

**“Another call-off? Another unfamiliar worker in the building?”**

Your residents deserve better.  
Your permanent staff deserves relief.  
And **you** deserve a staffing partner who cares.

Staffing shortages don’t just burn out your team —  
They put your facility at risk for:

* 📉 Inconsistent care
* 📝 Missed charting & med passes
* 🚨 CMS citations for F-Tags 725, 656, 684, 689, and 675
* 😫 Staff burnout that leads to turnover and complaints

**Phoenix Staffing Solutions** was created by nurses and CNAs who’ve lived this.

Inside this packet, you’ll find:

* A smarter way to meet CMS ratios
* A proven model for consistent staffing (Core Team 3™)
* Rate transparency with real justification
* No surge pricing, no “any warm body” placements
* Just reliable professionals — every shift

Let’s build something better — **together**.

Healthcare Staffing with Heart, Consistency & Control.  
Serving Michigan and Beyond.

Dear Administrator and Director of Nursing,

At **Phoenix Staffing Solutions**, we understand the urgency and stress of today’s staffing crisis — because we have *experienced* it. Our company was built by a family of nurses and CNAs who have walked the halls, picked up double shifts, and felt the impact of being understaffed firsthand.

We created Phoenix to change how facilities experience staffing — by ending the endless shuffle of unfamiliar faces and replacing it with a **Core Team** of professionals your staff and residents can rely on.

We know how damaging inconsistent staffing can be. It leads to:

* 📉 Inconsistency in care
* 🗣 Communication breakdowns
* 📝 Incomplete or missed charting
* 💊 Medication delays or errors
* 📋 Care plan deviations
* 😫 Burnout among your core team
* 🚨 Survey citations for:
  + Inadequate staffing (F-Tag 725)
  + Poor documentation (F-Tags 656/684)
  + Resident safety issues (F-Tag 689)
  + Inconsistent care (F-Tag 675)

With Phoenix, you gain *continuity*. When your facility selects a **Core Team**, we will share each member’s experience, qualifications, and background with you in advance — so you know exactly who is coming in and what they bring to your community.

If someone is not a match? No problem — we will replace them with someone more aligned with your needs. Plus, when you sign up with us, you can outline exactly what you are looking for: specific skills, experience, or personality traits. We honor your preferences.

At **Phoenix Staffing Solutions**, our mission goes beyond filling shifts. **Our goal is to become the only staffing agency you trust to deliver consistent, dependable support—every time**. We want our staff to feel like an extension of your own team, not strangers walking through the door. We believe in sending familiar faces who understand your routines, respect your values, and become part of your facility’s culture.

Trust us, we know what you’re facing. One call-off can throw your whole unit into chaos.  
And when your team is already stretched thin, the last thing you need is an overpriced temp… or worse — a total stranger walking in late to your floor.

That’s why **Phoenix Staffing Solutions was created by nurses and CNAs who’ve lived this**. We do things differently. For example, there are no:

**💥 No Surge Pricing — Even in Emergencies**

You won’t find inflated rates here.  
We don’t believe in punishing facilities for last-minute needs. If you’re in a bind, we’ll step in — **without jacking up your invoice**.

We believe **patient care comes first**, and when we help you stabilize your team, everyone wins.

We don’t just place staff, we build partnerships. We just want to keep your building running safely and keep good professionals in your halls. More than anything, **we want to build lasting relationships with healthcare facilities across Michigan and around the world** — rooted in trust, consistency, and compassion.

This isn’t just about staffing—it’s about **rebuilding trust, restoring continuity, and helping your team breathe again**.

📞 Let’s connect — whether over the phone, Zoom, or in person. We would love to hear more about your facility’s needs and show you how Phoenix can finally bring consistency, calm, and quality to your staffing.

