



Emerald
Nursing



Your Employee Handbook

With flexible shifts you
decide when you want to work.

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Welcome to our Team

Thank you for registering with Emerald Nursing – we're delighted to have you on board and hope you find your work with us fulfilling.

We give our agency workers and clients an excellent service. Emerald Nursing require high standards from our agency staff so that they are able to provide the best care for patients, residents, and service users.

How this guide helps you

In this team guide, you can find lots of useful information about what you need to do before you start working at a new location and when you're on duty. That includes our dress code, timesheets, standards of conduct and much more.

Please make sure you review this guide regularly. We appreciate it, as do our clients.

About Emerald Nursing and how we work

Our agency is a national provider of high-quality temporary nurses and healthcare assistants. We vet each candidate thoroughly and ensure they have the right training and experience. This includes Garda vetting and checks on:

- ID and right to work documents
- Qualifications and professional registration
- Work history and references
- Occupational health

02.

**Understand
your role and
responsibilities**

Understand your role and responsibilities

Our strict recruitment criteria ensure our registered nurses, midwives and healthcare assistants always have the right qualifications and experience to meet our clients' specific needs, we may reassess your clinical experience before you start a placement.

In order to register with Emerald Nursing we would require you to have relevant experience:

All Healthcare Assistants must have their QQI Level 5 qualification in Healthcare completed, or have completed Care Skills, Care Support, and Care of the Older Person.

- All Healthcare Assistants must also have at least 6 months experience in the Republic of Ireland.
- All Nurses must be registered with the NMBI, and have at least 6 months experience in the Republic of Ireland.
- All speciality nurses (Emergency Department, ICU, Endoscopy, Theatre, or Midwives) must be registered with the NMBI, and have at least 12 months experience in the Republic of Ireland.

ID verification and professional body membership

You are also required to supply evidence of your membership of any relevant professional body.

[See example by clicking here](#)

When you accept a shift, we expect you to complete any tasks the client requires within reason. Please don't refuse to carry out tasks for which you're qualified and experienced. At the same time, know your limits and ask for more information or support if you need it.

Likewise, our clients cannot ask you to perform duties which contravene the Nursing and Midwifery Board of Ireland (NMBI) Code of Professional Conduct and Ethics or fall outside your specified role, even if you can do them. If your client's needs change, they should inform us.

Further training and qualifications

Whilst we encourage you to gain extended competency-based skills, make sure you only use them in line with client wishes, protocol, policies and procedures. Please inform us if you get a healthcare qualification or any additional clinical experience after you register with us.

If you're newly registered

Newly registered nurses or midwives includes those:

- Working as a nurse or midwife for the first time after joining the NMBI Register of Nurses and Midwives
- Returning to practice
- Entering a new division of the Register.

If you're a student nurse or midwife working as an Emerald Nursing healthcare assistant, and you intend to register with the NMBI, you may have to wait six months after registration before applying to work as a registered nurse or midwife through us.

03.

**Your uniform &
appearance**

Your uniform and appearance

Please maintain our high standards of professionalism and good reputation by presenting well and wearing our agency uniform (with logo) at all times when you are working for our clients, including in hospitals, nursing homes and so on. You must also wear an Emerald Nursing identity badge visibly at all times.

Emerald Nursing monitors uniform and appearance standards with the help of our clients. If you don't meet our standards, we may speak to you directly about this issue.

Sometimes clients do not require agency workers to wear a uniform. If this is the case, please make sure your appearance is smart casual and respectable, and enables you to move freely and do your job. Do not wear jeans, track suits, shorts or any sporting colours such as team jerseys. Wear sensible, flat, closed-toe shoes. You must still wear your identity badge and have it visible.

Please keep your makeup minimal and your nails short and unpainted. Acrylic or gel nails are not permitted. You may wear a wedding ring, but no other jewellery or visible piercings.

