



Facility Standards & Expectations

At Stello8, we are committed to creating a professional, safe, and reliable marketplace experience for both healthcare facilities and healthcare professionals. To maintain the quality and integrity of the platform, all facilities using Stello8 must follow the standards below.



Safe & Professional Work Environment

Facilities are responsible for maintaining a safe, respectful, and professional workplace for all healthcare professionals using the platform.

Facilities must:

- Follow all applicable workplace safety regulations
- Maintain clean and safe working conditions
- Provide any required protective equipment or safety materials when applicable
- Ensure healthcare professionals are informed of any workplace hazards or special conditions before the shift begins
- Maintain proper supervision and operational support during shifts where required

Unsafe, abusive, or inappropriate working conditions are strictly prohibited.



Respectful Treatment of Healthcare Professionals

Facilities must treat all healthcare professionals with professionalism, fairness, and respect regardless of:

- Gender
- Race or ethnicity
- Religion
- Age
- Disability
- Sexual orientation

- National origin
- Professional designation

Discrimination, harassment, intimidation, retaliation, or abusive behavior toward workers will not be tolerated.

Facilities are expected to foster a respectful and collaborative environment for all workers booked through Stello8.



Accurate Shift Information

Facilities are responsible for ensuring all shift postings are accurate and complete.

Shift details must clearly include:

- Role and responsibilities
- Shift dates and times
- Expected duties
- Hourly or flat rate compensation
- Dress code requirements
- Break and meal details
- Required certifications or qualifications
- Facility-specific instructions when applicable

Facilities may not intentionally misrepresent:

- Compensation
- Workload
- Facility conditions
- Patient ratios
- Required responsibilities
- Shift duration

Providing inaccurate or misleading shift information may result in account review or suspension.



Payments, Approvals & Time Reviews

Facilities are expected to review completed shifts promptly and fairly.

After a shift:

- Facilities may approve completed hours
- Request reasonable adjustments for lateness or early departure
- Submit concerns through the platform when necessary

Facilities may not:

- Withhold approvals without valid reason
- Request unpaid work
- Attempt to bypass platform payment systems

All payments and adjustments must be processed through Stello8.

Privacy, Confidentiality & Data Protection

Facilities must comply with all applicable healthcare privacy and confidentiality requirements, including:

- Provincial/state privacy laws
- Facility confidentiality policies
- Patient information protection standards

Healthcare professionals must only access information necessary to perform their duties.

Facilities may not misuse, share, or improperly disclose worker or patient information obtained through the platform.

Ratings, Reviews & Accountability

Facilities are subject to reviews and ratings based on:

- Professionalism
- Communication
- Shift accuracy
- Workplace conditions
- Timely approvals

- Overall worker experience

Repeated negative reports, policy violations, unsafe environments, or misuse of the platform may result in:

- Account warnings
 - Temporary suspension
 - Permanent removal from Stello8
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Prohibited Conduct

Facilities using Stello8 may not:

- Request off-platform payments
 - Encourage workers to bypass the platform
 - Post fake or misleading shifts
 - Engage in discriminatory or abusive conduct
 - Require workers to perform duties outside the posted role without consent
 - Use the platform for unlawful or unauthorized activities
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Compliance & Independent Marketplace Notice

Stello8 operates as a technology marketplace connecting facilities with independent healthcare professionals.

Facilities are responsible for complying with all applicable:

- Workplace laws
- Healthcare regulations
- Staffing requirements
- Tax obligations
- Professional licensing standards

Use of the platform does not transfer regulatory or operational responsibilities to Stello8.

Acknowledgement

By using Stello8, facilities acknowledge and agree to follow these standards and expectations to help maintain a safe, transparent, and professional healthcare marketplace for everyone.