**🔥 CORE TEAM 3™ EXPLAINER and Contract-Free Consistency with Core Team 3™**

**Introducing: Your Core Team 3™**

**At Phoenix Staffing Solutions, we don’t believe in sending a new face every shift. We believe in consistency, trust, and building real partnerships.**

**That’s why we created Core Team 3™ — your exclusive trio of trained, credentialed professionals (CNA, LPN, RN, or Assisted Living Staff) assigned to your facility for regular, ongoing shift coverage. These aren’t just temps — they’re your extended team.**

**🛠 How It Works:**

* **✅ You receive a dedicated team of 3 professionals selected based on your specific needs**
* **✅ Team members rotate availability to ensure reliable coverage while becoming familiar with your staff, residents, and routines**
* **✅ You’ll receive full bios with credentials, experience, and strengths before anyone clocks in — you stay in control from day one**
* **✅ You may choose to consistently request 1, 2, or all 3 members of your Core Team based on your current needs**

**💡 Why Core Team 3™ Works:**

* **✅ Improved care continuity and resident comfort**
* **✅ Greater trust and rapport with your permanent team**
* **✅ Less time spent training new staff each shift**
* **✅ No "stranger shift fillers" or unreliable one-offs**
* **✅ Smoother handoffs between shifts = fewer errors**
* **✅ If someone isn’t the right fit, we reassign quickly and professionally — no drama**

**💵 All-Inclusive Flat Rates (No Games, No Surprises):**

* **CNA: $45/hr**
* **LPN: $60/hr**
* **RN: $75/hr**

**✔ No surge pricing  
✔ No overtime penalties  
✔ No holiday premiums  
✔ No backend or booking fees  
✔ You only pay after the shift is worked  
✔ No commitment contracts — just consistent care**

**🫶 Transparent, Respectful, and Flexible**

**We don’t just place staff. We build relationships with healthcare facilities around the world. We don’t believe in jacking up prices for last-minute emergencies. We simply show up. Your resident’s safety comes first.**

**🤝 Our Mission Is Stability**

**We believe residents thrive with familiarity — and facilities perform better with low turnover and clear accountability. Our Core Team 3 allow you to:**

* **Build relationships with caregivers**
* **Reduce call-offs and daily scheduling chaos**
* **Lock in reliable care without long-term commitments**
* **Replace internal roles without the W-2 liability**

**🧾 What You Get With a Phoenix Core Team 3 Assignments:**

* **🔹 Consistent staff assigned weekly/monthly**
* **🔹 Custom scheduling & shift blocks**
* **🔹 Core Team 3™ integration for backup coverage**
* **🔹 Shift-by-shift invoicing – no prepaid hours**
* **🔹 Dedicated facility liaison for any issues**

**📌 No Strings, All Solutions**

**We don’t believe in nickel-and-diming our partners with hidden backend fees, loyalty markups, or “platform fees.” We’re here to serve — and help your building run safely and smoothly.**

**📞 Want to discuss a Contracted Assignment? Let’s talk staffing needs and match you with professionals who will show up, fit in, and get the job done.**

**SERVICE OVERVIEW**

**Phoenix Staffing Solutions Services**

We currently offer credentialed and vetted professionals in the following roles:

**🩺 Healthcare Staffing**

* Certified Nursing Assistants (CNAs)
* Licensed Practical Nurses (LPNs)
* Registered Nurses (RNs)
* Resident Aides (Assisted Living)
* Med Techs / Medication Aides

**🧼 Facility Support Services**

* Housekeeping
* Janitorial
* Dietary Aides
* Maintenance Support
* Laundry Services

**Every staff member is:**

* Fully licensed or certified in their role
* Background-checked and reference-verified
* Orientation-ready with active CPR/BLS (where applicable)
* Offered Core Team placement for your location

**🟣 FACILITY PREFERENCE CHECKLIST**

**Help Us Serve You Better — Facility Preferences**

Let us know what you're looking for in your ideal support team. We’ll match accordingly.

Please check all that apply:

**🧠 Skills/Certifications Needed:**  
☐ Dementia/Memory Care  
☐ Med Pass Certified  
☐ Wound Care  
☐ Vent/Trach Experience  
☐ Hospice  
☐ Experience with lifts/transfers  
☐ Electronic Charting (PointClickCare, EPIC, etc.)

