



# **T.E.H.C. Healthcare**

## **EMPLOYEE HANDBOOK**

## **Employer's Disclaimer**

The purpose of this Handbook is to provide you with an overview of the employment policies, procedures, and benefits of T.E.H.C. Healthcare. It is a summary only and, as such, is not meant to be all inclusive. This handbook is not to be viewed as an employment contract, express or implied, and it does not guarantee employment for any specific length of time.

T.E.H.C. Healthcare reserves the right to change employment policies, procedures, benefits, or the Handbook at any time without notice. It is the responsibility of the employee to stay abreast of policy. The Agency will make every effort to notify employees of any policy changes, additions, or deletions. All changes will immediately become a part of this Handbook.

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## Welcome

It is our pleasure to welcome you to T.E.H.C. Healthcare. We hope that you will find your time with us to be enjoyable and fulfilling and that your career proves to be a long and happy one. We are a medical home care agency dedicated to providing efficient, courteous and reliable service in a workplace that is friendly, respectful and safe. We look forward to having you on our Team and the valuable contributions you will undoubtedly make.

## Purpose of Handbook

This handbook is meant to familiarize you with T.E.H.C. Healthcare and provide you with a summary of information regarding working conditions, benefits and policies & procedures affecting your employment. More details are provided in the Agency's *Policy & Procedure Manual*, which is located in the Agency Office. You may review the manual at any time during office hours and/or you may request copies of individual Policies & Procedures (P&Ps). In addition, selective P&Ps will be reviewed with you during Orientation, during training sessions and/or on an "as-needed" basis. Nevertheless, you are expected to be familiar with, and adhere to, all Agency policies and procedures.

The information provided in this handbook should not be considered as either an Offer-of-Employment or as a contract between the Agency and you. It represents conditions of ongoing employment but does not guarantee continued employment. You are responsible for reading, understanding, and complying with the terms of this handbook. This way, you will know what the Agency expects of you and what you can expect from the Agency. You are encouraged to present any questions that you may have to your supervisor or to the Agency Manager.

## Agency Overview

While we serve all adult segments of the population, most of our clients are seniors. We offer our clients quality in-home services, which include Services provided to clients include:

- ◆ Registered and Licensed Practical Nurses
- ◆ Physical Therapists and Assistants
- ◆ Occupational Therapists and Assistants
- ◆ Speech Therapists
- ◆ Medical Social Workers
- ◆ Home Health Aides

## Location and Contact Information

<p><i>Miami, Florida (Corp Office)</i> PH: 305.715.9560   Fax: 305.597.3960 8669 NW 36th Street, Suite 355 Miami, FL 33166 Lic. # 20440096</p>	<p><i>Jacksonville, Florida</i> PH: 904.722.1112   Fax: 904.722.1114 8375 Dix Ellis Trail, Suite 407 Jacksonville, FL. 32256 Lic # 21887096</p>
<p><i>Orlando, Florida</i> PH: 407.628.1114   Fax: 407.628.3235 1971 Lee Road, Suite 100 Winter Park, FL. 32789 Lic. # 20438096</p>	<p><i>Rockledge, Florida</i> PH: 321.453.5535   Fax: 321.456.5934 182 Barton Blvd, Suite B Rockledge, FL. 32955 Lic. # 21404096</p>

## Governing Body

The legal structure of T.E.H.C. Healthcare is a Limited Liability Company.

The person or group of persons that has full legal authority for the operation of the Agency is the: CEO, and CFO.

Members of the Governing Board may include CEO, CFO, Administrator, DON, ADON, Clinical Supervisors and QAPI Staff and other Directors.

## Organizational Structure

T.E.H.C. Healthcare's organizational structure delineates what positions are utilized in the Agency, the roles and responsibilities of each position, the lines of communication and who is to be consulted on specific issues. It also clearly defines the responsibilities, accountability and relationships of all the employees. Its *Organizational Chart* defines relationships and lines of authority within the Agency. You will be given the details of the Agency's *Organizational Chart* during Orientation and updates will be provided when changes occur.

A diagram of the Agency's *Organizational Chart* can be found in the front section of the Agency's *Policies and Procedures Manual*

## Communications

T.E.H.C. Healthcare values good communications to prevent mistrust and misunderstandings between management and employees. Not only does effective communication improve relations between the two groups but also it has demonstrated that employee input improves management decisions. Furthermore, employees' morale, performance and job satisfaction are enhanced when effective communication measures are available and utilized. Some of the communication methods that the Management Team may utilize to communicate with you involve face-to-face interactions, suggestion boxes, bulletin boards, staff meetings, written memorandums, texting, telephones and email.

## Face to Face Interactions

T.E.H.C. Healthcare practices an "*Open Door*" approach to encourage you to discuss work-related and/or personal issues, which may affect your welfare. If the issue is not pressing or



urgent, it would be best if you could schedule an appointment with your Supervisor in order that he/she can give you his/her full and undivided attention when you meet. The Manager is also available, should you prefer to discuss the issue(s) with him/her.

A *Bulletin Board* is in a designated area at each location. Any employee or management member may post relevant and appropriate information and announcements on this board. Unless the posting is self-limiting, there will be a 30-day time limit for each posting; however, extensions, may be permitted. If you are uncertain about what constitutes appropriate content and/or if you wish to extend the time limit for a particular posting, consult with your Supervisor. Employees and management are all responsible for reading the postings such as Staff Meeting minutes and other postings in a timely manner.

### **Staff Meetings**

Agency meetings are held on a monthly, biannual, or yearly basis depending on location and needs. These meetings are to provide updates on Agency activities, inform personnel of changes in policies and procedures, address issues and recognize certain employees.

Employees and management members are encouraged to submit items for the Agenda. Spur-of-the-moment meetings are scheduled as required. Will be sent via email, where applicable.

Agendas and information for all meetings are posted on the Bulletin Board for a minimum of 30 days after which they are filed in the Meetings Record Book. Confidential issues are treated, in accordance with Agency Confidentiality Policies & Procedures.

## **Agency Aims and Objectives**

TEHC Healthcare is a Medicare certified home health agency providing skilled and private duty care in the comfort of our client's homes. We specialize in skilled nursing and therapy care and daily living assistance to an array of individuals. Whether our patients need short-term skilled care or daily assistance due to aging, illness, recovery, or rehabilitation, our care givers will provide an individualized service that you can trust.