Your uniform

You can request a uniform order by completing this [online form](#)

Typically, your uniform will be:

- Emerald Nursing issued
- White tunic (preferably issued by Emerald Nursing)
- Black or navy trousers
- Black shoes
- ID badge issued by Emerald Nursing, which you must wear at all times on site
- No jewellery

04.

**Your availability
to work**

Your availability to work

You must share details of when you are available to work ahead of time.

One-day or short-term shifts

If you are working one-day or short-term roles, please inform us directly when you will be available to work the following week. Please reply to the weekly availability request email you receive.

Longer-term assignments

If you are working at the same location for a longer period, please inform the healthcare provider at the location when you will be available to work in the next week.

If you are booking shifts directly with a healthcare provider, you must also inform us so that we can ensure you receive a booking confirmation email and you get paid

05.

**Starting a new
role**

Starting a new role – essential info

When you start a new role, report to Nursing Administration at the location at the start of your first shift and make sure you sign out at the end of the shift. Please ask for information on the topics below if it's not offered to you.

You must check with the nurse in charge about the responsibilities and limitations relating to extended roles and relating to the prevention of and management of violence and aggression (PMVA). These can vary by location and you need to know which team members are trained in PMVA techniques.

After your first day at a location, make sure you are given a verbal, written or taped handover report at the start of every shift.

Be aware of the Working Time Directive, which stipulates you cannot work more than 48 hours a week on average over time.

It's important that you get ample rest in between shifts, that is why under no circumstances should you transition from a day shift to a night shift unless working a "sleepover".

Considering exhaustion you should take a break between shifts and not work consistent for too many days, tiredness can lead to mistakes and errors which can cause injuries to patients under your care.

General information

- Members of staff and their roles
- Usual shift routine

Know the building

- General orientation (including explanation of keys in use, and location of store rooms and fuse box)
- Security and fire systems, such as alarms, key codes and fire exits
- Telephone, nurse call and bleep systems
- Emergency call/cardiac arrest code
- Where is oxygen and suction?

Know the equipment

- Clinical equipment – including equipment for observations, pumps, syringe drivers, IVs, glucose and other monitors,
- Resuscitation equipment and crash call number
- Manual handling equipment and policy

Know your patients

- Each person's prognosis, medical history and any special needs
- Where are care plans?
- Medication administration system
- Process for admissions and discharges
- Where are incident and accident books?
- Local escalation process (NEWS/PARS)
- Do not resuscitate (DNR) procedure
- What to do if a patient dies
- Policies relating to abuse and restraint
- Policy manual

Administration

- Contact number for manager or person on call
- Record keeping system, diary dates and appointments

06.

**How to file
timesheets**

How to file timesheets and get paid

We use timesheets so we can track your hours and shifts worked, invoice our clients and pay you correctly. Please ensure you review the pay rate we send you before your first shift.

Please review this [sample timesheet](#), which shows the correct way to fill it out.

To make sure you get paid quickly and accurately, please:

- Download a timesheet from emeraldnursing.ie
- Complete one timesheet per location (ward, unit, residential house) in the same way as the sample timesheet
- Fill out every section of every timesheet completely and correctly
- Make sure the client understands they must check each timesheet they authorise to make sure it is correct, so they are billed accurately and you get paid promptly
- Submit your timesheets once a week by midday on Monday
- Submit your timesheet for shifts at a particular client within seven days of working the shift
- Do not hold on to timesheets for delayed payment

Understand your breaks

Please note we automatically deduct the following breaks from timesheets unless a different break duration is noted on the timesheet by client/person in charge:

- 0-6 hours: no break
- 6-6.5 hours: 15 minutes
- 6.5 to 9 hours: 30 minutes
- 9 or more hours: 1 hour
- Night duty: 1 hour

If your break is shorter or longer than the standard break length, please note this on your timesheet and ask the client to authorise. If you do not get a break, write 'No break' in this section. This needs to be accompanied by a signature from the client.