**🧍 Personality/Traits Desired:**  
☐ Outgoing and talkative  
☐ Quiet and reserved  
☐ Fast-paced  
☐ Gentle and patient  
☐ Team-oriented  
☐ Independent/self-starter

**📆 Scheduling Needs:**  
☐ AM Shift Coverage  
☐ PM Shift Coverage  
☐ NOC Shift Coverage  
☐ Weekend Rotations  
☐ Holiday Fill-ins  
☐ Last-minute/on-call pool

Return this checklist with your request or during onboarding, and we’ll match you with team members who truly *fit your building*.

**Our PILOT PROGRAM**

**Test the Phoenix Difference — Risk-Free**

We understand choosing a new staffing partner is a big decision. That’s why we offer a **30-day pilot program** — to give your team **real consistency** without a long-term contract upfront.

**Here’s what you get during the pilot:**  
✅ A hand-selected **Core Team** of up to 3 professionals  
✅ Full credential transparency and facility matching  
✅ Dedicated support for scheduling and feedback  
✅ Regular hourly rates apply — no “trial discounts”  
✅ Flexibility to adjust or scale down any time  
✅ A 30-day checkpoint to decide whether to continue

This is **not a free trial** — our professionals are paid for their time and expertise. But you’re not locked into a contract, and you only pay for the hours worked — just like you would with any other staff member.

We’re confident you’ll want to keep working with us — not because we promise perfection, but because we consistently deliver professionalism, reliability, and peace of mind.

📞 Let’s schedule your pilot now and build a team you’ll want to keep.

**Phoenix Staffing Solutions** **Facility Partnership Agreement-**

Let us tailor your official agreement to your facility’s needs. Contact us to start.

**SECTION 1: EXCLUSIVE BOOKING RIGHTS** All professionals assigned through Phoenix Staffing Solutions must be booked solely through our agency. Any effort to directly contact, reassign, or employ any contractor without written consent from Phoenix will result in immediate contract termination and legal action for breach.

**SECTION 2: PROFESSIONAL ASSIGNMENT COMMITMENT** All contractors are independently licensed/certified professionals. Phoenix will handle vetting, credential verification, and initial introductions. Facilities may request a replacement at any time without penalty, but no guarantees are made regarding permanent assignment or outcomes.

**SECTION 3: NO HIRING FEES, BUT FORMAL NOTICE REQUIRED** Facilities interested in offering a permanent position to a contractor may do so **after** written notice to Phoenix Staffing Solutions. No buyout or placement fee is charged; however, direct hiring without formal communication constitutes breach.

**SECTION 4: BOOKING & COMMUNICATION** Facilities may request staff only through the following channels:

* SimplyBook.me request system
* Phoenix office line or email
* Approved text communication (as outlined)

Under no circumstance may contractors accept shifts directly.

**🔥 SECTION 5: RATE STRUCTURE, OVERTIME, & HIRING FEES**

**Phoenix Staffing Solutions offers transparent, flat-rate pricing based on position type and shift length. We strive to eliminate surprise costs and empower our facilities with consistent, reliable coverage.**

**💰 Hourly Rates**

**Each contractor is assigned a flat hourly rate, which includes all admin costs and taxes (when applicable). You’ll know what you’re paying—no hidden markups.**

**While overtime pay is not required for independent contractors, Phoenix Staffing Solutions understands that some shifts may run long or require urgent coverage.**

**We may approve extended hours in advance if:**

* **The request is made in writing**
* **The shift is confirmed through our platform**
* **The facility acknowledges extended coverage in the invoice**

**Note: Certain extended shifts may carry an increased rate to compensate for urgency, distance, or duration — but we do not charge surge pricing.**

**Rates vary by role:**

* **CNA, LPN, RN, Housekeeping, and more**
* **Rates are provided upon request and locked in per contract**
* **Facilities are invoiced after each completed shift or weekly, depending on agreement**

**🧾 Hiring Fee (Buyout Option) – $750 per Contractor**

**Facilities may choose to directly hire a contractor placed by Phoenix Staffing Solutions. In this case, a one-time hiring fee of $750 per contractor will apply.**

