



# Abundant Life Home Health Agency, LLC

## Employee Handbook

### Welcome!

Welcome to **Abundant Life Home Health Agency, LLC** .

This Handbook is a source of information about payroll, benefits, and procedures, along with a few general rules and policies. **This handbook is not a legal document or an employment contract.** It is for your information.

This guide cannot anticipate every situation about your employment. Abundant Life Home Health Agency, LLC will do its best to recognize all rights and privileges extended in this handbook - unless doing so would harm our patients or expose our company to legal liability or financial loss. Abundant Life Home Health Agency, LLC may need to supplement, modify, or eliminate one or more benefits, work rules, or guidelines described in this Handbook. The Company reserves the right to exercise its discretion to unilaterally make deletions from or additions to this Handbook. Abundant Life Home Health Agency, LLC must authorize all such changes in writing. Each employee's continued employment constitutes acceptance of such changes.

**Abundant Life Home Health Agency, LLC is an at-will employer and employees should understand that employment is not offered, contracted, or promised for any specific length of time. Employees have the right to terminate employment at any time, with or without cause and with or without notice, and Abundant Life Home Health Agency, LLC has the same right.**

## Office Contacts

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### Getting Started

#### ***A. History of the Company***

**Abundant Life Home Health Agency, LLC** is a full service home health agency offering a full scope of services to our patients.

**Abundant Life Home Health Agency, LLC** is a home health agency specializing in Skilled Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Medical Social Worker, Dietician, and Home Health Aide.

#### ***B. Equal Employment Opportunity***

Abundant Life Home Health Agency, LLC's policy is to hire and promote for all jobs without regard to race, religion, color, national origin, sex, sexual orientation, marital or familial status, physical or mental disability, veteran status or age. Decisions on employment and promotion are based solely upon an individual's qualifications, with reference to the skills and abilities of the position for which the individual is being considered.

Employees should report any perceived violations to their immediate supervisor or manager. If the immediate supervisor or manager is unavailable, or is involved in some manner with the perceived violation, employees should report perceived violations to the next level supervisor or manager at Abundant Life Home Health Agency, LLC.

#### ***C. Immigration and Employment Eligibility***

In compliance with the Immigration Reform and Control Act of 1986 Abundant Life Home Health Agency, LLC can employ only those individuals who are authorized to work in the United States. All individuals must submit documentary proof of their identity and employment authorization. Employees will also be required to complete and sign **Immigration and Naturalization Service Form I-9**. Form I-9 requires you to attest that you are authorized to work in the job for which you are hired and that the documents you submit are genuine.

If you are authorized to work in this country for a limited period of time, before the expiration of that period, you will be required to submit proof of your employment authorization and sign another I-9 in order to remain employed by Abundant Life Home Health Agency, LLC.

#### ***D. Prohibited Harassment***

**POLICY:** The purpose of this policy is to communicate Abundant Life Home Health Agency, LLC's determination to:

Provide a working environment free of discriminatory intimidation and/or sexual harassment.

Identify complaint procedures available to employees.

Outline disciplinary penalties that may be imposed for discriminatory or harassing conduct.

Harassment involves verbal or physical conduct that harms or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, age, national origin, sexual orientation, marital or familial status, physical or mental disability, or that of his or her relatives, friends, or associates and that:



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- Has the purpose or effect of creating an intimidating, hostile, or offensive working environment.
- Has the purpose or effect of unreasonably interfering with an individual's work performance.
- Otherwise adversely affects an individual's employment opportunities.

Sexual harassment involves:

- Making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature a condition of employment.
  - Making submission to or rejection of such conduct the basis for employment decisions.
  - Creating an intimidating, offensive, or hostile working environment by such conduct.
1. It is against Abundant Life Home Health Agency, LLC policy for any employee, independent contractor, or other visitor to harass any employee of Abundant Life Home Health Agency, LLC through the use of disparaging or abusive words or phrases, slurs, negative stereotyping or threatening, intimidating, or hostile acts that relate to race, color, religion, sex, age, national origin, sexual orientation, marital or familial status, or physical or mental disability. This includes acts that are declared to be "jokes" or "pranks", but that might reasonably be perceived as hostile or demeaning.

It is illegal and against Abundant Life Home Health Agency, LLC's policy for any employee to harass another employee by making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature a condition of employment; by using an employee's submission to or rejection of such conduct as the basis for or a factor in any employment decision affecting the individual; or by creating an intimidating, hostile, or offensive work environment by engaging in such conduct.