If there is a mistake on a timesheet

If a timesheet is wrong, please don't change it after the client has authorised it. Delete or destroy it and complete a new timesheet for the client to authorise. We check timesheets to make sure they are valid and accurate, and regard any deliberate falsification as a serious breach.

Revenue rules

If we don't make a payment to you for a period of three months, Revenue considers that to mean you have left the agency and we must give Revenue your date of leaving. If this happens, you can stay registered with us and we can continue to offer you work. Please let us know by email, text or phone when you're available to work.

When will you get paid?

Please make sure the Emerald Nursing bookings team know about all the shifts you work.

If your shift is not listed on our database, your pay could be delayed.

We pay each Friday for shifts worked (once timesheets and expenses have been submitted together by midday on the previous Monday) and send payslips on Wednesdays.

For more information and help with payments, please contact timesheets@emeraldnursing.ie.

07.

**Your Holiday &
Employment
rights**

Your holidays & employment rights

Annual leave and holiday pay

As an agency worker, you are entitled to the same annual leave as any employee, which is four working weeks' leave every year. (calculated pro rata at 8% of hours worked)

Full-time workers are also entitled to 10 public holidays a year or time in lieu or pay in lieu, with part-time workers entitled to a day's pay for a public holiday if it is on a day they normally work and if they have worked at least 40 hours over the five weeks before that day.

Terms of Employment

By accepting our terms, you agree that any such sums paid to you as holiday pay along with your hourly rate may be set against your entitlement to receive statutory holiday pay during periods of annual leave. Due to the nature and flexibility of this work, we cover this statutory holiday pay requirement by adding a holiday pay element to the basic hourly rate paid to all agency workers. This holiday pay currently equates to an additional 8% pay for every hour worked.

This gives you the flexibility to take holiday breaks as and when you choose. We urge you to take your full paid holiday entitlement.

You can request annual leave and holiday pay using [this form](#), which you send to holidaypay@emeraldnursing.ie. Holiday forms are paid 2 weeks after receipt, with the Friday of each week being the cut-off so please ensure your form is submitted in sufficient time for your requested payment date.

It must be noted that you should apply for your holiday pay within the annual leave/calendar year, which runs from 1 January to 31 December. You do not have a right to carry leave over. If you haven't taken all of your legal holiday entitlement during your holiday year, you are not allowed to carry over the leftover days to the next holiday year.

Your rights as an agency worker

Under the EU Directive on Temporary Agency Work, you're entitled as an agency worker to equal treatment in basic working and employment conditions. This includes working time, breaks and rest periods, night shifts and holidays, and related payments.

This Directive does not cover sick pay, maternity pay, bonuses, pensions and benefit in kind. You also have rights under different legislation relating to health and safety, unfair dismissals, redundancy payments, notice periods, payment of wages, maternity and equality.

Please see the [Citizens Information](#) website page about agency workers for detailed information.

Working time

Adults in Ireland can only work a maximum of 48 hours a week on average. Typically, in healthcare, these averages are calculated over six-month periods, so while you could in theory work more than 48 hours in a week, the average cannot exceed this level. You can find more information about this on the [Citizens Information website](#).

Pregnancy

If you are pregnant please advise us in writing as soon as possible after the pregnancy is confirmed and, in any case, at least four weeks before the commencement of maternity leave. Please let us know if your doctor or midwife advises you to restrict your activity in any way.

Health and Safety Leave

If you are pregnant you cannot be placed in any job that poses a risk to your safety or that of your child. We may require you to attend an occupational health assessment with a doctor (paid for by Emerald Nursing) to assess any such risk. If the risk cannot be removed or we are unable to re-assign you to other suitable employment, we will place you on health and safety leave.

Maternity pay and benefits

The Company does not pay any employee while on maternity and/or additional maternity leave. During maternity leave employees who have the necessary PRSI contributions may be entitled to Maternity Benefit from the Department of Social Protection, but the employee must apply for this benefit themselves.