### **Values**

You can help T.E.H.C. Healthcare achieve its missions and values by respecting and applying its core values, which include:

- ◆ keeping our client's health, quality of life and well-being central in the design and delivery of services;
- ◆ treating and interacting with our clients with respect, dignity, compassion, empathy, honesty, and integrity while recognizing and maintaining confidentiality of client information;
- ◆ being courteous and competent to clients, families, co-professionals and the community-at-large;

- ◆ showing respect for all cultures, religions, ethnicities; sexual orientation, ages, gender and disabilities;
- ◆ valuing, supporting, recognizing and appreciating other employees, as employees are the Agency's greatest asset;
- ◆ nurturing a work environment that encourages personal enjoyment and enhances job satisfaction and performance through recognition and reward;
- ◆ developing and maintaining positive relationships with the community, including local Home Care and Health Care personnel/organizations;
- ◆ conducting Agency business in an accountable and responsible manner;
- ◆ adhering to the professional code of ethics of the Home Care industry; and,
- ◆ applying continuous quality improvement measures throughout the Agency.

### **Commitment**

T.E.H.C. Healthcare is committed to maintaining and enhancing the attributes of its competent staff to ensure the ongoing provision of excellent quality care to clients in compliance with the Agency's mission statement, values, and standards. It shall achieve this, in part, through staff development and training; enforcement of the Agency's policies and procedures; and, maintaining financial viability.

### **Equal Opportunity**

In accordance with its policy, T.E.H.C. Healthcare is an *Equal Opportunity Employer* and, as such, provides equal opportunity for you and all its employees and applicants for employment without regard to race, gender, color, creed, religion, gender, sexual orientation, National Origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. This applies not only to the hiring process but also to working conditions and privileges of employment.

### **Anti-Discrimination**

T.E.H.C. Healthcare complies with U.S. anti-discrimination laws, which include, but are not limited to, the following:

- ◆ *Civil Rights Act of 1964* prohibits discrimination in employment on the basis of race, color, sex, or ethnic origin.
- ◆ Age Discrimination in Employment Act (ADEA) prohibits discrimination against employees 40 years and older
- ◆ Non-discrimination Act (GINA), prohibits the use of using genetic information for hiring, firing, or promotion decisions and for any decisions regarding terms of employment, health coverage and employment on the basis of genetic information.

Anti-discrimination compliance measures are reflected throughout the *Agency Policies and Procedures Manual* and are also addressed in the *Standards of Conduct* that you are required to read and sign, as a Condition of Employment.

## **Harassment**

T.E.H.C. Healthcare is committed to protecting your welfare and the welfare of its employees from all forms of sexual and job-site harassment including bullying, joking and/or commenting about sexual orientation, race, color, ethnicity, religion, gender, marital status, age, National Origin, status, physical/mental disability, pregnancy, military/veteran status, or any other basis, which is prohibited by state or federal law. Harassment compliance measures are reflected throughout the *Agency Policies and Procedures Manual* and are also addressed in the *Standards of Conduct* that you are required to read and sign, as a Condition of Employment.

## **Reporting Discrimination and/or Harassment**

T.E.H.C. Healthcare requires that if you believe you are a victim of any form of discrimination or harassment or if you have information about another employee, who is a victim, you must report it to your supervisor immediately. If you report alleged or real discrimination or harassment, you can do so with fear of reprisal.

## **Cultural Diversity**

In accordance with its T.E.H.C. Healthcare recognizes and values the traditions and customs of others and, in so doing, practices an open and tolerant attitude towards different religions, cultures, ethnic groups, races and personal views. Special racial, religious, ethnic, cultural and linguistic needs of clients will be determined and documented during their initial assessment. Wherever possible, the Agency tries to assign employees who have similar backgrounds. The Agency also recognizes the cultural and religious obligations of its employees. You are expected to become more knowledgeable of, and sensitive to, other cultures and to recognize and support diversity.

## **Disabilities**

The *Americans with Disabilities Act (ADA)* prohibits discrimination in employment on the basis of disabilities and requires that employers reasonably accommodate individuals with disabilities who can otherwise perform a job. In accordance with this Act, and with its *Policy* T.E.H.C. Healthcare will reasonably accommodate qualified individuals, with known disabilities, unless doing so will cause the Agency undue hardship. This applies to employee selection, training, job assignment, compensation, benefits, discipline and termination. It is your responsibility to notify your Supervisor of your special need(s). He/she may require input from you on the types of accommodation you feel is required or the functional limitations caused by your disability. When appropriate, we may need your permission to obtain additional information from your physician or other rehabilitation specialist(s).

# Employment Eligibility

## Legal Requirements

In accordance with the *Immigration and Nationality Act* (INA), T.E.H.C. Healthcare only hires those individuals who may legally work in the United States (i.e., citizens and nationals of the U.S.) and aliens authorized to work in the U.S., in accordance with the U.S. Department of Labor (DOL) regulations. The Agency will verify your identity and employment eligibility, which includes completing the DOL's "*Employment Eligibility Verification Form (I-9)*". The completed I-9 will be kept in your Personnel File for at least three years, or one year after employment ends, whichever is longer.

## Employment of Relatives

T.E.H.C. Healthcare may permit you and members of your "family" to work at the Agency, at the same time, providing the job-site relationship is not one of Supervisor/ Subordinate or providing a conflict of interest does not result.

For purposes of this practice, a "family member" is an individual who is related to you in one of the following capacities: spouse, sibling, parent, grandparent, aunt, uncle, cousin, any "in-law" relationship, any "step" relationship, a significant other, love interest or room-mate.

## Employment of Minors

T.E.H.C. Healthcare does not typically employ "Minors", in the eyes of the Department of Labor (DOL) or the State. All states have Child Labor Laws. When federal and state standards are different, the rules that provide the most protection to young workers are followed. The decision on whether or not to hire a "Minor" will be made on a case-by-case basis. If you are a "Minor" and have some experience and/or training; can competently perform the duties required by the position; and, meet all other requirements, you might be considered for employment.

The Agency follows all *Child Labor Rules* established by the federal *Fair Labor Standards Act (FLSA)*, which determines minimum wage, over-time pay, recordkeeping, and Child Labor Rules affecting Full-time and Part-time workers and which restrict when children can work and what jobs they can do. During your interview, you will be asked to present your Birth Certificate and, if you are hired, a copy of it will be kept in your Personnel File. Once you turn 18, there are no federal Child Labor Rules but the Agency will continue to follow any relevant state Child Labor Rules until you reach the age wherein any State Child Labor Rules no longer apply.

## Employment Process

T.E.H.C. Healthcare's: The Agency makes all recruitment, selection, hiring and employment decisions based on individual merit and objective job qualifications. Any training, which the Agency deems to be needed, is supplied on a on a non-discriminatory basis with the goal of obtaining the best-qualified individual to perform the duties of the position.