2. Creation of an intimidating, hostile, or offensive work environment may include publishing or posting written or graphic material that criticizes or shows hostility or aversion toward an individual or group because of race, color, religion, sex, age, national origin, sexual orientation, marital or familial status, or physical or mental disability that is placed on walls, bulletin boards, or elsewhere on company property or circulated in the workplace.

The creation of an intimidating, hostile, or offensive work environment may include such actions as persistent comments on an employee's sexual preferences or the display of obscene or sexually-oriented photographs or drawings. An investigation will be conducted to determine whether certain conduct occurred and/or whether it constitutes sexual harassment based on a review of the facts and circumstances of each situation.

3. Unreasonable conduct will not be tolerated. This includes, but is not limited to, excluding employees from information regarding opportunities for advancement; denying access to information, people, or places; treating other employees as inferiors; or selecting one or a few members of a group for favorable treatment.
4. Abundant Life Home Health Agency, LLC will not condone any harassment or sexual harassment of employees. Moreover, Abundant Life Home Health Agency, LLC will not tolerate such conduct by independent contractors or other visitors. All employees, including supervisors or managers, will be subject to severe disciplinary action up to and including termination for any sexually harassing behavior.
5. When harassment is alleged, Abundant Life Home Health Agency, LLC will determine whether certain conduct occurred and/or whether it constitutes harassment or sexual harassment based on a review of the facts and circumstances of each situation.



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6. Employees who feel victimized by harassment or sexual harassment should immediately report the alleged harassment to their supervisor or manager. If the supervisor or manager is the source of the alleged harassment, employees should report the problem to the supervisor or manager's superior or at Abundant Life Home Health Agency, LLC.
7. Supervisors or managers who receive a complaint of harassment or sexual harassment must report the complaint to Abundant Life Home Health Agency, LLC.
8. A prompt and careful investigation of the matter will be conducted, questioning employees who may have knowledge of the alleged incidents or similar problems. Both the complaint and the investigative actions and findings will be documented as thoroughly as possible.
9. Employees who are dissatisfied with an investigating supervisor or manager's resolution of a harassment or sexual harassment problem may file a complaint in accordance with Abundant Life Home Health Agency, LLC's grievance procedures by contacting their manager or Abundant Life Home Health Agency, LLC.
10. No employee will be subject to any form of retaliation or discipline for pursuing a claim of harassment or sexual harassment.
11. Abundant Life Home Health Agency, LLC recognizes that the issue of whether harassment or sexual harassment has occurred requires a factual determination based on all the evidence received. All Staff also recognizes that false accusations of harassment or sexual harassment can have serious effects on innocent employees. We trust that all employees will act in a responsible and professional manner to maintain a pleasant working environment free of harassment or sexual harassment.
12. Abundant Life Home Health Agency, LLC reserves the right to remedy inappropriate harassing or sexual harassing conduct that falls short of conduct subjecting Abundant Life Home Health Agency, LLC to legal liability, in a manner that is appropriate, fair, and legal, up to and including termination and to report illegal acts to the proper authorities.

### General Employment Information

#### A. Employee Trial Period

Except for transfers, employment may be considered to be on a trial (introductory) basis for the first three months of employment for purposes of establishing eligibility for regular full-time or part-time employment.

During this trial period, you and the supervisor will have an opportunity to observe and evaluate each other. You will be evaluated for such qualities as: the ability to interact with other people, attendance, professional conduct, willingness to learn, job performance and skills to name a few.

After the trial period of satisfactory performance you will normally achieve regular full-time or part-time employment.



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### B. New Hire Policies

Applicants may be required to successfully pass a physical examination, or other tests considered legal and applicable. In other situations your driving record (MVR) may be checked; you may be required to take a driver's examination and present proof of a valid driver's license and certificate of insurance issuance on your vehicle. Failure to maintain acceptable driving standards or vehicular insurance may be sufficient cause for immediate termination.

In special cases other new hire policies may be necessary for a particular job requirement. These will be added as an amendment to your **"Conditions of Employment."**

### C. CPR Certification other Licensing Requirements

Certain persons may be required to maintain current licensing, a current CPR card, a current TB test, or other requirements as a condition of employment. If you fail qualification or fail to maintain your license there may be sufficient cause for discharge.

### D. Employment Categories

**Note:** Since all employees are hired for an unspecified duration, these categories do not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and Abundant Life Home Health Agency, LLC. Accordingly, either the employee or the company can terminate the employment relationship at will.

