. 2. You will need to submit a manual timesheet to paroll@opendoorpersonnel.com which is fully completed and signed by supervisor for each scheduled day worked to ensure that you get paid. For our travel employees, you will need to submit proof of time punches to payroll@opendoorpersonnel.com. You are able to fax timesheets tp the agency at 803-753-1885.

Timesheets are due by 9 AM EST each Monday to Payroll@opendoorpersonnel.com. Direct deposits will be received on Fridays. The actual time for the direct deposit to reflect is dependent on your banking institution. Federal banking holidays will directly affect the date of deposit. Email notifications are sent 1 week prior to an anticipated bank holiday, please make sure your contact information is always current in True Helix so you do not miss any employee communications.

How do I get more timesheets? You can print additional copies from the ODP website, or reach out to your staffing manager.
www.opendoorpersonnel.com/Employee/Timesheets.

Will I receive Holiday Pay? Please refer to your Recruiter or Staffing Manager to find which holidays your assigned facility recognizes for Holiday Pay and if recognized, what that holiday pay rate will be. The specific holiday and the holiday rate are predetermined by the assigned facility's contracted agreement with Open Door Personnel.

Workers' Compensation Reporting Procedure

In the event of a workplace injury, it is essential that you immediately contact your Open Door Personnel Staffing Manager or Recruiter by calling the 24/7 on call cell phone number given to you. You must report your injury to the Open Door Personnel to receive instructions on the appropriation steps to take.



Important: Do Not Seek Unauthorized Medical Care
You are required to use Open Door Personnel's designated medical providers for any treatment related to your injury. Seeking care from a non-approved provider may result in your worker's compensation claim not being covered.

Medical and Reporting Requirements
Upon arrival at the designated medical facility, you will be required to undergo a urine drug screen. An incident report must be completed within 24 hours of injury. If circumstances prevent you from doing so, the Human Resources Administrator will evaluate your situation on a case-by-case basis. You must also complete an incident report with the assigned facility,

Declining Medical Treatment
If you choose not to seek medical care, you are still required to submit a written incident report and sign a medical declination form.

24/7 contact the designated ON CALL PHONE NUMBER PROVIDED DURING ONBOARDING

OPEN DOOR PERSONNEL

ATTENDANCE GUIDELINES

OPEN DOOR PERSONNEL HAS AN EXCELLENT TRACK RECORD FOR PROVIDING QUICK AND DEPENDABLE STAFFING SOLUTIONS. IT IS EXTREMELY IMPORTANT THAT YOU ARE PRESENT FOR ALL ASSIGNED SHIFTS. YOUR ATTENDANCE IS CRITICAL TO PATIENT CARE, YOUR SUCCESS, AND THE SUCCESS OF OPEN DOOR PERSONNEL. THE CLIENT FACILITIES HAVE REAL STAFFING NEEDS THAT MUST BE FILLED, SO YOUR DEPENDABILTY IS VERY IMPORTANT!

CALL OUTS

The procedure for calling off for your shift is that you notify Open Door Personnel by text or a phone call to your designated on-call phone number a MINIMUM OF FOUR (4) HOURS prior to your scheduled shift beginning. Failure to give the proper timely notification can result in a $75 penalty for the violation.

EXCESSIVE TARDIES

Employees who arrive more than five (5) minutes after his or her normal start time is considered tardy. We recognize situations may arise that may hinder punctuality, regardless, excessive tardiness is prohibited and may be subject to disciplinary action, up to termination.

NO CALL NO SHOW

Open Door has several measures in place so each employee knows when they are working and where; also making it easily available to contact the agency 24 hrs a day/ 7 days a week if you are unable to work your shfit or are going to be late. In the event an employee is a No Call No Show for their shift, a Full-Time or Part-Time or PRN/non-contract employee will be subject to a $75 penalty and possible termination. Local and Travel Contract employees will also be assessed the penalty amount documented in their contract; this includes the action of the client canceling the contract.



OPEN DOOR PERSONNEL

Referral Bonus



Open Door Personnel has grown so rapidly because our amazing staff share our agency and refer their working friends to us. We appreciate every referral and want to reward you for each referral.

The list of bonuses paid out for each classification are:

$25	**$50**	**$100**	**$150**	**$250**	**$500**
CNA/NON-LICENSED Caregiver	LPN	RN	Administrative	Travel LPN	Travel RN

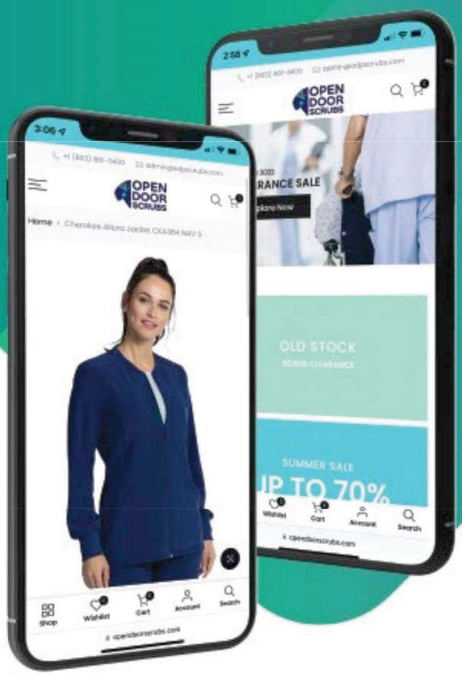
OPEN DOOR SCRUBS

Scan to visit:

So, what do you wear?

Open Door Personnel is now selling scrubs.

opendoorscrubs.com



25% OFF **Active Employees**

Open Door Scrubs partners with Open Door Personnel to offer every active employee a 25% discount on all purchases online and in-store.

PAYROLL Deduction AVAILABLE!

shop Pay Pay in full or in installments

JOIN OUR AFFILIATE PROGRAM!

Scrub Club

EARN FREE SCRUBS FOR LIFE

Free Scrubs: For every $300 in sales you refer, you'll receive a free scrub top or bottom.

No Limits: There's no cap on how much you can earn - share your unique referral code, with your coworkers, friends, family and followers ...anyone who wears scrubs.

Easy to Join: Signing up is simple, and we'll provide you with everything you need to get started.

OPEN DOOR SCRUBS

SIGN UP



OPEN DOOR PERSONNEL

How did we do?

Your feedback is important to us, please leave a Google review and like, follow and comment on our Facebook page.

Receive a $25 Snappy Gift card when you post a review within your first 30 days.

Thank you!

REVIEW US ON Google

Find us on Facebook

Stay up to date on all of the latest Open Door jobs, news, events and monthly giveaways!


THANK YOU FOR
JOINING THE OPEN
DOOR PERSONNEL
STAFFING TEAM!
WELCOME!
OPEN
DOOR
PERSONNEL