## **Unsolicited Employment Applications**

T.E.H.C. Healthcare continually receives unsolicited applications from individuals who are seeking employment. Due to the high volume of such applications, the Agency will not be contacting these individuals unless it is interested in having them complete its *Application for Employment*. Once this form is completed and returned to the Agency, the Supervisor and/or Agency Manager will review it to determine if the applicant appears to have the training and/or experience required for one of the positions the Agency utilizes. Potential candidates' *Applications for Employment* will be reviewed and suitable candidates may be contacted for Personal Interviews.

## **Post Position**

When a new position is created or an existing one becomes vacant at T.E.H.C. Healthcare, the Agency Manager and Supervisor update the relative Job Description and notifies all staff via email about the job opening. You are encouraged to check your email regularly and to discuss job opportunities with your Supervisor. If you are interested, and feel you can meet the requirements of the Job Description, by all means submit your application/resume, as directed. If internal recruitment is not successful or not an option, the job position is advertised on the open market.

The Agency's search for suitable employees is an on-going process and is not only conducted when a position is open. A variety of recruiting sources are used to help attract and hire the best employees. These sources include everything from ads in the local newspaper to online postings to head-hunters. Referrals also come from existing employees.

## **Screen Applicants**

Once the deadline for the internal and/or external job posting has passed, the applications will be screened by the Agency Manager and the relevant Supervisor to determine suitability for the position and to the Agency. Those applications, deemed to be most suitable, in terms of meeting the criteria required by the position and the requirements of the Agency, will be selected for further evaluation and possible Personal Interview.

## **Conduct Personal Interview**

The Agency Manager or Supervisor will schedule interviews with potential candidates. Candidates called in for interviews, should bring the documentation listed below with them. This documentation may not be reviewed during the actual interview but if the candidate proceeds beyond the interview stage, it will need to be verified at some point in the process.

1. Photo identification such as a driver's license, passport or student's card.
2. Copy of all licenses and/or certification relative to the position:

- a. Candidates must bring a completed license verification form, which shows that their license is current and must verify that their status with state agencies is in good standing.
3. First Aid and CPR Certification - Employees providing services to clients are required to have First Aid training and be CPR certified. Documentation showing currency of such certification is required.
4. Employees may be required to provide a copy of their Birth Certificate to validate their age, if they appear to be “minors”, as defined by the Federal Department of Labor DOL or state.
5. Two completed references, which are job related and, preferably, are from previous Supervisors. If candidates have recently attained licensure or accreditation but do not have three references, relative to the position they are applying for, they may submit three Supervisory references from previously held job positions.

### **Select New Employee**

After the Personal Interviews, have been conducted, the interview panel decides which finalist will receive the job offer. Then, they will rank the order of the other finalists, in case the chosen finalist declines the job offer.

### **Make Conditional Offer-of-Employment**

The Agency Manager may make a Conditional Offer-of-Employment to the successful finalist. This may be done verbally so that wage and start date negotiations can happen quickly. The actual employment offer is not made until later, as it is contingent upon successful results of the background checks in accordance with State and Federal regulations. Candidates issued a Conditional Offer-of-Employment, will be asked to sign a Personnel Action Form (PAF) *Employer-Employee Agreement*. Whenever changes occur to this agreement, an addendum will be added

### **Conduct Background Checks**

As a condition of employment, and in compliance with state regulations, successful candidates will be asked to sign the Agency's Pre-Employment Background Check Authorization in order that background checks may be conducted. (See section titled "*Conditions of Employment: Background Checks*" for particulars.)

The Agency reserves the right to make employment decisions arising out of all of the Pre-employment Background Checks.

### **Evaluate Competency**

In some situations, one or more competency examination(s) may be conducted, depending on the job description, position requirements, the qualifications/experience of the candidate and the state's competency/certification standards; and/or, as deemed necessary by the Agency.

### **Obtain Additional Information**

Additional information is also needed from the successful candidate, which includes, but is not limited to:

1. social security number;
2. valid driver's license;
3. proof of vehicle insurance;
4. birth certificate;
5. Physician's statement of medical fitness for the position; and,
6. immunization record.

### **Determine Immunizations and Testing Requirements**

T.E.H.C. Healthcare is committed to protecting the health of its employees and clients and, therefore, has established policies to support this goal. You will be required to have your immunization history evaluated in order that recommendations can be made to you to ensure your immunizations are current. (See Section entitled "*Immunizations*")

### **Issue Written Personnel Action Form**

The Agency Manager will document the employment agreement on a Personnel Action Form (PAF) and will include:

1. title of position;
2. hourly wage, visit rate or annual salary;
3. status: full time, part time or PRN
4. Exempt or non-exempt
5. effective date of employment;
6. hours available for work; and,
7. any specific agreements between Agency Manager and new employee. e.g.:
  - a. Mileage
  - b. On-call requirements
  - c. Equipment issued

A copy of the Personnel Action Form shall be given to the successful candidate and the original shall be placed in the successful candidate(s)' personnel file. PAFs are contingent on the successful completion of the 90-day Probationary Period.

All employment with the Agency is totally voluntary. You are free to resign at any time, with or without cause. Likewise, T.E.H.C. Healthcare is free to terminate your employment at any time, with or without cause.

### **Accept Offer-of-Employment & Complete Paperwork**

The chosen applicant formally acknowledges the job offer verbally or in writing. The Agency begins the paperwork required to hire the finalist on the agreed upon start date. The Agency

Manager will give the new employee(s) the forms to complete, which include, but are not limited to:

1. *The "I-9"*, which is the United States Department of Justice Immigration and Naturalization Service Employment Eligibility Verification form.
2. *The W-4*, which is the Employee's Withholding Allowance Certificate. This form states the correct amount to withhold for Federal Income Tax.
3. *Pre-employment Background Check*, which is issued by the Agency. And,
4. Any additional forms, as mandated by State/Federal Regulations.

### **Notify Unsuccessful Candidates**

Once the Agency Manager and the chosen finalist have agreed upon the terms of employment, the Agency Manager advises the other interviewed applicants that the position has been filled. Only those candidates who were interviewed, will receive notification. The Agency reserves the right to keep on file the applications of candidates, who went through the hiring process, but who, for whatever reason, were not offered a job immediately, even though they were deemed to be suitable and met prerequisites. Sometimes, staffing needs can surface suddenly and since these candidates have already gone through the recruitment and selection process, they can be given assignments relatively quickly.

