

NEWSLETTER

APRIL 2025

ISSUE #2

WELCOME

Spring has arrived, and with it comes fresh energy, new goals, and exciting things on the horizon! As we move through the second quarter of 2025, we're reflecting on the dedication and heart that each of you brings to Arrow Healthcare Staffing every day.

In this issue, we're celebrating Nurses Week and shining a spotlight on the incredible work our clinical teams do to care for patients across the country. We're also focusing on mental health awareness—an important reminder that taking care of ourselves is just as vital as the care we provide to others. You'll also find helpful updates on timecards, a look back at key moments from Q1, and a few ideas to help you start planning for a fun and relaxing summer ahead. As always, thank you for your continued commitment—you make our success possible.

Here's to a season of gratitude, growth, and great things to come!

UPDATES FROM ARROW HQ

With summer just around the corner, it's the perfect time to talk about safety and planning ahead for a smooth season. As temperatures rise and routines shift, we want to remind all our travelers to prioritize safety both on and off the clock. Whether you're commuting to a facility, heading out for a hike, or enjoying the sunshine between shifts, be mindful of heat exposure, stay hydrated, and wear appropriate sun protection. If you're working long hours or overnight shifts, make sure to get adequate rest—fatigue is one of the most common contributors to workplace accidents.

Alongside safety, we know many of you are looking forward to vacations, family events, or simply a little time to recharge. As you make plans, don't forget to submit any Requested Time Off (RTO) before your summer extensions to ensure it's approved before summer begins.

Last-minute RTO requests may not be honored and could impact your schedule or assignment eligibility.

If you're unsure what's already been approved, reach out to your recruiter for confirmation.

Let's make this summer safe, successful, and stress-free. Thank you for everything you do—and we hope you get time to relax, recharge, and enjoy the season ahead!

Your HR Team

MEET OUR BRANCH MANAGER: MARK COLLINS

We're excited to welcome Mark Collins as the new Branch Manager of our Perrysburg Ohio office! With nearly 20 years of experience in the healthcare staffing industry, Mark brings a wealth of knowledge, leadership, and a passion for building strong, successful teams. Mark's deep industry expertise and people-first approach make him a perfect fit to help lead and support our recruiting team. His focus on collaboration, accountability, and growth aligns perfectly with our mission, and we're confident he'll be a fantastic addition to the AHS family. Please join us in giving Mark a warm welcome—we're lucky to have him on board and can't wait to see the impact he'll make!

If you need to reach Mark, you can email him at:

markc@arrow-hs.com



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TIPS & TRICKS: Timecards with AHS

Accurate and timely timecard submissions help ensure smooth payroll processing and prevent delays. Here are a few important reminders to keep in mind:

- **Clock-ins:** You may need to clock in/out at the facility and submit an AHS timesheet.
- **Deadline:** Submit timesheets by Sunday at Midnight to avoid delayed pay.
- **Discrepancies:** Differences between manager approval and your timecard may cause pay deductions.
- **Lunch:** Do not include unpaid lunch breaks in your total hours.
- **Special hours:** List on-call and holiday hours as separate line items.

If you have any questions, don't hesitate to reach out to the payroll team.

Payroll@arrow-hs.com

NURSES WEEK THANK YOU!

Every May, we take a special week to recognize those who are at the very heart of healthcare—our nurses. **Nurses Week (May 6–12)** is a chance to celebrate the compassion, commitment, and skill that define this incredible profession.

We take this moment to acknowledge the vital role nurses play in every patient's journey and to honor the everyday heroes who continue to make a difference across every setting they serve.

At Arrow, we're proud to support and represent nurses across the country who go above and beyond every single shift. Your expertise, advocacy, and heart set the standard for what excellent care truly means. You are the backbone of our healthcare system, and we are grateful for the trust you place in us as your staffing partner.

This Nurses Week, we say thank you—for your sacrifices, for your courage, and for the difference you make in the lives of so many. We celebrate you today and every day.

**From all of us at Arrow Healthcare Staffing,
Happy Nurses Week!**



JOINT COMMISSION UPDATES

The Joint Commission has released its 2024 Sentinel Event Data, highlighting key patient safety concerns reported by healthcare organizations over the past year. The data and full analysis are available on The Joint Commission Sentinel Event page.

Among the findings, falls remained the most reported sentinel event, making up 49% of all cases, with a 15% increase from 2023. Reports of treatment delays and self-inflicted harm also saw significant increases. Organizations are encouraged to review this data to inform prevention strategies and improve patient safety.

Learn more about these initiatives in The Joint Commission Perspectives newsletter.