Keeping in touch days

You can work for up to 10 days during your maternity leave without it affecting any maternity pay or benefit to which you are entitled. You don't have to work these days and Emerald Nursing cannot make you work them – both you and the agency must agree together if you are going to work one or more of them. If you work any time on one of these days, that day is used up, even if you do not work a full shift.

Returning to work after maternity leave

When your maternity leave has finished, please contact one of our team to discuss the work options we have available for you at that time. You should provide us with at least four weeks' notice of your intention to return to work and your intended date of return.

Paternity leave

You're entitled to two weeks off work to mark your baby's birth or adoption, but it must begin within the six months after the birth or adoption. You may qualify for state Paternity Benefit during this time.

Parental leave

As a parent, you can take up to 26 week's unpaid parental leave (or a pro rata amount if you work part-time) for each eligible child before their 12th birthday. You have to be working for an employer for at least a year before you can take this leave and you must give at least six weeks' notice of the leave. You can agree with your employer how you take this leave.

08.

**If you're sick
or injured**

If you're sick or injured

Annual leave and holiday pay

Your health, safety and wellbeing is our priority. We do everything we reasonably can to have the right policies and procedures in place to make sure you're protected from injury or illness. If you do get ill or injured, we'll do our best to support and advise you.

When you go to work for one of our clients, that client is obliged to manage health and safety under the Safety, Health and Welfare at Work Act 2005 (as amended). You can find information about specific health and safety laws on the Health and Safety Authority website (hsa.ie).

If you suffer a work-related injury or illness

If this happens, including if you get a sharps or needle stick injury, please do the following as quickly as you can:

- Report it to the client and document it in line with their policies and procedures
- Report it to Emerald Nursing
- Try to get details and signatures from any witnesses.

If you are sick

Please make sure you are fit to work when you are going to a shift and report any illness or symptoms to Emerald Nursing before going to your shift.

Sick pay

You may be eligible to receive statutory illness benefit, depending on your PRSI contributions. Contact us the first day you are sick or injured, and we can advise you.

Returning to work after illness or injury

If you're coming back to work after illness or injury, contact us as we may need a statement of fitness for work or a return to work assessment by an authorised occupational health consultant before you can go back to work for one of our clients.

09.

**Code of
conduct**

Know the Emerald Nursing Code of Conduct

Following the code of conduct and this handbook

You must always act in a professional and appropriate way, and comply with this code of conduct and all guidelines set out in this handbook at all times. If you are a nurse or midwife, you must also ensure you comply with the NMBI Code of Professional Conduct and Ethics.

If your work and behaviour do not meet the high standards we expect at Emerald Nursing, your registration with Emerald Nursing may end.

Respecting patients and clients

You must recognise the dignity of each patient and client, respect their wishes and directions, and avoid any abuse of privileged access to their person or property.

Timekeeping & commitment to shifts

We expect you to be punctual and work the hours the client needs, doing the work you are asked to do. Please ensure you allow enough time for public transport, traffic, parking and finding the exact unit or ward to which you are assigned.

If you are running late or cannot be on time for your shift please advise Emerald Nursing by calling our 24-hour phone line (0818 485 682) and we will contact the client. Alternatively, if you are in contact with the facility you are booked with, then please contact them directly to advise that you are running late.

If you agree to a short notice booking with an amended time, we expect you to honour that commitment.

ID badge

Your ID badge shows your name, a photo of you, your position, your NMBI pin if appropriate, and an identity number. Please wear it at all times when you are working. If you lose your badge, let us know.

Night shifts

You must be fully alert, so you can't work a night shift after working a day shift, having a demanding day or attending a study day. If you work nights, try to set a regular schedule, including planned sleep times. Remember to stay hydrated, choose healthy food and avoid caffeine towards the end of your shift. It may take you some time to adjust if you haven't worked nights before.

Sleeping on duty

Unless you are working a sleepover shift, you are not permitted to sleep while on shift.