## **Background Checks**

As a condition of employment and in compliance with state regulations, successful candidates will be asked to sign the Agency's *Pre-Employment Background Check Authorization* in order that background checks, may be conducted on the following:

1. Education Verification;
2. License Verification;
3. Motor Vehicle Records;
4. Personal/Professional Reference Verification;
5. Medical Suitability;
6. Drugs/Alcohol;
7. Criminal history check;
8. Sex and violent offender registry check;
9. OIG Exclusions; and/or,
10. Others, as deemed necessary by the Agency.

### **Licensure, Certification and Registration**

In accordance with T.E.H.C. Healthcare's *Policy* the Agency requires that licenses, certifications, and registrations be presented at the initial, Personal Interview. They must clearly show the following:

- ◆ name of issuing authority;
- ◆ name of the individual;
- ◆ expiration date; and,



- ◆ license number for licensures.

You will not be permitted to commence work until these documents are presented and validated. Proof of current licensures/certifications/registrations will be kept in your Personnel File in the Agency Office.

Employees, who are not required to have specific licensure, certification, and/or registration, shall demonstrate competency. Competency validations will also be kept in your Personnel Files.

### **Renewal of Licensure, Certification and Registration**

Renewal of the licensure/certification/registration is your responsibility, in accordance with applicable state laws and regulations. You are responsible for payment of any required fees in their maintenance. Renewals licenses must be presented as received. If you fail to maintain the required licensures/certifications/registrations, you may be subject to disciplinary action or termination for inability to perform the duties of the position to which you are assigned.

### **CPR and First Aid**

If you are working with clients, you are required to be certified in CPR and Emergency First Aid. Evidence of certification must be presented at the Personal Interview. Thereafter, all renewal information must be provided as soon as it is received.

### **Criminal Convictions**

In accordance with State regulations, T.E.H.C. Healthcare will conduct Criminal Background and Sexual Offender Registry Investigations after you accept a Conditional Offer-of-Employment.

These investigations are required for all new employees, whether they are Full-time, Part-time or PRN workers and for all former employees who are being rehired after being separated from the Agency for 90 days or more.

If you are a current employee of the Agency and receive a felony criminal arrest and conviction, you must report it to the Agency Manager within 5 days.

Should a Criminal Record Report indicate that you have a record of conviction for any of the following offences, the Agency will not consider you for employment:

- ◆ manufacture, delivery or trafficking of cannabis;
- ◆ manufacture, delivery or trafficking of controlled substances;
- ◆ unlawful use of weapons or aggravated discharge of a firearm;
- ◆ theft, financial exploitation of an elderly or disabled person, robbery or burglary;
- ◆ criminal trespass;
- ◆ arson;

- ◆ kidnapping or child abduction;
- ◆ unlawful restraint or forcible detention;
- ◆ assault, battery or infliction of great bodily harm;
- ◆ sexual assault or sexual abuse;
- ◆ abuse or gross neglect of a long-term care facility resident criminal neglect of an elderly or disabled person;
- ◆ murder, homicide, manslaughter or concealment of a homicidal death; and/or
- ◆ other crimes, which the Agency deems should be included in this list.

In the event that the Agency Health Care Administration (AHCA) Background Report is going to be used, in part or in whole, in deciding whether or not to offer you employment, you will be notified and you will have the right to challenge the accuracy and completeness of the AHCA Report. The Agency reserves the right to make employment decisions arising out of any and all of the Pre-employment Background Checks.

## **Other Conditions of Employment**

Other conditions of employment are any requirements, besides your qualifications/education/experience that you must meet and agree to comply with before T.E.H.C. Healthcare will appoint you to a particular position. These conditions of employment are to be maintained while you hold this position with the Agency.

### **Compliance**

It is your responsibility to comply with federal, state and local laws, professional standards and the polices/regulations of relevant federally funded health care programs to ensure that care provided to Agency clients and business interactions reflect integrity and ethical conduct. You will be asked to sign the *Standards of Conduct* form, attesting to the fact that you have read it, that you have received a copy of it and that you agree to comply with it.

Your signature also confirms that if you learn that there has been a violation of these standards, you will contact the Compliance Officer, the Manager and/or Supervisor immediately. No retaliation measures such as firing, demotion, reduction in hours and/or punishment of any form will be taken against you, as a result. In the event that you fail to report known offenses, the Agency may take disciplinary action up to and including termination of employment.

A Compliance Officer or designee has been delegated the responsibility for developing and overseeing a Compliance Program for the Agency. You will be given the name of this individual, when you are hired.

## **Confidentiality/Non-Disclosure of Information**

You are expected to preserve and protect confidential Agency, client and employee medical, personal and business information and, therefore, shall not disclose such information except as authorized by law, client or individual.

Confidential Client Information includes, but is not limited to any identifiable information about a client's and/or his/her family including, but not limited to:

- ◆ medical history;
- ◆ mental, or physical condition;
- ◆ treatments and medications;
- ◆ test results;
- ◆ conversations;
- ◆ financial information; and,
- ◆ household possessions.

Confidential Employee information includes, but is not limited to:

- ◆ contact information i.e. telephone number(s); address, email address;
- ◆ names of spouse and/or other relatives;
- ◆ Social Security Number;
- ◆ compensation/salary;
- ◆ performance appraisal information;
- ◆ health status and treatments; and,
- ◆ other information obtained from their personnel files which would be an invasion of privacy e.g.
  - date of birth;
  - place of birth;
  - traditional password identifiers;
  - bank account numbers;
  - income tax records;
  - driver's license numbers;
  - credit card numbers; and,
  - passport numbers.
- ◆ other information obtained from their personnel files which would be an invasion of privacy.

Confidential business information includes, but is not limited to:

- ◆ client lists;
- ◆ security data and credentials such as passwords,
- ◆ proprietary secrets;
- ◆ any information that, if released, could be harmful to the Agency; and,
- ◆ any financial information including accounts receivable, accounts payable and payroll.

You may be further required to sign a *Confidentiality/Non-Disclosure Statement or Non-Compete*. By signing it, you acknowledge that you have read and understand the statement's content and your agreement to comply with its terms. Failure to comply with the "*Confidentiality/Non-Disclosure Statement or Non-Compete*" may result in disciplinary action and/or termination.

## **HIPPA Privacy Rule**

T.E.H.C. Healthcare complies with the *Health Insurance Portability and Accountability Act of 1996* (HIPPA), *Privacy Rule*, which protects the privacy and security of medical/health information that is held or transmitted by the Agency whether electronic, paper or oral.

Protected Health Information (PHI) includes:

- ◆ a person's name, address, birth date, age, phone and fax numbers, e-mail address;
- ◆ medical records, diagnosis, x-rays, photos, prescriptions, lab work, test results; and,
- ◆ billing records, claim data, referral authorizations, explanation of benefits and research records.

