

W E L C O M E

to the Halcyon family

Congratulations for having been selected to join
our elite team of Support Workers, Carers,
Healthcare Assistants and Nurses



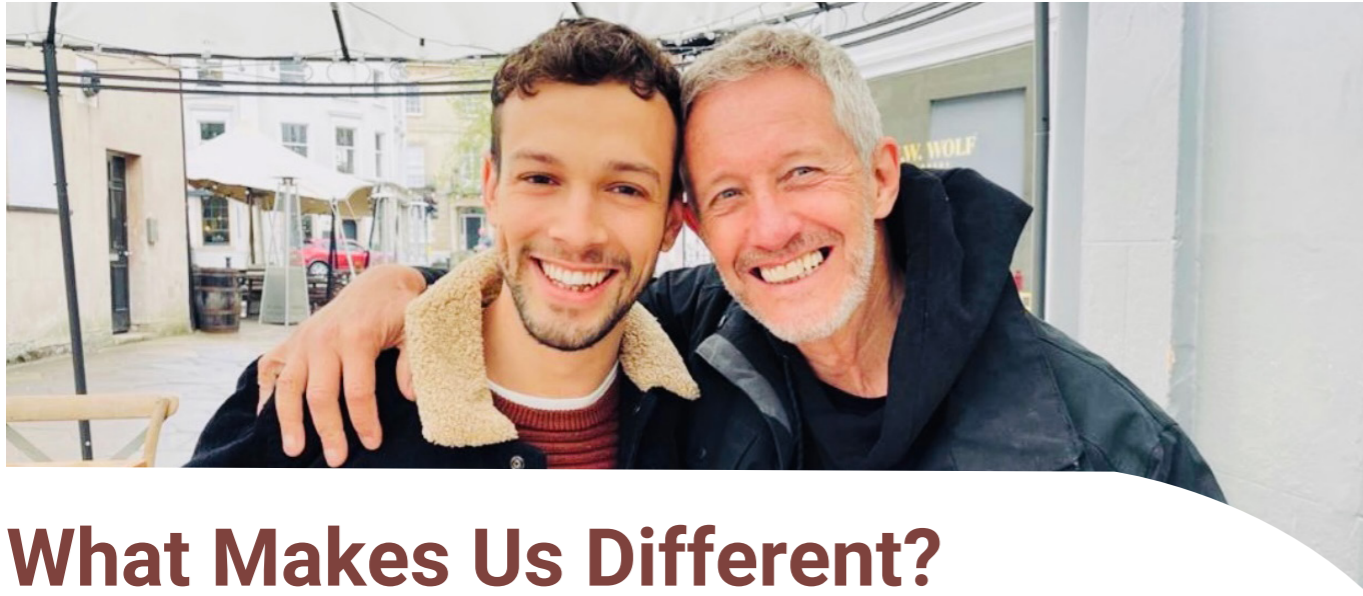
HALCYON
Health & Social Care



Contents

In this online brochure, you will find useful information designed to help improve your working experience with us

What Makes Us Different?	4
How Do I Refer A Friend?	5
Staff Member of the Month	6
Perk Box & Careskills Academy.....	7
Booking Shifts	8
Conduct on Shifts	9
Timesheets & Pay	10
Payslips & Tax	11
Absence Policy	12
What If I Can't Make a Shift?.....	13



What Makes Us Different?

We genuinely care, not just about our clients and their residents, but also about our staff. We care about you. You are our greatest asset. You are on the frontline, working tirelessly every day, and you are our ambassadors.

We go to great lengths to recruit you, and equal lengths to keep you. We will always pay you as much as we can, and aim to at least match or beat the pay rate of any other agency. We pay weekly and always on time. We pay for your DBS checks. We provide free training, and we even give you a bonus to complete it. We also pay you to refer a friend. We always try to place you close to home and/or public transport.

We give 'Employee of the Month' prizes, and we provide a great Employee Benefits scheme!

We give you the amount of hours you want, consistently and guaranteed. You can work part-time or full-time. Day shifts or night shifts - you decide. We will even help you find a permanent role if that's what you want.

Inspired by our Group Chairman, and CEO, father & son team, Keith & James, we strive to be the best Staffing & Recruitment Agency in the UK, and we can only achieve that if we recruit the best team members, and that is why we hired you. Be proud to be a part of our team!