REFERRAL PROGRAM:

Do you know someone who would be a perfect fit for a healthcare role? Whether it's a lab technician, nurse, or any other healthcare professional, we want to hear from you!

Help Us Find the Best Talent – Get Paid!

As part of our ongoing commitment to growing our network of skilled professionals, we're excited to offer a referral program. If you know someone who is a great fit for one of our healthcare roles, refer them to us - and you'll earn a reward when they're successfully placed in a position.

Simply reach out to your recruiter today and let them know about your referral. We make the process easy and straightforward, and the reward is just the beginning!

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IMPORTANT DATES

APRIL

AHS 5 YEAR ANNIVERSARY
NATIONAL PUBLIC HEALTH
WEEK
PATIENT EXPERIENCE WEEK
MEDICAL LAB
PROFESSIONALS WEEK

MAY

NATIONAL NURSES WEEK
MENTAL HEALTH MONTH

JUNE

NATIONAL SAFETY MONTH
HEALTHCARE RECRUITER DAY
MENS HEALTH WEEK



AHS IS LOOKING FOR INFLUENCERS!

We're looking for passionate, outgoing, and adventurous nurses to join us as AHS Social Media Influencers! Whether you're on assignment, exploring a new city, or just want to share a glimpse into your day-to-day life as a healthcare professional—we want to feature you.

This is your chance to be highlighted on our social media channels or even featured in an upcoming newsletter. Share your story, inspire other travelers, and show the world what life as an AHS nurse is all about!

Interested? Email us at hr@arrow-hs.com

We can't wait to see the amazing work you're doing and share it with our community!



CELEBRATING RECENT WINS

We're proud to share that Arrow Healthcare Staffing has recently been recognized with several incredible honors—thanks to the dedication, passion, and culture built by our amazing team!

- 🏆 **Toledo Blade Top Workplaces 2025:** Recognized as one of the top employers in the region, this award highlights our commitment to creating a supportive, engaging, and rewarding workplace.
- 🏆 **Best Companies Group – Best Hybrid Company 2025:** Flexibility is key, and we're honored to be named a Best Hybrid Company—recognizing our commitment to work-life balance, collaboration, and innovation in a blended work environment.
- 🏆 **Finalist – DBusiness Top Corporate Culture Award 2025:** As a finalist for this prestigious award, we're proud to be recognized for fostering a culture of inclusion, integrity, and purpose-driven work.



These awards are a reflection of all of you—your hard work, your energy, and the positive spirit you bring every day. Thank you for helping us make Arrow a truly exceptional place to work!

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COMPANY CONTACT INFO

**24 HOUR HOTLINE
(Incident Reporting):**
(419) 408-3084
Option 4

COMPANY INFORMATION:
info@arrow-hs.com
(419) 408-6084
Option 1

COMPLIANCE:
compliance@arrow-hs.com
(419) 345-7778

**HR
(Employment Verifications):**
hr@arrow-hs.com
(419) 408-6084
Option 3

PAYROLL:
payroll@arrow-hs.com
(419) 408-6084
Option 5

MENTAL HEALTH MATTERS – CARING FOR THE CAREGIVERS

May is Mental Health Awareness Month, a time to recognize the importance of taking care of our emotional well-being—especially for those in healthcare. As nurses and healthcare professionals, you give so much of yourselves to care for others. But in the process, it's easy to overlook your own mental health.

Long hours, high-stress environments, and emotional demands can take a toll over time. That's why it's essential to make space for rest, reflection, and reaching out when you need support. Whether it's talking to someone you trust, setting healthy boundaries, or taking a break to reset—your mental health deserves attention, too.

You can't pour from an empty cup. **Prioritizing your own well-being isn't selfish—it's necessary.** Let's continue breaking the stigma around mental health and support each other in creating a healthier, more compassionate workplace—together.

If you need resources or someone to talk to, don't hesitate to reach out. You are never alone.

AHS CELEBRATES 5 YEARS

On April 15, 2025, **Arrow Healthcare Staffing is proud to celebrate 5 incredible years in business.** The teamwork, and making a difference in healthcare has driven us since day one!

While our official anniversary is still ahead, we kicked things off early with a fun team outing to Toledo Mud Hens Opening Day—and it couldn't have been a better way to celebrate.

The energy, the laughs, and the shared memories made the day special—and a Mud Hens win was the perfect way to top it off!

We're so grateful for the people who make AHS what it is, and we can't wait to see what the next five years bring.



CLOSING THOUGHTS

Thank you for taking a few moments to catch up with us. We're grateful for all you do and excited for what's ahead. Wishing you a safe, sunny, and successful summer!
—The AHS Team