PHI may be looked at, given away or shared with others only to carry out your job duties. At all other times, you must protect a client's information, as if it were your own. You may not use or disclose protected health information, except either as outlined in the Agency's HIPAA Policy or as the individual, who is the subject of the information (or the individual's personal representative), authorizes in writing. Protected health information may only be disclosed in two situations:

1. Individuals (or their personal representatives) request access to their protected health information or request an accounting of disclosures of their PHI. Signed authorization must be obtained from the individuals or their personal representative prior to the disclosure of their PHI.
2. The U.S. *Department of Health and Human Services* (HHS) is undertaking a compliance investigation, a review or an enforcement action.

## **Conflict of Interest**

In accordance with T.E.H.C. Healthcare's Conflict of Interest Policy, it is your responsibility to recognize and avoid any situation involving a business conflict of interest.

Employees are expected to promptly disclose any known relationships or activities that may result in real or apparent conflicts of interest. This information should be disclosed to your Supervisor and/or the Agency Manager to allow issues to be worked out before they develop into a problem. Through this action, you protect your own interests, as well as those of the Agency.

You are required to complete a "*Conflict of Interest Statement*" upon hire and update the Statement annually or whenever your status changes. Activities/situations that create a conflict of interest, or the appearance of one, must be declared on this *Conflict of Interest Statement*. Failure to comply with the "*Conflict of Interest Statement*" may result in disciplinary action and/or termination

## **Absence of Communicable Diseases**

Before being allowed to work with clients, you must show evidence that you are free of communicable disease(s) such as TB and you are able to meet the physical requirements of the job.

## **Immunizations**

Individuals working as home care workers are considered to be at risk for contracting and transmitting infectious diseases. Therefore, if you deliver direct client care, you must provide documentation showing you are up to date with your Tuberculin skin tests, in accordance with T.E.H.C. 's Hiring policy.

Guidelines from the *Center for Disease Control and Prevention* (CDC), advise it is essential that immunizations be given for infectious diseases. Other Health Authorities may also encourage immunization against other infectious disease on an "as-needed" basis. You are encouraged to obtain infectious disease immunizations, as recommended by these authorities unless you have religious objection and/or unless you have a medical contraindication(s), in which case, written confirmation from your Health Care Provider is required.

T.E.H.C. Healthcare follows the recommendations of the CDC and other Health Authorities, in regards to the following infectious diseases:

### **CoVid-19 – Corona Virus:**

T.E.H.C. Healthcare requires all employees to complete a CoVid exposure questionnaire. Vaccinations are recommended, but at this time are not required. The agency policy may flex on specific CoVid requirements and follow CDC recommendations.

N95 particulate masks, gowns and other PPE as recommended by the CDC is required for treating any patients with known or suspected Covid.

Employees who choose not to be vaccinated are required to wear face mask while in the office or caring for patients. All field staff are also required to wear masks in the presence of patients at risk, have not be vaccinated or request the care giver wear one.

### **Tetanus-Diphtheria Toxoid**

If you have not had Tetanus-Diphtheria Toxoid immunizations and their ten year follow-up boosters, you will be asked to obtain them and maintain their booster schedule.

### **Hepatitis B Series**

Documentation regarding the Hepatitis B Vaccine must be submitted i.e. either proof that you have received the vaccine or a completed "*Decline of Hepatitis B Vaccine*" form. If you have not had the vaccinations, you will be offered the *Hepatitis B series* within 10 days of commencing employment unless you have immunity or medical contraindications. These

vaccinations will be provided at no cost to you. However, if you elect to undergo tests for antibodies, you will be responsible for any costs associated with antibody testing. If you start the series but do not agree with its schedule, you must either assume the cost of starting the series over or sign a "*Decline of Hepatitis B Vaccine*" form.

If you elect not to have the vaccines when they are initially offered to you, you will also be asked to sign the *Decline of Hepatitis B Vaccine* form.

### **Tuberculosis Control**

T.E.H.C. Healthcare follows the guidelines of the *Center for Disease Control (CDC)*, the *Occupational Safety and Health Administration (OSHA)* and state Health Department Regulations in its Tuberculosis Control Program. Generally, the Agency's *Tuberculosis Control Program* requires you to undergo skin tests for tuberculosis. If you are known to be a positive reactor, you will be given an X-Ray or QuantiFERON Gold test will be acceptable. If TB tests are negative, no further testing shall be required but if you are positive, you will be required to undergo any recommended, additional testing to determine the presence of active TB, in accordance with regulations.

Employees must ensure their Skin Test results are received within 90 before they are employed or 7 days after they are employed. The Agency is not financially responsible for pre-employment skin testing, x rays or lab tests.

On-going PPD retesting is not required. Annual TB questionnaires will be conducted for TB screening purposes.

Employees, who have had direct exposure to TB, shall be retested immediately and be tested, again, in 3 months.

General Training on Tuberculosis will be given during orientation. Refresher training will be provided to employees when they are assigned to a case wherein TB is present.

### **Influenza Control**

You are also required to obtain effective, influenza immunization(s) for your protection, as well as the protection of clients, co-workers, and members of the general public. Employees, who are not immunized, could be excluded from work or could be required to consult with local health authorities re the need for medication/treatment. If you refuse immunizations for medical or religious reasons, you will be asked to complete the Agency's "*Declination of Influenza Vaccination*" form. T.E.H.C. reserves the right to request proof of declination reason from your physician or religious leader. If for any reason, you cannot take the vaccine a non-particulate mask must be worn while in the presence of clients or fellow employees.

### **Employee Immunization Responsibilities**

It is your responsibility to obtain the required immunizations and to keep them current. You need to have your Health Care Provider sign your Immunization Record copies, before you

give them to your Supervisor. They will be filed in your Confidential Employee Medical File, which is kept in a secure location at the Agency Office.

### **Personal Information**

If you are hired, you are required to submit personal information for placement in your Personnel File, which will be treated as confidential and be maintained in a secure location in the Agency Office. It is important that your files are kept current so please advise the Agency Manager of any changes that you have in regard to the following personal information:

- ◆ legal name;
- ◆ address;
- ◆ telephone number;
- ◆ dependents;
- ◆ marital status;
- ◆ insurance beneficiary;
- ◆ military status; and/or,
- ◆ emergency contact.

### **Employee Personnel Files**

In accordance with T.E.H.C. Healthcare Policy regarding Personnel Files, when you are hired by the Agency, your employment application and/or resume becomes a permanent part of your Personnel File. It is used to determine eligibility for employment and promotion. All information provided in the application must be accurate and true. Should misrepresentation or false information be submitted, it could result in failure to hire or in termination.