#### 1. Full-time Regular Employee

See the Addendum for qualification necessary to be classified as a full-time employee. Regular employees can be further classified as exempt or non-exempt salaried (see below).

#### 2. Regular Part-time Employee

See the Addendum for qualification necessary to be classified as a full-time employee.

#### 3. Temporary Employee

The employee is hired for a specific period of time, project or assignment. The employee is paid for actual hours worked. Employees hired for a specific project or period of time will not experience a change in status simply because they remain in employment for a longer period of time. An employee will change from temporary to regular status only if advised of such a change in writing from the personnel department.

#### 4. Exempt and Non-exempt Salaried Employees

Under certain conditions employees may also be classified as non-exempt or exempt salaried employees. These classifications cover the provisions of the Federal Fair Labor Standards Act or any applicable state law. Non-exempt employees are entitled to premium pay for work in excess of 40 hours in a work week. Exempt employees who qualify as executives, professional employees, administrative employees, outside salespersons, etc. may not receive overtime provisions.



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### 5. PRN or Contracted Employees

The individual is hired on a contract basis and paid a per visit rate outlined in the Contracted Personnel Agreement.

### E. Personal Information

Abundant Life Home Health Agency, LLC maintains personnel records, which are important to you. If information on your paycheck stub is not correct, or problems arise concerning your taxes, benefits, or other matters please contact our office immediately. You should be sure that your records are always kept current. You are required to report changes in address, telephone number, number of dependents, or marital status to Abundant Life Home Health Agency, LLC. It is your responsibility to inform Abundant Life Home Health Agency, LLC immediately of any such changes.

### F. Conflict of Interest

You must inform your supervisor or Abundant Life Home Health Agency, LLC of any other job appointment that might interfere with your duties or assignments with the company.

### G. Safety and Accident Prevention

Safety is a vital concern of Abundant Life Home Health Agency, LLC. The ultimate responsibility for safety lies with you. We need your help promoting safety and the prevention of accidents by observing the following common sense rules.

1. **Learn your job and how to be safe in the work place.**
2. **Learn the location of the fire alarm boxes, extinguishers, and your duties in case of fire.**
3. **Promptly report all unsafe or potentially hazardous conditions to your supervisor.**
4. **Report any condition you perceive to be unsafe.**
5. **Learn the evacuation routes for the workplace.**

### H. Accident/Incident Reporting

An accident or incident must be reported to your supervisor immediately. The employee must fill out and sign the **Employee Accident/Incident Report** immediately following the occurrence of the accident or incident or as soon as the employee returns from treatment for any injury. You can obtain this report from your supervisor.

If you are involved in or are a witness to an accident or incident, you are required to provide information in order for the appropriate report to be completed. Please be aware of the importance of immediate action in reporting all details of the accident.

### I. Injury Treatment

If you are injured on the job, Abundant Life Home Health Agency, LLC's prime concern is to provide you with the best medical care available. If the injury is very serious or if it occurs when the closest medical provider is closed or unavailable, you need to go to the nearest emergency room. If you are not satisfied with your treatment at the clinic or hospital, report it as soon as possible so corrective action can be taken.





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- **Follow-Up Treatment:** All injured employees must follow the doctor's order of treatment. Failure to do so may result in the loss of benefits.
- **Company Notification:** If the doctor orders you to take time off from work due to an on-the-job injury, you must contact your supervisor immediately. You should advise them of your progress and expected date of return.
- **Modified Duty:** Abundant Life Home Health Agency, LLC wants you back to work as soon as possible. If you are not able to return to your regular duty, Abundant Life Home Health Agency, LLC will have modified duty to offer you until you are released to regular duty by your doctor. ***You need to inform the treating doctor that Abundant Life Home Health Agency, LLC offers modified duty work that can accommodate any restrictions or limitations the doctor may suggest.*** By working the modified duty job you are able to collect your regular pay amount – not a reduced percentage through workers' compensation.

### **J. Performance Reviews**

Your supervisor will be observing your effectiveness in performing your work. These reviews are used to provide you with an opportunity to talk about the job and your personal goals. Performance reviews do not necessarily result in merit increases.

### **K. Resignation**

If you find it necessary to resign, you are requested to give advance notice in writing to your supervisor indicating the last day that you will be working. A two-week notice is appreciated. If you resign without notice, you may forfeit your eligibility to be rehired. Final paychecks for employees who quit may be picked up by the employee at the job site on regular payday or can be mailed to the most recent address listed on their personnel file on the regular payday.