How do I refer a friend?

We are really proud of the fact that the majority of our new team members come through referrals!

The best way for you to refer a friend is through your Connect Team app on the main feed. This allows us to keep track of who has referred who.

HOW MUCH DO I GET FOR REFERRING A FRIEND?

£100 will be paid to you as soon as the staff member you referred reaches 100 hours worked.

I HAVEN'T RECEIVED MY REFERRAL PAYMENT. WHAT DO I DO?

Please contact your local office, or Regional Director, to let them know. If you cannot make contact or the problem is not quickly resolved, please email Head Office on office@halcyonhsc.com or telephone 01242 383278.

Staff Member of The Month

WHAT IS STAFF MEMBER OF THE MONTH?

Our staff member of the month prize is just one of the ways that we try and value our staff above and beyond other agencies. By gaining feedback from our clients, we choose a staff member each month who we feel has performed exceptionally well, proved to be reliable and on time, and who has represented Halcyon in the best way possible.

WHAT IS THE AWARD FOR STAFF MEMBER OF THE MONTH?

The chosen staff member will receive £50 of points loaded directly into their Perkbox account, allowing them to spend the money with any retailer of choice on the platform.



perkbox

WHAT IS PERKBOX?

Perkbox is an exciting employee benefits programme available to all of our staff members, with thousands of retailers offering significant discounts available exclusively to Halcyon Perkbox users.

I HAVEN'T RECEIVED MY PERKBOX LOGINS. WHAT SHOULD I DO?

Please contact your local office or Regional Director. If the problem is not resolved quickly, please call Head Office on 01242 383278, or send an email to office@halcyonhsc.com quoting your name, and the area where you work.

HOW DO I LOG IN TO PERKBOX?

Easy! Simply download the Perkbox app either on Google Play or the Apple store.



Careskills Academy is an online learning development system that all Halcyon staff are enrolled onto as part of our compliance process.

You will be allocated mandatory training modules which must be completed before your first shift. If this is completed within 7 days, you will receive a £25 bonus in your first weeks' pay as a bonus.

You also have the option to complete additional training in more advanced subjects, should you want to develop your knowledge further.

Please note that ALL additional online training is provided free of charge.



Booking Shifts

HOW DO I START PICKING UP SHIFTS?

You will receive a link to download the Connect Team app. The invite should come via text message. Please set up your profile and input your availability as far in advance as possible. Ideally, we ask for a minimum of two weeks. If you don't receive the SMS text, please call your local branch or their 'out of hours' number.

HOW ARE SHIFTS BOOKED?

Shifts are primarily booked by your Consultants and the Account Co-ordinators in the office, according to your availability. This is why it is important your availability is always kept up to date! If your

availability changes, it is your responsibility to amend this in the app. Failure to do so means you can still be booked for a shift and confirmed with the client. Therefore, you will be expected to attend. Any no-shows or cancellations will be taken seriously and may affect your ability to work with us in future. If you can see a shift in your rota, this means it is booked with the client. Therefore, it is imperative you make us aware of any problems with shifts you are booked for.

You can also pick up shifts yourself by heading to the job schedule - shifts will appear on each day allowing you to click into them and claim them. The shift will contain information about the home, address details and phone numbers.

WHY HAS MY SHIFT BEEN REMOVED?

The only time we would remove a shift is if we have tried to confirm the shift with the client and the client has decided that it is no longer required.

HOW DO SHIFT CONFIRMATIONS WORK?

You will receive a notification through the app to notify you of a shift that's been booked and confirmed.

WHAT IF I CAN'T MAKE A SHIFT OR NEED TO CANCEL?

Please carefully read the information provided on our absence policy, which can be seen on Page 12.

Conduct on shifts

Our staff are representing Halcyon Health and Social Care. Therefore, it is of the utmost importance that you conduct yourself professionally. We take any breaches of this policy very seriously, meaning we may choose to stop working with an individual immediately.

WHAT SHOULD I WEAR TO SHIFT?

Typically, you will need to dress in plain, comfortable clothing with appropriate shoes. It is wise not to wear anything valuable or sentimental. If there are any special requirements, this information will be in the shift details or you will be notified beforehand.

WHAT IF I HAVE AN ISSUE WITH A CLIENT I AM WORKING WITH?