This Personnel File is a confidential file that is set up and maintained in a secure location in the Agency Office. In addition to your employment application and resume, your Personnel File stores documentation, which includes job application, certification records, job description, résumé, training record, salary history, records of disciplinary action performance reviews, coaching, and mentoring. These files belong to the Agency and access to them is confined to individuals who may legitimately review it, usually the Agency Manager, the Supervisor and the Employee.

### **Employee Medical Files**

*Employee Medical Files* are kept in a separate confidential medical file and is retained, where required, to comply with applicable regulations that may be imposed by the *Americans with Disabilities Act (AMA)*, the *Health Insurance Portability and Accountability Act (HIPAA)* and/or other relevant regulations. This file is kept separately from the Personnel File in a secure location in the Agency Office. Information from it is revealed only to 1) safety and first aid workers, if necessary, to treat you or to provide for evacuation procedures; 2) your supervisor, if you have a disability that requires restricted duties or a reasonable

accommodation; 3) government officials as required by law; and 4) insurance companies that require a medical exam.

Should you wish to access your file(s), you should contact your Supervisor to arrange a time for you to do so. File reviews must be conducted in the Agency office, in the presence of your Supervisor or Agency Manager.

Before any of your information is released to a third party, a written “*Release of Information*” consent will be obtained from you, unless the request is due to a subpoena or other legal requirement.

## **Classification of Workers**

T.E.H.C. Healthcare’s utilizes a variety of worker classification in its operations. You will fall into one or more of the following classifications, at the time of hiring, which may change, from time-to-time, during your employment with the Agency:

### **Full Time Status**

Full Time employees can be either office employees assigned to work 32 or more hours per week, or per visit employees with a productivity expectation of 30 “Points” per week and are eligible for benefits.

### **Part Time Status**

Part Time employees can be either office employees assigned to work less than 32 hours per week, or per visit employees with a productivity expectation of 17 “Points” per week and may be entitled to limited benefits.

### **T.E.H.C. “Point” structure**

T.E.H.C. uses the following weighted point structure to determine per visit employee’s productivity.

- ◆ Visit, Discharge or FRA = 1 point
- ◆ Start of Care, ROC or Recert = 2 points
- ◆ Therapy or Behavioral Eval = 1.5 points
- ◆ Admin Time (per hour) = 0.8 points

### **Per Diem (PRN) Status**

“Per diem” or “PRN” means that if a job or visit is offered to you, you can choose to accept or decline. There are no productivity expectations. All positions are temporary positions. **PRN employees are expected to notify the office for requested time off.** PRN employees must work a minimum of 1 visit monthly to remain active.



Be aware that you are not employed by any client; you may not work privately for any Agency clients; your assignments are not permanent positions; and, you are not guaranteed a certain number of hours or visits per work week.

### **Full-time Salaried Employee**

Full-time salaried employees are paid a pre-determined wage based on a 40-hour work week (or 30 points) in a regular fashion. Salaried employees receive an annual salary, divided over the number of pays each year. Usually, salaried employees are not paid over-time, regardless of the number of hours worked and are eligible for benefits.

### **Part-time Salaried Employee**

Part-time salaried employees are permanent staff, who work 20 hours (17 points) per week on a Part-time basis. Staff members who work on a Part-time, salaried basis receive the equivalent of a Full-time salary prorated for the number of hours they work in a week. Their pay grade is generally the same as equivalent Full-time staff and are eligible for limited benefits.

### **Temporary Employee**

Temporary employees work Part-time or Full-time. They rarely receive benefits, or the job security afforded Regular Staff. Temporary employees are often utilized in situations such as temporary surges in business, regular employees being on leave (e.g., sick leave or maternity leave, etc.) or Short-term work assignments. A Temporary Assignment can end at any time depending on the employer's needs.

### **Probationary Employee**

All new employees are placed on Probationary Status for 90 days to enable them to learn the job and to enable the Supervisor to observe and evaluate their performance. The Agency may also place workers on Probationary Status, if their performance is below a set standard or if probation is deemed to be appropriate for disciplinary reasons. It might also be applied when employees are assigned a new position.

A Probationary Employee is generally an "at-will" employee who has no expectation of continued employment. The probationary employee may be dismissed at any time during the probationary period, for good cause or without cause or reason. During the probationary period if the employee receives PTO compensation, PTO time will accumulate but may not be used and will be lost if the employee separates during the probationary period.

## Independent Contractor

Independent Contractors are self employed individuals, or a company who do project-based work. They run their own business and hire out their services to other agencies. They negotiate their own fees and working arrangements and can work for a variety of agencies at one time.

Contractors have a written agreement, drawn up when arranging for services to be provided by Independent Contractors, who are not directly employed by the Agency.

The work performed by the Contractor will only be what has been specifically requested by the Agency and mutually agreed upon, in writing. While the Agency has the right to control and direct the Contractor, as to what shall be done, the Agency does not have the right to control and direct the Contractor, as to the details and means by which the work will be done. The Contractor provides assurance that his/her work will always be performed competently, professionally and to the best of his/her ability, experience and training. Independent contractors are not employees of the Agency and thus are not eligible to receive benefits from the Agency.

## Exempt Employee

Since exempt employees generally hold managerial, professional and administrative positions, they are not eligible for over-time pay and therefore must be paid a salary. They include:

- ◆ A “White-collar” employee who is considered someone whose job does not require manual labor but that does require consistent and significant knowledge. White collar positions typically require independent action and use of decision-making and judgment skills on the job and oversee others.
- ◆ Employees who routinely perform exempt or other “professional” duties (including executive or managerial or administrative duties).
- ◆ Most sales professionals.
- ◆ Registered Nurses, Physical Therapists, Occupational Therapist, Speech Therapists and MSWs.

## Non-Exempt Employee

Nonexempt employees are those whose job positions do not meet the "exempt" criteria under the *Fair Labor Standards Act* (FLSA). Non-exempt employees are paid over-time at a rate of one-and-one half times for all hours in excess of 40 hours in a given work week.

- ◆ LPNs, PTAs, COTAs and HHAs are non-exempt
- ◆ Most office personnel are considered non-exempt

## Standard Work Week

T.E.H.C. Healthcare has a standard 40-hour work week, which is Monday through Sunday, beginning on Monday at 12:01 am and ending on Sunday at 12:00 midnight.

## **Agency Office Hours**

The Agency Office's days and hours of operation are Monday to Friday from 8:30 AM to 5:00 PM. The office is closed on Saturdays, Sundays and regulated Statutory Holidays.