## **Pay and Hours**

### **A. Hours of work**

Various factors, such as workloads, operational efficiency, staffing needs and client working schedules, may require variations in the employee's starting and quitting times. Your supervisor will give the beginning and ending of your standard workweek to you. Punctual and consistent attendance is a condition of employment.

### **B. Time-Keeping for Payroll**

You are to report to work no earlier than five minutes before your work schedule begins and leave no later than five minutes after it ends. You are responsible for making sure your time is recorded accurately. If you find any errors, contact your supervisor immediately. You must record your own time, never the time of another employee.

### **C. Overtime Pay**

You are to work overtime only at the request and authorization of your supervisor. Employees who qualify as administrative, executive, or professional employees within the meaning of the state and federal wage and hour laws are exempt from overtime pay and are not subject to this policy (see exempt employees above). Only non-exempt employees qualify for overtime pay.



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Overtime pay is based on hours worked per workweek in accordance with state and federal requirements. Employees shall record all time worked, including time worked over their normal schedule, on the time card at the time it actually occurs. Time will be paid in hundredths of an hour. Overtime hours worked in excess of forty hours in a work week, (not in excess of 8 hours per day) and approved by your supervisor will be paid one and one half times your base rate of pay per hour. Hours worked means time actually spent on the job. It does not include hours away from work due to vacation, sickness, or holiday even when these days are compensated. Unpaid sick leave, personal leave or any other time away from work is also not considered hours worked.

### **D. Payroll Deductions**

Abundant Life Home Health Agency, LLC may be required by law to recognize certain court orders, liens, and wage assignments (child support). Abundant Life Home Health Agency, LLC is required to make proper deductions from your earnings on your behalf. Amounts withheld vary according to how much you earn your marital status, government employment regulations, and other factors. These mandatory deductions are made until the maximum amount is reached. Mandated withholdings include some of the following:

**Federal Income Tax**  
**State Income Tax**  
**Social Security**

Other deductions may be made from your paycheck with your permission, including:

**Dependent Health Insurance Coverage**  
**Voluntary Insurance Coverage**  
**Dental Care**  
**Retirement Fund Contribution**  
**Other Services Requested by the Employee**

### **E. Payday**

Abundant Life Home Health Agency, LLC's payday is every other Friday. We offer direct deposit or paper check. Pay is for the previous 2 weeks work. If a payday Friday is a holiday, Direct deposit funds will be available the following Monday. Paper checks will be available the following Monday.

### **F. Paid Leaves**

Abundant Life Home Health Agency, LLC does not offer any paid leave for any employee.





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### **G. Absenteeism and Tardiness**

If you are going to be absent or late, you must report to your supervisor before this happens. If you fail to report to work for a scheduled working day without proper notification your supervisor will consider you to have “abandoned” your job and you will be subject to termination. Such job abandonment will be recognized as a voluntary quit and may adversely affect any unemployment benefits you seek.

Time off requests MUST be received in writing no later than the 15<sup>th</sup> of the previous month in which you want to take time off. Requests received outside of this time frame will not be considered.

If an employee has 3 absences they will be subject to immediate termination as deemed by administration.

### **H. Leaves of Absence**

We realize that leaves of absence due to prolonged illness, accidents, or other compelling reasons are sometimes necessary. Although leaves of absence are uncommon, a leave of absence from work should be properly arranged through your supervisor. Abundant Life Home Health Agency, LLC has a formal request form for this purpose. The term “leave of absence” means an approved absence from work without pay for a period of time in excess of five working days.

The granting of a leave of absence, especially an extended one, does not guarantee that there will be a position available to you after the end of your leave. Each case will be treated individually and upon your return, every effort will be made to give you the best available job for which you are qualified by experience, ability and seniority. Employees returning from a leave necessitated by medical reasons may be required to provide a doctor’s release. If you have any questions Abundant Life Home Health Agency, LLC will be happy to provide you with information on how to request a leave.

It is the employee’s responsibility to report to work at the end of an approved leave. Failure to do so may be considered a voluntary termination of employment.

### **I. Jury and Witness Duty**

You may be granted time off to serve as a juror or witness. If you are required by law to appear in court as a witness you may take unpaid time off provided you arrange this with your supervisor in advance.

### **J. Voting Time**

You are encouraged to vote in local, state and federal elections. In most instances you can vote before or after working hours. When hardships makes this impractical, you may be granted time off with prior approval from your supervisor.



