



Gifted
Care Services



Gifted
WORKFORCE SOLUTIONS

GIFTED (CARE SERVICES & WORKFORCE SOLUTIONS) - 3 STRIKE POLICY

If you are booked into a shift that you are not able to attend, you need to be aware of our cancellation policy:

Gifted (Care Services & Workforce Solutions) operates on a **3- strike** policy regarding candidates cancelling shifts without adequate notice given.

Why do we have this policy?

Patient care is central to Gifted (Care Services & Workforce Solutions) ethos, shift cancellations without sufficient notice severely compromises this ethos as well as damaging the agency workers reputation and Gifted (Care Services & Workforce Solutions). This policy is in place to protect a reputation that we are very proud of within our industry of being a reliable staffing partner to many of the UK's largest NHS Trust and private sector organizations.

So, how does it work?

Strike 1:

This will be given if a candidate cancels a shift within 24 hours of the shift starting - **£50 charge applies*** (see page 3 for further information)
Other reasons for earning 1 strike are listed on page 2

Strike 2:

If the same candidate cancels another shift within 24 hours of the shift starting and within **30 DAYS** of receiving strike 1, they will move to strike 2 - **£50 charge applies*** (see page 3 for further information)
Other reasons for earning 2 strikes are listed on page 2

PLEASE NOTE -ANY CANDIDATE THAT FAILS TO ATTEND A SHIFT WITHOUT NOTIFYING GIFTED (CARE SERVICES & WORKFORCE SOLUTIONS) TO ALLOW US RE-FILL IT OR CANCEL THE SHIFT WILL BE MOVED STRAIGHT TO STRIKE 2.

Strike 3:

Any candidate that cancels a shift within 24 hours of the shift starting or fails to attend a shift without notification, within 3 months of receiving strike 2, will be removed from the agency.
Other reasons for earning 3 strikes are listed on page 2



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STRIKE AMOUNTS PER OFFENSE

STRIKE ACCUMULATIONS IN A 30 DAY PERIOD

1 STRIKE (X) = Warning

2 STRIKES (XX) = 7 day temporary account suspension & removal from all shifts

3 STRIKES (XXX) = Permanent suspension from Gifted (Care Services & Workforce Solutions)

X

- Cancelling a shift within 24 hours of its start time
- Excessive tardiness or a pattern of tardiness to scheduled shifts - **£15 charge applies*** (see page 3 for further information)
- Not having the designated uniform or skill requirements to work a shift
- Asking our clients to cancel a job for you to avoid getting a strike
- Leaving your scheduled shift earlier than the shift ending time without authorisation from the Gifted - **£15 charge applies*** (see page 3 for further information)
- Earning two negative feedbacks from our clients within 3 months
- Directly contacting a client without reasonable cause
- Failure to follow time reporting procedures, such as checking in to your scheduled shift as instructed and outlined in the policy
- Submitting timesheet without following the timesheet policy and example on 3 occasions.

XX

- Any one (1) strike (except for Cancellation) that occurs on an new employee first worked shift
- Two Strike 1's within the same month

XXX

- No Call, No Show
- Cancellation of first ever confirmed shift less than 24 hours beforehand for new employee
- Insubordination
- Dereliction of Duty
- Theft
- Falsification, misrepresentation, omission, obfuscation, or alteration of any data, statement, information, document, record, or form submitted to or received from Gifted (Care Services & Workforce Solutions) including, but not limited to, time cards, employment, health status or benefit applications, background checks, work records, etc.
- Reporting to or working while under the influence of drugs or alcohol, or in an otherwise unfit condition to work in an adequate, acceptable, or safe manner.



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Failed to attend shift (DNA) - £50

- **DNA** (Do Not Attend) will continue to be charged at £50 - only extreme mitigating circumstances with valid and acceptable reason for not being able to notify will result in the fee being waived.
- Each **DNA** will be investigated and treated as a disciplinary.
- Operate a 3-strike policy on **DNA** over length of your employment with Gifted. 3rd strike and the candidate's engagement will be Terminated.

Lateness - £15

- Lateness - We will allow 1 instance of lateness before a deduction is applied. This serves as a reminder, an educational email regarding our Attendance and Punctuality policy will be sent to make sure that you are aware of what is expected of you.
- We will allow 1 lateness per month (Rolling 30 days) without a deduction.
- Proper communication process for lateness means that notification is made to Gifted (Care Services & Workforce Solutions) before the scheduled start of your shift. We will accept notifications up to 15 minutes past the scheduled start of shift to account for the time it takes to tag the lateness and any difficulty the candidate may have experienced preventing them to notify before the start of the shift.
- If candidates fail to follow the communication process, a deduction is applied for any instances beyond 1 per month (Rolling 30 days).
- 3 instances of lateness within a month (Rolling 30 days) and the candidate will be moved to STRIKE 2!

Leaving before shift end time - £50

- Leaving your scheduled shift earlier than the shift ending time without authorisation from the Gifted - Causing Safeguarding issues for our client and service users.

I acknowledge and agree to this 3 Strike Policy:

NAME: _____

DATE: _____

SIGN: _____