## **Client Services Hours**

The Agency delivers service to its clients 24 hours a day, 7 days a week and 365 days per year, including Statutory Holidays. Scheduled visits are determined on a case-by-case basis, depending on the needs and wishes of the individual client. Should clients request a change in their established schedules, the requests must be referred to the Scheduler.

## **Weekend Work Hours**

The Agency provides services 24 hours a day, 7 days a week and 365 days a year. Therefore, employees will be required to work weekends, when needed. On-Call Weekend assignments are issued on a rotational basis and employees are expected to take their turn. Anyone who refuses a weekend assignment will be required to make it up the next weekend. Repeated refusal of weekend assignments may result in termination of employment since availability for shift and weekend work is one of the conditions of employment with the Agency.

During non-office hours, a Skilled Nurse, DON, and Administrator are also on-call. To get supervisory, nursing or administrative support during non-office hours please call the office to be directed to the on-call staff needed.

## **Work Assignments**

### **Work Assignments in the Office**

Work assignments for office employees are scheduled by the Administrator. Clerical and Administration staff generally work Monday to Friday during regular Office Hours. Administrators, Directors of Nursing and Therapy Directors have flexible hours to accommodate duties.

### **Work Assignments in Clients' Homes**

Work assignments for in-home employees are approved by the Supervisor but scheduled by the Scheduler. They are offered on the basis of services required, qualifications/expertise needed, productivity and availability of employee(s).

When you receive and accept an assignment, you agree to the frequency that the client requires. Should the requirements of that client change, you will be given first option of keeping that assignment, if you are willing to work within the changes. On the other hand, if you are not able to work within the new changes, another employee will be assigned.

Sometimes assignments come up on very short notice. Being willing to accept these last-minute assignments and/or being available to cover for sick employees, will increase your chances of receiving assignments.

### **Employee Work Assignment Responsibilities**

Keep your contact information current with the Agency office. We must be able to reach you easily and often on short notice. We will not be responsible for any loss of hours or other inconveniences or hardships you incur because we were not able to contact you. When you receive your work schedules for the current time period, you are responsible for immediately reviewing the schedule and notifying the office of any problems or conflicts.

**Call the night before.** If you accept a client, it is expected that when possible, you call the night before and give a two-hour window estimating your time of arrival in the patients home. If this window changes, please call the client to let them know.

Be on time for your assignments. Unless an emergency situation arises, and you are not able to make your assignment, you should advise the office well in advance of any schedule changes you require, i.e., If you know you have an appointment, try to give the office at least one week's notice.

If you do need to change your schedule for any reason, do not work it out with the client(s). You must notify the scheduler in the office and let he/she revise the schedule, as it sees fit. Neither are you to ever swap assignments or shifts with other workers. Instead, notify the office and the office will determine if the swap will be permitted. Only the office is aware of the "whole picture" and other factors that could influence the swap.

### **Documentation Standards and Payroll Reductions**

It is expected that you complete your documentation in the home a timely manner. Routine visits should be complete and submitted within 24 hours, OASIS should be completed and submitted within 48 hours. Late documentation cost agencies thousands of dollars annually in reimbursement, manpower and other costs. Unless extenuating circumstances exist, we must offset this loss. In order to recoup this, late notes may subject to a payroll reduction of \$10 per insurance visit, \$20 per Medicare visit, \$15 for insurance OASIS and \$25 of Medicare OASIS. All documentation should stand-alone, be accurate, be within your scope of practice, and ordered by a physician on non-physician practitioner. Falsifying visits Fraud and is a crime.

### **When Unable to Make Work Assignment**

When you are not able to work because of short-term illness or other reasons, you must contact your Supervisor and Scheduler, as soon as you are aware that you cannot report for duty, in order that a substitute can be arranged, if necessary. As a minimum, you are required to give at least **3 hours' notice**. If you become aware, during non-office hours, that you cannot cover your assignment(s), you must contact your supervisor. If you do not contact a

Supervisor and fail to report for your assignment, you will be considered a "no-show" and may be subject to disciplinary action.

You must call a supervisor directly. During non-office hours, you can phone the on-call Supervisor. Do not leave telephone messages, as it may be imperative that arrangements be made immediately for a substitute for you. If you get the On Call Individual's voice mail, don't leave a message but continue to call back, until you reach him/her. The Supervisor may already be on the phone or could temporarily be in a position that prevents him/her from taking your call at that moment. In any event, it is your responsibility to keep phoning back until you get a live answer.

If you are sick for 3 or more days, a doctor's statement is required. The statement should also indicate when you can be expected to resume your duties. You are not paid for hours that you do not work unless you are eligible for approved and documented PTO benefits.

## **Human Resources Issues**

### **Job Descriptions**

All positions utilized by the Agency are assigned a Job Description and an employment type to reflect the qualifications, competencies and categories needed to achieve the Agency's purpose, goals and mission. Job descriptions are used for activities including classifying positions; recruiting; hiring; establishing remuneration; training; and, development.

Early in the recruiting process, or upon hire, you will be given a copy of the Job Description, which clearly identifies the responsibilities and qualifications of the position you are seeking. This will enable you to fully understand what will be expected of you. It will be reviewed with you upon hire, it will also be reviewed with you during Performance Appraisals and as indicated. A copy is filed in your Personnel File. Agency Job Descriptions are examined annually or on an "as-needed" basis; and, if necessary, revisions will be made. You might be consulted for input when the job description for your position is being reviewed.

Complete Job Descriptions for Agency positions can be found in the *Forms Section* of the *Agency's Policy & Procedure Manual*.

### **Employee Skills**

T.E.H.C. Healthcare has certain skills that it considers essential for its employees to have, regardless of the position they hold. It is vital that you utilize skills, which are outlined in your initial hire packet "Skills Check List". In addition, all employees are expected to:

- ◆ perform duties competently;
- ◆ be aware of other people's reactions and understand why they react, as they do;
- ◆ establish and maintain relationships;
- ◆ teach others;
- ◆ apply reason and logic to identify strengths and weaknesses of possible solutions;
- ◆ identify problems and determine effective solutions;
- ◆ understand written and oral instructions;

- ◆ communicate information orally and in writing so others understand;
- ◆ listen and understand the spoken word;
- ◆ work independently and in cooperation with others;
- ◆ determine or recognize when something is likely to go wrong;
- ◆ suggest a number of ideas on a subject;
- ◆ perform activities that use the whole body;
- ◆ handle and move objects and people;
- ◆ provide advice and consultation to others;
- ◆ observe and recognize changes in clients;
- ◆ establish and maintain harmonious relations with clients/families/co-workers;
- ◆ be flexible; and,
- ◆ be loyal to the Agency, co-workers and clients.