Smoking

If you want to smoke during a duty break, including e-cigarettes, please only do so in a designated smoking area.

Drug, alcohol and substance abuse

If you arrive to work under the influence of alcohol or drugs, or if you take drugs or alcohol whilst on duty, we can terminate your Emerald Nursing employment contract. If you possess, supply or use drugs illegally while at work, we must notify An Garda Síochána. (The Police)

Please consider the potential consequences, including damage to care standards, of using drugs and alcohol outside of work hours.

Working on paid annual leave or sick leave

When you are taking annual leave with Emerald Nursing, you must adhere to your annual leave, and not take shifts with another employer.

Annual leave is designed for needed rest and recuperation.

Medicines

Make sure you only administer medicine, or help with the administration of medicines within your competence and skill set. You must also avoid any abuse of your privileged access to medication or other drugs.

Please make sure you update your medication management certification once a year and send your up-to-date certificate to the Emerald Nursing compliance team at registration@emeraldnursing.ie.

Duty of candour

As a healthcare professional, you have a duty of candour, which is your professional responsibility to be honest and open with patients, colleagues, clients (nursing administration) and Emerald Nursing office staff, at all times, including when incidents happen. In the event that you are required to give a written or verbal statement on any incident within a healthcare environment, it is vital that you give full details of the situation as you saw it, and/or of your involvement.

Record-keeping requirements

Please ensure you keep records in line with the client's preference (please ask nursing administration for their record-keeping policies when arriving on site) as long as that is in line with published professional minimum guidelines.

Maintaining your Emerald Nursing registration

To stay registered, you must stay compliant, which involves:

- Advising Emerald Nursing that you wish to maintain your registration as we do not hold data for longer than necessary due to GDPR regulations ([See our data retention policy](#))
- Mandatory training
- NMBI registration (for nurses only)
- Occupational health assessments when you join, once a year after that and when medically necessary
- Valid passport or residence permit - right to work in the Republic or Ireland
- Annual skills competence declaration and health declaration
- Safeguarding of Vulnerable Adults and Children First trainings, available via HSEland

Garda vetting disclosures are repeated every two years for agency workers.

Visas and stamps for international workers

If you're an international student with a stamp 2 on your visa, please do not seek shifts beyond the number of hours you're permitted to work (20 hours a week during term and 40 hours a week during holidays). If you have another visa or stamp, please check your entitlement to work on IrishImmigration.ie.

Equal opportunities

Do not take part in or condone any discriminatory act, attitude or conduct with the public, patients, clients, agency workers or employees of The Agency.

Working with relatives

You may not work on the same shift with a relative (through blood, marriage or common law) so that we avoid conflicts and issues with favouritism and morale. If a relative registers with Emerald Nursing after you have, please let us know that you are related.

Gifts

You must not accept gifts, favours or hospitality from patients or clients, or benefit from the will of any of them. You may accept small token gifts if it would cause offence to refuse.

Policies and procedures

Computers, phones and social media

When you're working as an Emerald Nursing agency worker, we expect you to act at all times in a professional and responsible way. Be respectful and cautious at all times when using email and other applications, and only go online for work reasons while you are on shift.

This includes being extremely mindful of computer security and data privacy, including that of patients, staff and other agency workers. Never post or share any pictures or information from work online, including on social media.

Personal phone calls are not allowed during your shift, unless it is an emergency. You may only use your personal device at work with the express permission of both Emerald Nursing and the client. If you need to use the client's phone, ask permission first, and don't call Emerald Nursing during your shift unless it is in the interest of the client. You have consented to our privacy policy when signing the Emerald Nursing employment contract.

Full policy: emeraldnursing.ie/computer-policy/

Confidentiality and data privacy

You must protect patient or client information and we take any breaches of confidentiality extremely seriously.