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### ***K. Military and The National Guard***

As a member of the United States Military Reserve or National Guard, you may be required to take time off to meet annual minimum active training requirements. . You will not be paid for these absences.

### ***L. Medical and Dental Appointments***

Medical and dental appointments should be scheduled around your assigned work schedule. If this is impossible, talk to your supervisor about making special arrangements. You will not be paid for these absences.

### ***M. Confidentiality***

It is strictly prohibited to discuss your pay or salary information with another employee. This includes but is not limited to hourly wages, salary, bonuses, pay increases, allowances, mileage reimbursement, travel reimbursement, etc. Disciplinary measures up to and including termination can result from discussion of pay information.

## **Benefit Programs**

Abundant Life Home Health Agency, LLC does offer major medical insurance for the employee and family. Our current provider is BCBS and Humana. We also offer vision and dental insurance for the employee and family. Supplemental optional benefits are also offered through Colonial Life for the employee and family. Benefits are available for employees working 30 hours or more during a standard work week.



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### General Policies

#### **A. Appearance**

Office Staff: Professional attire should be consistent with the normal business environment. Company issued I.D. badge to be worn when in the community representing the company or in-house event.

Field Staff: May wear any color scrubs as long as they are in good condition; wrinkle free, no stains, no fading, and clean. Company issued I.D. badges are to be worn at all times while on duty. Clean rubber sole shoes; no sandals. Long hair should be neatly pulled back to avoid contact with the client.

#### **B. Courtesy**

Courtesy and your attitude toward the people you come in contact with will influence the image people have of Abundant Life Home Health Agency, LLC – either positively or negatively. Develop an attitude of helpfulness toward your patients, fellow workers, and supervisors. Courtesy is the key to good human relations.

#### **C. Equipment, Medical Supplies, or Uniforms on Loan**

You are responsible for safekeeping of equipment, medical supplies or uniforms that are furnished to you. Your supervisor may require a deposit. When your employment terminates, voluntarily or involuntarily, you must return medical supplies or equipment that was loaned to you before picking up your final paycheck. This policy permits Abundant Life Home Health Agency, LLC to recover the cost of such items where they are furnished without a deposit and not returned upon termination of employment.

#### **D. Care of Equipment**

You are responsible for equipment used in performing your work. Any damage or failure of this equipment is to be reported to your supervisor immediately. Equipment or supplies are to be used for patients of Abundant Life Home Health Agency, LLC. Abundant Life Home Health Agency, LLC is not responsible for loss or damage to your personal property. Valuable personal items such as purses and all other valuables should not be left in areas where theft might occur.

#### **E. Health Safety Protection**

Periodic X-ray or laboratory tests may be required as a condition of employment. You will be informed by your supervisor of the required test(s).

An employee who exhibits inappropriate behavior, which is suggestive of being under the influence of a drug, alcohol or inhalant while on the job, will be subject to a test for those items. Any employee may be required to undergo drug, inhalant or alcohol testing if the supervisor feels there is reasonable suspicion to do so. Reasonable suspicion can be caused by an employee's actions, behavior, smell or physical appearance. If you refuse to submit to such testing you may be immediately disciplined, including termination.



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### ***F. Phone Calls, Personal Mail and Visitors***

The use of business phones is limited to official company business. Local personal calls are to be kept to emergencies only. Friends and relatives should be discouraged from calling during working hours unless there is an emergency. Under no circumstance should you make or charge a long-distance call unless it is work-related and approved by your supervisor.

Good telephone etiquette is important when dealing with the public. Be courteous and confine the conversations to the subject at hand. The first representation that many people have with an office or business is through the telephone.

Do not use company stationary, stamps, postage meters or other company supplies for your personal mail. Have all of your personal correspondence sent to your home address, unless you have permission from your supervisor.

Personal visits by visitors (individuals not employed by the company) to your work area may be restricted by your supervisor.

### ***G. Electronic Communication Policies***

With the different opportunities offered through the internet it has become necessary for companies to monitor employee's use. An employee should never use the internet for personal business while at work without the consent of their supervisor. An employee should never transmit, download or receive inappropriate material, messages, jokes, pictures, etc. over the internet for any reason. Inappropriate material may consist of but is not limited to; the use of disparaging or abusive words or phrases, slurs, negative stereotyping; pornographic pictures, cartoons, or websites. No graphic or written material that criticizes or shows hostility or aversion toward an individual or group because of race, color, religion, sex, age, national origin, sexual orientation, marital or familial status, or physical or mental disability.