If the issue is sensitive, please contact your local office (number can be found by visiting www.halcyonhsc.com and clicking on 'Branches' in the top tool bar, and then clicking on the town or county where you live.

HOW DO I REPORT A SAFEGUARDING ISSUE?

You must report this directly to the client and then to the Halcyon office. Please always ensure that you are following the policies and procedures of the client you are working for.

WHAT ARE THE 7 PRINCIPLES OF YOUR CODE OF CONDUCT?

1. Be accountable by making sure you can answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights, and wellbeing of people who use our services and their carers at all times.
3. Work with your colleagues to ensure the delivery of high quality, safe and compassionate care and support.
4. Communicate in an effective way to promote the health, safety and wellbeing of people who use our services and their carers.
5. Respect a person's right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through continuing professional development.
7. Uphold and promote equality, diversity and inclusion.

Timesheets and Pay

HOW DO I PROCESS MY TIMESHEETS?

The team at the office will take care of all of your timesheets for you! The only responsibility you have is to ensure the shifts we have you down for in the rota are correct. If you are late, or stay on longer for a shift, notify the office so that we can amend the shift to ensure your pay is correct.

WHAT IF I WANT TO PROCESS MY OWN TIMESHEETS?

We have the ability to allow you to process your own timesheets. Please contact the office to set yourself up with access to the online system.

WHEN DO I GET PAID?

We pay weekly on a Friday for all shifts worked the previous week. Our working week always runs from a Monday to Sunday.



Payslips and Tax

WHEN DO I RECEIVE MY PAYSリップ?

You will receive your payslip via email every Wednesday. The password will be your date of birth in the following format: DD/MM/YYYY.

I HAVEN'T RECEIVED MY PAYSリップ. WHAT DO I DO?

Please contact your local office or Regional Director who employed you.

HOW DO I ENSURE I AM ON THE CORRECT TAX CODE?

During registration you will have supplied a P45. Alternatively, you may have been asked to complete a HMRC starter form. This is sent to the relevant department to forward on your behalf to HMRC.

I AM BEING EMERGENCY TAXED (TAX CODE OT.) WHAT DO I DO?

Please complete the HMRC new starter form and email it to office@halcyonhsc.com.

I BELIEVE I HAVE BEEN PAID INCORRECTLY. WHAT DO I DO?

please contact your local office, or Regional Director. It is rare, because, in almost all cases, all staff are paid correctly, however, some times mistakes can be made, but reassured we will correct them immediately for you.

MY PAYSリップ IS SHOWING "NET ADVANCE". WHAT IS THIS?

If you were paid incorrectly, we will send you the missing money via Bank Transfer (BACS) on payday. We then run the correct shifts through the payroll system. The "net advance" reflects the BACS payment we have already sent you to ensure you are not overpaid. Please note you will have received two payslips, so please scroll down to see the second payslip.

Please note; in the event you cannot reach your local office or Regional Director, you can email Head Office on office@halcyonhsc.com or telephone 01242 383278.

Absence Policy

Reliability and attendance are crucial for the effective running of our business. It is also incredibly important to ensure that vulnerable children and adults are always kept safe.

Unreliability and late cancellations not only affect our clients, but they can directly impact the amount of work we can provide to everybody.

If issues arise, our clients do not look to individuals, but look at us as an entire business, which in turn affects the work given to us and therefore threatens the security of every staff member working within Halcyon Health and Social Care.

Here, we have outlined our expectations around absence reporting and sickness. Communication is vital and expected if there are any issues with attending work. If you wish to discuss this any further, then please contact your consultant.

Our expectation is that you communicate with both the Halcyon office and the end client that you are due to be working with, are due to be working with, in the event you are running late, or are unable to fulfil the shift.