We're obliged to protect your personal data and our clients' data, and we also take this extremely seriously. Emerald Nursing Ltd keeps personnel and client records in line with GDPR and the Data Protection Act 2018, and only uses this information for legitimate reasons. We may need to process related data for health and safety reasons. You must consent to your information being used by us or our nominated third party to assess if you're suitable for an assignment.

Full policy: <https://emeraldnursing.ie/privacy-policy/>

Other policies and procedures

At all times, you must also work in line with your mandatory training policies and procedures, which are listed here. If you'd like a full copy of any of these policies, please get in touch with our team and we'll send you one.

Safeguarding children and adults

Infection control

Medication storage, management, dispensing and disposal

Moving and handling patients and other loads

Incident management

Clinical governance

Complaints

Whistleblowing

Health records management

Equality and diversity

Violence in the workplace

Anti-bribery and corruption

Complaints and incidents

Under our complaints and incidents procedure, all complaints and incidents must be recorded. Emerald Nursing always strives to act fairly and discreetly in investigating these issues, and we may liaise with your union or professional body if needed.

If we contact you about a complaint or incident, you must respond promptly and you must not discuss it with our client (healthcare provider/nursing administration).

If you fail to comply with Emerald Nursing's policies, procedures and standards of conduct or with relevant professional practice guidelines, that may result in:

- a verbal or written warning
- a final written warning
- a referral to the relevant professional body, regulators or An Garda Síochána (the police) for further investigation.
- your registration with Emerald Nursing being ended.

10.

Other

information

Other important information

Training and development

It really matters to us that all our agency workers are well trained and keep their knowledge current. You must have up-to-date competency in areas such as manual handling, basic life support, health and safety, fire safety, infection control.

If you don't, you can access competency updates on HSEland.ie. We also offer access to our online training to all our agency workers. There may be a charge for some training courses.

Indemnity insurance

We strongly advise you to get professional indemnity insurance. If you don't have this insurance, you could be personally liable for legal costs if a claim is found against you in future. If you tell us you're insured, we expect you to show proof of this when you register with us.

- If you're a nurse or midwife, the NMBI requires you to have this insurance.
- If you're a member of a trade union or other professional body, you may already be covered by its indemnity insurance cover. Please check with your union or professional body and again, provide us with proof of cover if appropriate.

Contact us

Get in touch with our team any time if you need support or advice.

Emerald Nursing Ltd | Suite 340, 20 Harcourt St, Dublin 2, D02 PF99

info@emeraldnursing.ie

bookings@emeraldnursing.ie

[+353 \(0\)818 485 682](tel:+3530818485682)

Emerald Nursing may monitor and record telephone calls.

Confidentiality and data protection (GDPR)

At Emerald Nursing, we understand the importance of protecting our clients' and employees' privacy and confidentiality.

As a healthcare staff provider, we handle sensitive and confidential information daily, and it is our responsibility to ensure that this information is handled securely and in accordance with the General Data Protection Regulation (GDPR).

This employee handbook section outlines our policies and procedures for data protection and confidentiality, and all employees must understand and follow these guidelines. By doing so, we can maintain the trust and confidence of our clients and ensure that we comply with legal and regulatory requirements related to data protection.

We take personal data protection seriously and expect employees to do the same.

When you enter into a contract with us, we collect the following information:

We gather this personal data directly and from third parties.

- Passport or driving license for identification
- Photograph for ENL Identification Badge
- Signed Garda Vetting NVB 1 Form
- BI Annual Garda Vetting
- NMBI Registration
- Covid Vaccination Records
- Completed candidate reference forms from two most recent employers
- Relevant training certificates
- Pre-employment occupation health forms
- Bank details
- Emergency contact details (we will never contact these people without your consent, or in case of an emergency)

We will collect certain medical information such as:

Fitness to Work Certificates

As a healthcare provider, Emerald Nursing is committed to ensuring that all employees are fit to perform their duties safely and effectively. To help us achieve this goal, we require all employees to provide us with a Fitness to Work Certificate from a registered occupational health provider. We have partnered with Precision Health, an occupational health provider, who will provide candidates with an occupational health assessment and Fitness to Work certificate on our behalf.