An employee should hold no expectation of privacy with e-mail, Internet usage, company paid cellular phones or pagers, content on computer hard drives, etc. because such tools are company property. It is also necessary to respect copyright laws by not downloading software. An employee should always use caution when opening email from an unknown source. Check with your supervisor prior to opening links or downloading files from any unknown sources. Abuse of the internet (e-mail included) may result in disciplinary actions up to and including termination.

### ***H. Confidential Information***

Information given by a customer, client or a patient may be privileged or confidential information. Such information is to be maintained with strict confidentiality. This may also be true for proprietary information within the company. You are encouraged to be careful in discussing with non-company people any information about the company where you work.

Any employee who reads a patient's medical, dental or client's file or who has access to sensitive customer records, and discusses any material with another person, except for assigned duty, may be subject to immediate dismissal. Information about other employees is also private.

### ***I. Release of Company Information***

In the course of employment with Abundant Life Home Health Agency, LLC, employees may have access to confidential information regarding the company, its customers, patients, business, and/or vendors.



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Though employees may not be aware that information is sensitive or is of value to others, it is the responsibility of all employees to safeguard and maintain the confidentiality of all company information.

1. Only authorized company management personnel are permitted to give statements regarding the company to any member of the media including, without limitation, the press.
2. If an employee receives a request for information from anyone who is not an employee or a supervisor or manager known to the employee, the employee is to contact his or her immediate supervisor or manager and report the request. Employees may give the person requesting the information their supervisor or manager's name and provide the person with information regarding how to contact their supervisor or manager.
3. No inquiries about the company are to be answered by unauthorized employees electronically, in writing, on the telephone, in person, or by any other means. Some examples of people or entities that could conceivably contact an employee in an attempt to gain information are listed below, without limitation. The employee should refer these people to his or her supervisor or manager:
  - Media: Television, Radio, or Newspaper
  - Attorney's Offices
  - United States Department of Labor (including, without limitation, its directorate of Civil Rights, its Wage and Hour Division, or the Solicitor's Office)
  - Local, State, County, or Federal Courts
  - Local, State, or County Human Relations Commissions
  - United States Equal Employment Opportunity Commission
  - Prospective Employers seeking employment verifications and references
  - Credit Bureaus, Banks, Mortgage Companies, other Financial Institutions
  - Telephone Service, Copier Service and Other Vendors
  - Police Departments
  - Other similar agencies, companies, or individuals
4. Employees who have a question as to whether the information being requested applies under this policy must contact their supervisor or manager for instructions. **DO NOT VOLUNTEER, PROVIDE, OR OTHERWISE DISCLOSE ANY INFORMATION TO THIRD PARTIES.**
5. Employees should be polite and exhibit professionalism, but refer the questions to their supervisor or manager.
6. Price information procedures, policies, and any other information regarding the company and its business is strictly confidential and proprietary and must not be shared with customers, competitors, vendors, their representatives, or other third parties. Discussing company information in an indiscreet or careless manner, inside or outside the company, displays poor judgment and undermines the confidence the company has placed in its employees.
7. Absent express company management approval, employees may not discuss or otherwise disclose the company's pricing policies, actual pricing, or any other company information with anyone outside the company. Talking about pricing or otherwise disclosing pricing information, especially with or to competitors, may result in damage to the company and/or a price fixing charge against the company and/or other liability.



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Nothing in this policy should be construed to interfere with the right of appropriate law enforcement or government agencies to conduct investigations, or the cooperation of employees in investigations, within such agencies' jurisdiction. Upon request, the company will reasonably cooperate in investigations subject to the company's right to be represented by counsel in such circumstances. Employees who receive a subpoena or other form of compulsory process in their official capacity as an employee shall immediately notify their supervisor or manager.

### **J. Endorsements and Tips**

Selling of merchandise or distribution of endorsement materials during working time is strictly forbidden. You may not endorse or imply endorsement of a product or service by Abundant Life Home Health Agency, LLC. You are not to solicit or accept tips or gratuities for any related service in the course of your work duties.

### **K. Travel Authorization**

If you are traveling on company business you must have authorization from your supervisor prior to making any travel arrangements. When using your personal vehicle on company business you must have a valid driver's license and carry adequate insurance. The company is not responsible for damage to your car while on company business. Reimbursement for travel will be according to the mileage allowance schedule, which is given to you by your supervisor.