**This fee covers:**

* **Background verification costs**
* **Credential review**
* **Insurance overhead**
* **Administrative processing**
* **Release of scheduling obligations**

**Once the hiring fee is paid, the contractor is fully released from our staffing roster and may begin employment directly with your facility without further obligations.**

**📌 Summary**

* **Flat hourly rate per shift**
* **No surprise billing**
* **Optional $750 hiring fee for direct hires**

**We want to keep your building fully staffed, compliant, and stress-free. Let us take care of the workforce, while you take care of your residents.**

**SECTION 6: CORE TEAM OPTION** Facilities may build a dedicated “Core Team 3™” of familiar contractors for continuity. Phoenix will provide professional summaries and feedback profiles. Substitutions are permitted at facility request.

**SECTION 7: INDEPENDENT CONTRACTOR STATUS** All staff provided by Phoenix are 1099 contractors. Facilities are not permitted to supervise, direct, or discipline contractors. Feedback can be submitted directly to Phoenix.

**\*\*DISCLAIMER** This agreement preview does not serve as a binding offer or legal contract. It is used to demonstrate our commitment to transparency, consistency, and mutual protection.**\*\***

Phoenix Staffing Solutions – Facility Service Agreement

**Facility Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Administrator Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Primary Contact Email:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**I am interested in:**

**Approximate Number of Openings Per Week:** \_\_\_\_\_\_\_\_

**Preferred Method of Contact:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Facility Preferences:**

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| **Position** | **Suggested Rate** | **Justification Highlights** |
| --- | --- | --- |
| CNA | $45/hr | Turnover costs, no OT to you, reliable Core Team |
| LPN | $60–$65/hr | Medication passers, assessments, leadership on floor |
| RN | $75–$80/hr | Charge nurse-level care, charting, state survey prep |
| RA (med pass) | $28–$32/hr | ALF-specific care, fewer issues with CNA scope limits |
| HHA | $24–$28/hr | Cost-effective non-skilled support (esp. for home care) |

💵 Your Real Cost Savings:

✅ No employer payroll taxes or benefits on your end

✅ No need to cover PTO, unemployment, or sick leave

✅ You avoid overtime premiums for full-time staff

✅ No recruitment, onboarding, or training costs

✅ We handle vetting, credentialing & background checks

✅ We supply a consistent, pre-selected Core Team

✅ You maintain full flexibility – scale up or down as needed

✅ You lower your risk of citations due to short staffing

✅ No surge pricing during emergencies  
✅ No backend platform fees  
✅ No booking fees or minimum hour blocks  
✅ No holiday pay, bonuses, or benefits owed by the facility  
✅ No training or orientation burden — we send **vetted, experienced pros**  
✅ No schedule micromanagement — we fill the gaps so you don’t have to

And unlike traditional agencies, we are not cycling through dozens of unknowns — we prioritize **familiarity and facility fit**.

**\*\*Rate Flexibility Note\*\*:** At Phoenix Staffing Solutions, we understand that every facility has unique budgetary needs, challenges, and census trends. While the rates we present are thoughtfully structured to reflect the high level of service, consistency, and professionalism we deliver—including our Core Team 3™ approach—we are open to discussing tailored pricing to suit long-term partnerships. Unlike agencies that treat staffing like a numbers game, we are committed to providing stability, familiarity, and accountability through dedicated professionals who become a true part of your care team. Let’s work together to find the right balance—because staffing should never be about sending just any warm body to fill a shift.

**💰 Payment Terms & Billing Policy**

At Phoenix Staffing Solutions, we believe in clear, prompt, and professional payment standards. Our model allows us to pay our contractors quickly, and to do that — **we need our partners to do the same**.

**⏳ Standard Payment Terms**

* **Invoices are due within 24 hours of shift completion.**
* Invoices are sent daily or weekly, depending on your facility’s preference.
* If your internal processes require different terms (e.g., NET-7 or NET-14), please communicate this in advance so we can plan accordingly.