We take personal data protection seriously and require all partners to comply with our data protection and confidentiality policies. Any personal data collected and processed as part of the Fitness to Work assessment will be handled securely and in accordance with the General Data Protection Regulation (GDPR).

This section of the Employee Handbook outlines the data processing steps involved in this activity and our commitment to safeguarding your personal information.

Step One: Employee Consent and Data Collection

Before undergoing any fit-to-work assessment or health screening, you must provide your explicit consent to share the necessary personal information with Precision Health.

When obtaining consent, we may ask for details such as your name, contact details, home address, and GP details. The data will be collected by Emerald Nursing and securely transmitted to Precision Health for processing via their online portal.

Step Two: Fit-to-Work Assessment and Health Screening by Precision Health.

Precision Health Registration steps:

As a customer of Precision Health, you have access to our secure client (employee) portal. Here you can book or reschedule/cancel appointments, complete health questionnaires, and view your medical reports. The portal is provided by Meddbase and is fully GDPR-compliant. To use the portal, you will be asked to create an account and verify your information via email/mobile. The process is straightforward and should take approximately 3 minutes. All health information is processed securely according to our [data privacy policy](#).

Precision Health partner with leading companies, sports bodies, wellness partners and health insurer to deliver innovative and effective workplace health and wellbeing services.

Since 2014, Precision Health has successfully delivered wellness programmes, medical screening, occupational health services and health promotion seminars and workshops, to a diverse range of Irish companies. Founded by expert medical professionals and health educators, we strive to develop wellness programmes and strategies to improve the overall health of your employee population.

Precision Health will conduct the fitness-to-work assessment and health screening using the information provided by you. Precision own health qualified medical professionals will evaluate your health status, considering any relevant medical conditions and potential risks associated with the specific healthcare role you will be undertaking.

Step Three: Fit-to-Work Certification

Upon completion of the assessment and screening, Precision Health will issue a Fitness to Work Certificate, indicating whether you are fit to perform your duties. This certificate will be shared with Emerald Nursing.

Step Four: Data Retention and Security

Emerald Nursing does not store any health data collected during the fitness to work assessment and health screening process.

We only receive and retain the Fitness to Work Certificate issued by Precision Health.

All health data collected and processed by Precision Health is securely stored and managed in compliance with applicable data protection regulations, including GDPR.

Data Privacy Note:

Emerald Nursing is committed to safeguarding your personal information and adhering to data protection regulations. We have implemented appropriate technical and organisational measures to protect your personal data from unauthorised access, disclosure, or loss. Our partnership with Precision Health is based on mutual trust and a shared commitment to data privacy.

Emerald Nursing's partnership with Precision Health ensures that our healthcare professionals are fit to work and meet the necessary **healthcare** standards, maintaining a safe and healthy work environment for all parties involved.

If you have any questions or concerns regarding data processing or privacy, please contact your supervisor or our Data Protection Officer, Sarah-Kate Bowe.

Our data protection contact may be contacted at Emerald Nursing, 20 Harcourt St, Saint Kevin's, Dublin 2, D02 PF99 or by email gdpr@emeraldnursing.ie.

Data protection and medical privacy laws in the EU and Ireland aim to safeguard the personal information of individuals, particularly when it comes to sensitive data, such as medical records. In this context, the processing and retention of fitness to work certificates by Emerald Nursing must comply with the relevant data protection laws, including the General Data Protection Regulation (GDPR) and national Irish legislation.

Under GDPR, the processing of personal data concerning health is considered a special category of personal data (Article 9), which requires a higher level of protection. To process such data legally, Emerald Nursing must meet one of the specific conditions listed in Article 9(2) of the GDPR. In the case of fit-to-work certificates, the processing is typically allowed based on the necessity to fulfil the obligations and exercise specific rights of the employer and the employee in the field of employment and social security law (Article 9(2)(b)).