### **L. Smoking**

Smoking is prohibited at work. Under no circumstances should you smoke in a patient's home.

### **M. Refreshments**

Consumption of food or beverages may not be permitted in some areas of the company's business. You are requested to eat or drink in designated areas for this purpose.

### **N. Dishonesty**

Abundant Life Home Health Agency, LLC considers thefts or dishonesty a serious offense. If you take company property or merchandise, it is stealing, and stealing in any form will not be tolerated.





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### A. Abundant Life Home Health Agency, LLC 's Rules

You are expected to demonstrate good judgment, ethical personal behavior and common sense. If your conduct as an employee comes into question, Abundant Life Home Health Agency, LLC will make an effort to resolve the matter fairly. A few of the actions that may require discipline are listed below and may result in disciplinary actions up to and including termination. The rules are not intended to limit the proper rights of anyone. They are intended to protect the rights of everyone.

- a. Employees are expected to be at work and ready to work at the established starting time and are expected to remain at these positions and perform their assignments until the end of their shift.
- b. You are not to gather on Abundant Life Home Health Agency, LLC 's premises or conduct personal business during working hours.
- c. Certain protective equipment, when provided by the supervisor, must be properly utilized as directed.
- d. You must report all injuries or accidents to your supervisor at once.
- e. You must be physically and mentally capable of performing your work assignment.
- f. You must perform all assigned duties and fulfill your responsibilities to Abundant Life Home Health Agency, LLC .
- g. You must be available for work as scheduled or requested.
- h. You will be responsible for all property that has been placed in your custody.
- i. You shall not neglect your job duties or responsibilities, nor refuse any work assigned to you.

### The Following Conduct is prohibited:

- a. Bringing firearms, weapons or ammunition of any kind, intoxicating liquors or illegal drugs, inhalants, drug paraphernalia or chemicals into the office or onto the premises of work or patients home.
- b. Being on the job while under the influence of alcohol, drugs, inhalants or intoxicants of any type.
- c. Falsifying information or client forms, reports, records, including personal absence, sickness, time cards and production records.
- d. Falsely stating or making claims of injury.
- e. Removing or using, without authority, property, records or other materials of Abundant Life Home Health Agency, LLC or other persons.
- f. Fighting or threatening, intimidating or coercing any visitor or employee.
- g. Damaging or destroying property or wasting of materials.
- h. Loitering or sleeping while on duty.
- i. Refusing to follow supervisor's directions or instructions or other insubordinate conduct.
- j. Violating safety or health rules or practices, or engaging in conduct which creates a safety hazard.
- k. Engaging in unlawful or improper conduct off the work premises or during non-working hours which affects an employee's relationship to work, fellow employees, supervisors or Abundant Life Home Health Agency, LLC products, property, reputation or goodwill in the community.
- l. Leaving work before the end of the shift without the authorization of your supervisor.
- m. Using Abundant Life Home Health Agency, LLC facilities and time for personal business, or unauthorized possession or use of Abundant Life Home Health Agency, LLC keys.
- n. Soliciting or accepting tips from visitors or other employees.
- o. Smoking in patient homes, or other restricted, posted no smoking areas.



# Abundant Life Home Health Agency, LLC

## Employee Handbook

**Note:** *The foregoing rules are not intended to be inclusive of the required discipline, proper standard of conduct or obligations which employees must observe at all times.*

### **B. Addressing Grievances**

If you have a work related problem it should first be discussed with your supervisor so that it can be resolved quickly. If the problem is not solved, you are to contact the Abundant Life Home Health Agency, LLC office for assistance. At this time you may file a written complaint within (7) calendar days in accordance with the following procedures. (If you are dismissed, you have fourteen (14) calendar days to file a written complaint.)

The details of the problem are to be outlined in writing and submitted within (7) days to Abundant Life Home Health Agency, LLC.

Your supervisor at work will provide a written response within (7) calendar days.

If this has not resulted in a satisfactory solution within fourteen (14) calendar days a meeting will be established with you, your supervisor, and the Human Resource Director of Abundant Life Home Health Agency, LLC to review the matter.

### **C. Cultural/Belief Issues**

This agency welcomes caring for individuals of all cultures and backgrounds, but realizes that sometimes staff and patient cultural differences may present a problem. Staff is encouraged to discuss with their supervisor any cultural/belief issues they believe may interfere with caring for a patient. If a problem is perceived the supervisor will attempt to change the staffing assignment.