**💵 Accepted Payment Methods**

* ACH / Direct Deposit
* Credit/Debit Card
* Business Checks (weekly billing only)
* Online Payment Portal (available upon request)

**🎉 Early Payment Discount**

* **Pay within 12 hours** and receive a **2% discount** on your invoice — our thank-you for timely partnership.

**📌 Late Payment Policy**

* A **3% late fee** may apply to invoices not paid within the agreed timeframe.
* Ongoing non-payment may result in a **temporary suspension of services** until the account is current.
* Phoenix Staffing Solutions bills only for actual hours worked by contracted staff. The Facility is not required to pre-pay for shifts or commit to block hours. No additional booking fees, administrative charges, or service surcharges will apply.

**🔄 Why Timely Payment Matters**

**Our contractors cannot be paid until your facility’s invoice is paid.**  
We respectfully ask that you consider the hard work and dedication of our healthcare professionals — many of whom rely on fast payment to care for their families. Timely processing helps us maintain high-quality service and dependable relationships.

Testimonials-

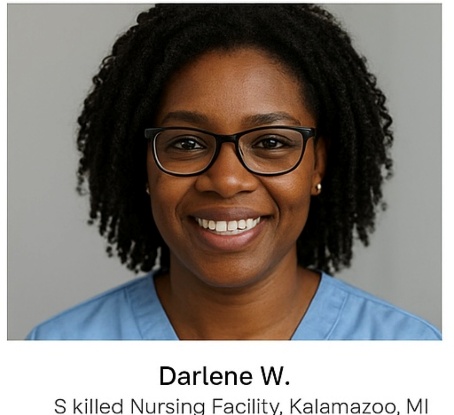
**What Our Partner Facilities & Professionals Are Saying:**

A close-up of a person

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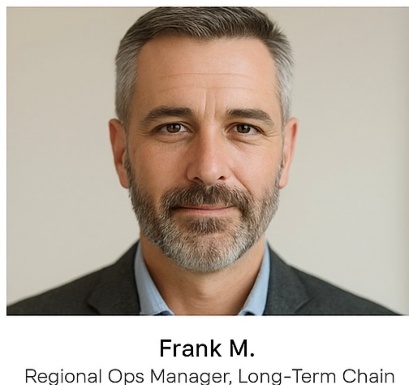
“Before Phoenix, we were dealing with last-minute no-shows and constant rotation. Their Core Team™ model changed everything. Now, we have a consistent team that charts, communicates, and truly cares. Our residents even know them by name.”

— Angela T., Director of Nursing, Grand Rapids, MI



“The frequent turnover was hurting our residents. Now, with Phoenix’s Core Team, we’ve had the same CNA group for 6 weeks straight. They know the routines, chart thoroughly, and even help train float staff.”

— Darlene W., DON, Skilled Nursing Facility, Kalamazoo, MI



“No benefits or overtime on our end. Just solid workers, clear rates, and flexibility. Phoenix simplified everything.”

— Frank M., Regional Ops Manager, Long-Term Care Chain

**💌 Thank You**

**On behalf of the entire team at Phoenix Staffing Solutions, we want to sincerely thank you for taking the time to review our proposal.**

**We understand that your days are full, and your responsibilities are many. The fact that you’ve paused to consider a new staffing partner means everything to us.**

**We built Phoenix Staffing out of firsthand experience and deep compassion—for both the staff working the floors and the leaders fighting daily to keep quality care intact. We know what’s at stake, and we’re here to support you every step of the way.**

**Whether you choose to partner with us today or simply keep us in mind for the future, please know we’re ready when you are.**

**Thank you again for your time, your leadership, and your dedication to those who need it most.**

**With deep appreciation,  
The Phoenix Staffing Solutions Team**

**CONTACT INFORMATION**

**Phoenix Staffing Solutions**  
📞 888.312.0303  
📧 Support@phoenix-staffing.com

To Book Staff, please visit: www.phoenix-staff.com

“**No Promises. Just Professionals.**”  
Serving Michigan & Beyond  
📬 Prefer email? Send us your questions and/or staffing needs today.