PUNCTUALITY

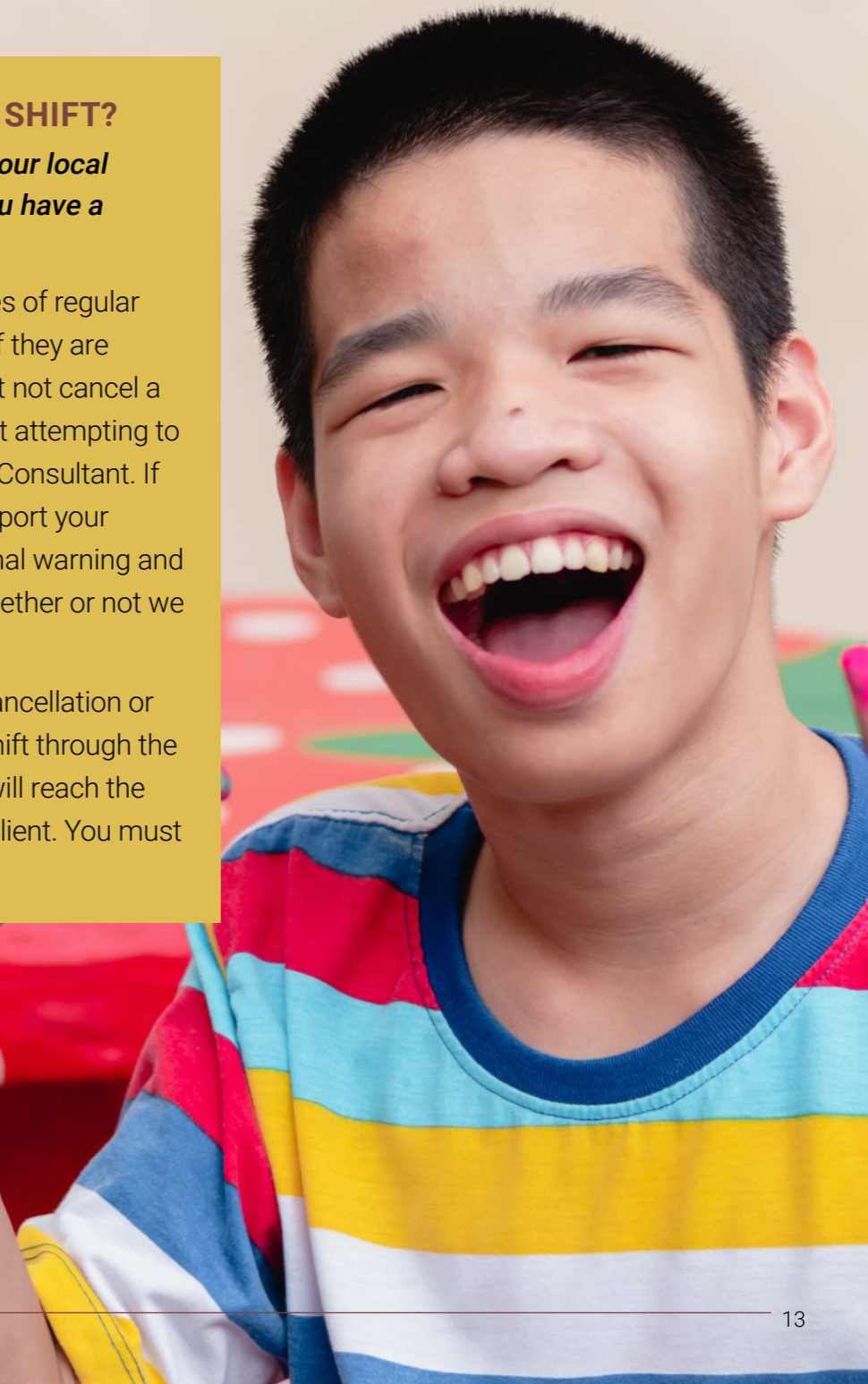
Employees are expected to maintain good time keeping and must inform both the end client and the office if they are running late. Consistent lateness will be formally addressed and may result in no further work. You can always find the best number to contact your local office or Regional Director, by visiting our website www.halcyonhsc.com and then clicking on 'Branches' in the top tool bar, and then by clicking on the town or county where you live.

WHAT IF I CAN'T MAKE A SHIFT?

You must call and speak with your local office as soon as you aware you have a problem in attending.

Absences are recorded and cases of regular cancellations will be addressed if they are deemed unreasonable. You must not cancel a shift via text or email without first attempting to call both the end client and your Consultant. If you do not attempt to call and report your absence, you will be given a formal warning and we will make a decision as to whether or not we continue to employ you.

It is not an acceptable form of cancellation or communication to "unclaim" a shift through the app. There is no guarantee this will reach the office and certainly not the end client. You must call and contact the office.



Regional Directors and Management





HALCYON

 **01242 383278**

(8:30am – 6:00pm, Mon to Fri)

 **office@halcyonhsc.com**

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