We will adhere to the GDPR's data protection principles (Article 5), which include lawfulness, fairness, transparency, purpose limitation, data minimisation, accuracy, storage limitation, integrity, and confidentiality. These principles ensure that personal data is processed in a manner that respects the rights and freedoms of the individuals concerned.

In Ireland, the Data Protection Act 2018 supplements the GDPR and provides additional guidance on the processing of personal data, including the processing of sensitive health data. The Act reinforces the importance of complying with data protection principles and the need for employers to demonstrate their accountability in processing personal data.

Emerald Nursing is committed to processing and retaining fit-to-work certificates in compliance with the GDPR and Irish data protection laws. As part of this commitment, Emerald Nursing ensures that:

- The processing of fit-to-work certificates is lawful, transparent, and based on a legitimate purpose.
- Data is stored securely, and access is restricted to authorized personnel only.
- Retention periods for fit-to-work certificates are established based on legal and operational requirements. Data is deleted or anonymized once it is no longer needed for the intended purpose.
- Employees are informed of their rights regarding their personal data, including the right to access, rectify, erase, restrict processing, object to processing, and data portability.

Employees can request to retrieve any personal data that Emerald Nursing holds about them by submitting a subject access request (SAR) in accordance with their rights under the GDPR.

Emerald Nursing is obligated to respond to such requests quickly and provide the requested information within one month of receiving the request, subject to certain exceptions and conditions.

Tax Credits & Multiple Jobs

At Emerald Nursing, we understand that some employees may have irregular shifts due to the nature of our work. However, we would like to assure you that you can still choose to have us as your direct employer while allocating your tax credits to your most active employer.

This means that if you work for multiple employers and your shifts vary, you can still choose to allocate your tax credits to Emerald Nursing and have us as your direct employer. This will ensure that you receive the full benefit of your tax credits, even if you work irregular shifts with us.

You can leave all tax credits, tax rate band, and Universal Social Charge (USC) rate band with their primary job, divide them between jobs, or transfer any unused amounts to their other job.

It is important to note that splitting tax credits and rate bands will not affect the total amount of tax to be paid.

However, it can help to ensure that employees pay an even amount of tax in each job and fully benefit from their tax credits and rate bands throughout the year.

To manage this process, you can access 'Manage Your Tax 2023' in the PAYE Services section of myAccount.

- Here, you can view the current allocation of their tax credits and rate band and make changes by entering their estimated gross salary from each employment. You can then select 'Proceed with Recommendation' if you are happy with the allocation or 'Proceed with Different Recommendation' if you want to make additional changes.

Alternatively, you can submit their estimated gross salary for each employment through MyEnquiries and have their tax credits and the rate band split in the most beneficial way for them.

In addition, you can call Revenue directly and ask Revenue to split/ move your tax credits between your employers:

[01 738 3675](tel:017383675)

[+353 1 738 3675](tel:+35317383675) (if calling from outside the Republic of Ireland.)

Jobs & Pensions, multiple jobs:

<https://www.revenue.ie/en/jobs-and-pensions/second-or-multiple-jobs/index.aspx>

The Revenue Guide on how to manage multiple jobs:

<https://www.revenue.ie/en/jobs-and-pensions/second-or-multiple-jobs/what-to-do-second-job.aspx>

Splitting your Tax Credits Between the Employers:

<https://www.revenue.ie/en/jobs-and-pensions/second-or-multiple-jobs/splitting-tax-credits-rate-bands.aspx>

Important Links

[Information Systems Security Policy](#)

[Privacy Notice](#)

[Data Protection Policy](#)

[Data Breach Policy](#)

[Retention Policy](#)

[Retention Schedule Appendix](#)

[Cookie Policy](#)

[Appropriate Use](#)

[Sick Pay Form](#)



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**Thank you
for trusting
Emerald Nursing.**