### **Reporting Abuse**

1. If you suspect abuse, neglect, exploitation or family violence of a client, contact your supervisor right away, stating clearly that you are reporting a suspected case of abuse, neglect or exploitation, and reporting at least the following:  
Name, age and address of client

Name and address of responsible person

The client's condition

The basis of your knowledge

Any other relevant information

2. The supervisor must:

Fill out the Case Information Form completely and accurately.

Immediately alert the Director of Nurses of the incident and forward the Case Information Form to him/her.

3. The Director of Nurses must:

Review the Case Information Form for accuracy and completeness.

Decide if a joint visit is indicated and, if so, who should participate.

Incidents related to Family Violence shall be reported to the local law enforcement Agency.

Decide on appropriate follow-up action(s).

Notify the Administrator regarding the incident and follow-up status.

Offer to provide referrals to the victim for care.



# Abundant Life Home Health Agency, LLC

## Employee Handbook

4. Abuse should be reported to local authorities, Joint Commission, and AHCA immediately.

### ***E. Ethics***

1. Any staff member, patient and/or family member may initiate a written request for the ethics committee to review with concern for reprisal. (Written request does not require any specialized form, however a form is available)

2. The form may be submitted to the administrator, DON or office manager to begin the ethic committee review process.

The committee will consist of no less than 3 professional members. If the complaint involves one of the committee members, the committee will:

- request a governing board member to act in place of the involved committee member, (the committee must have at least 3 members)
- inform the involved committee member that they will not be allowed to rule on the ethical issue

4. The committee will meet within 3 business days of receiving written request for an ethics review.

5. The committee will present their findings in a report to the administrator and governing board within 1 business day of concluding the investigation.

The committee will make suggestions for resolution, but does not have the authority to implement any actions. The authority rests with the administrator and/or governing body.

Please refer to the Ethics Policy located in the Policy Manual, which is located in the Resource Center.



# Abundant Life Home Health Agency, LLC

## **Return to Work Criteria**

It is the requirement of Abundant Life Home Health Agency, LLC that all nurses must have a physician clearance to return to work if 2 or more scheduled shifts in a row are missed. This physician clearance must be on letterhead or prescription and signed by a MD, DO or ARNP. Clearance letters may be emailed, faxed or dropped off to our office. The employee must provide this documentation before being approved to return to work. If proper documentation is not received, and the employee returns to work without authorization from the administrator or director of nursing, the employee will be subject to disciplinary action or possible termination.

## **Unscheduled/Schedule Patient Hospitalizations (including emergency and outpatient procedures)**

Under insurance guidelines, once the patient is handed off to another medical professional, service from Abundant Life Home health Agency will stop and the nurse is officially off duty. This includes patient handoff to an EMT in an emergency situation.

The nurse is not permitted to ride the ambulance with the patient nor stay with the patient when the patient enters the emergency room.

If the patient is a direct admit from a doctor appointment, the office must be notified immediately and instructions will be given at that time.

For any scheduled outpatient procedures (performed in the hospital), the nurse is not permitted to accompany the patient to the hospital for the procedure. The nurse may work up until the patient leaves for the procedure and resume work once the patient returns home.

## **TB Test Results**

Annual TB tests are required by our agency. We offer the TB test in office free of charge. If you choose to have the TB test done in office, the proof becomes property of our agency. A copy of the results will not be given to the employee for personal use.

All employees have the right to have the TB test done at another facility, at their own expense, and provide the agency with a copy of the results. The agency will not reimburse for the expense.



# Abundant Life Home Health Agency, LLC

## **Patient Lifting Maximum**

It is the decision of the agency that we will not allow our field staff to dead lift a patient that weighs over 50 pounds. If the patient weighs over 50 pounds, we require that there is a Hoyer lift in the home for use for transfer. If not, the patient will be a mandatory 2-person lift. If there is not another available caregiver in the home (for the 2-person lift), the patient is to remain in their bed and be repositioned at least every 2 hours to maintain skin integrity. All care will be performed in the patient's bed.

## **Payroll Discrepancy**

All employees of Abundant Life Home Health Agency have electronic access to their paystubs, at no cost to them. The log in information is provided upon hire and updated as needed. The agency does not mail, fax or email pay stubs.

It is the responsibility of each employee to review their paystub every pay date. The employee must report any payroll discrepancy within 3 business days, in writing (via email or fax), to the administrator. This communication must include: the pay date in question and the issue (hours, rate, etc.). The Administrator will then have 5 business days to respond to the discrepancy in writing to the employee.