### **Employee Qualifications**

T.E.H.C. Healthcare complies with federal and state standards and regulations to ensure that competent, effective and efficient service is delivered to its clients. The Agency applies qualification criteria established by the state for its CEO, CFO, Administrator, Nurses, Therapist, Social Workers, Marketers and Home Health Aides.

### **Routine Competency Evaluations**

Not including the hiring process, you are required to undergo competency evaluations at designated times – upon completion of the Probationary Period, annually and on an as-needed basis, in accordance with T.E.H.C. Healthcare’s Policy.

These evaluations are usually completed by your Supervisor and are conducted to determine your competency in performing and rendering services, per Agency Policies & Procedures and Standards of Practice. If there appears to be a performance problem, these Competency Evaluations will help the Supervisor assess the problem and ensure training is provided, which will help you to improve your efficiency. Copies of your Competency Evaluations will be filed in your Personnel File.

### **Performance Appraisals**

T.E.H.C. Healthcare appraises and develops employee performances regularly using informal and formal evaluation approaches. This enables you to receive feedback on your job performance, to assist you to become more effective in carrying out your duties and enables the Agency to ensure that its quality service standards are maintained. Details of the appraisal content and process can be found in this policy.

You will meet with your Supervisor informally to discuss work performance. This will provide an opportunity to assist you in improving your performance, if needed, before the formal appraisal is conducted. The content and results of your discussions with your Supervisor will be documented and placed in your Personnel File.

## **The Appraisal Process**

Formal meetings are held upon completion of your Probationary Period and annually. There is a formal appraisal process that is followed.

## **Performance Issues**

In the event that you demonstrate unacceptable behavior or have difficulty competently performing all of the duties, as assigned, the Supervisor will work with you to improve job performance. This can be accomplished via a discussion and/or through the provision of training. When a minor violation in an Agency Policy or sub standard job performance occurs, the Supervisor will give a Verbal Warning by discussing the issue(s) with you. This discussion will be documented in your Personnel File. After a Verbal Warning is issued, if there is no improvement in job performance or if the undesirable behavior continues, the Supervisor may give you a Written Warning, which states the details of the policy violation or poor job performance. You will be advised that you may be subject to termination if there is no improvement. A copy of the Written Warning will be given to the Agency Manager for review and signature and then will be placed in your Personnel File.

## **Disciplinary Action**

In accordance with its *Policy*, T.E.H.C. Healthcare is committed to establishing and maintaining a formal system of employee discipline, which ensures that the rules of the workplace and the standards of conduct are adhered to by all employees; and, that discipline is equitably and uniformly administered. Disciplinary Action is administered in a systematic order and may consist of one or more the following: Verbal Warning; Written Warning; Suspension; and/or Termination.

If any of the following are violated, you may be subject to Disciplinary Action, up to and/or including termination of your employment.

- ◆ practicing unethical behavior;
- ◆ displaying professional misconduct;
- ◆ being negligent;
- ◆ being incompetent;
- ◆ being dishonest;
- ◆ showing insubordination;
- ◆ non-compliance;
- ◆ conducting illegal activity;
- ◆ being absent from work without reason;
- ◆ breaching confidentiality;
- ◆ being willfully disobedient;
- ◆ causing willful damage to property;
- ◆ having poor job performance;
- ◆ violating the Human Rights Code;
- ◆ creating a disturbance in the Agency's office or in a client's home;

- ◆ being idle;
- ◆ being in possession of intoxicants or non-prescription narcotics;
- ◆ being under the influence of intoxicants when reporting for duty or when on duty;
- ◆ falsifying employment records;
- ◆ falsifying job-related documentation such as payroll cards, billing records and/or client records;
- ◆ stealing;
- ◆ misusing the Agency's or client's property deliberately or negligently;
- ◆ not following the Agency's policies and procedures;
- ◆ altering the Agency's policies and procedures;
- ◆ displaying obscene or indecent conduct;
- ◆ smoking in the Agency's office or in the client's home;
- ◆ soliciting;
- ◆ illegally possessing weapons or explosives;
- ◆ threatening or interfering with the work of others;
- ◆ being excessively absent from work or late for work;
- ◆ endangering the welfare of others;
- ◆ divulging confidential information concerning clients/families/other employees/the Agency;
- ◆ leaving work without authorization; and/or,
- ◆ other actions deemed subject to discipline by Agency Management.

### **Termination**

In accordance with its *Policy*, T.E.H.C. Healthcare utilizes a formal and just process for both voluntary and involuntary terminations. Either the Agency or you may terminate the relationship with no liability, if there is no express contract for a definite term.

If you are terminated, you are required to return to the Agency Office, your Identification Badge, all issued equipment, client information and time sheets. Final payment for all wages will be made no later than the next, regularly scheduled payday. Any accrued or unused PTO time will be forfeited. Any outstanding equipment charges will be withheld from your next check.

There are 4 main reasons for discharge:

### **Voluntary Termination or Resignation**

Salaried staff are required to provide 30 days written notice for resignation. All other staff are required to give a minimum of two weeks written notice. Should you be absent for 3 or more days, without notifying your Supervisor or the Agency Manager, you will be considered to have resigned. Usual practice is that if you resign, without providing appropriate written notice of your intent to leave, you will not be re-hired.



## **Retirement**

The Agency does not have a mandatory retirement age and adheres to all federal and state requirements regarding retirement. If you are considering retirement, you should discuss your intentions with your Supervisor in order to determine a date for retirement; work out the appropriate termination notice; and, arrange for the timely completion of any required documentation.

## **Layoff**

The Agency will try its best to keep you employed. However, should there be a reduction in the demand for services, it may become necessary to lay you off. Whenever possible, you will be given at least one week's notice. You will be given a current Performance Appraisal and be offered references, where applicable. Severance pay will be given, in accordance with federal and state regulations.

## **Involuntary Termination or Dismissal**

The Agency has unilateral authority to terminate you for reasons, other than your explicit request, even if you are willing and able to continue performing your duties. Reasons that could lead to your dismissal include, but are not limited to the following:

- ◆ inability to fulfill one or more of the job duties/ responsibilities during the Probationary Period of three months;
- ◆ failure to achieve a satisfactory rating after two successive, unsatisfactory Probationary Periods are completed;
- ◆ failure to attain the given standards during probation or inability to maintain these given standard(s), after the Probationary Period;
- ◆ being consistently absent;
- ◆ being habitually late;
- ◆ not remaining on the job site for the entire hours scheduled;
- ◆ not having a valid driver's license, good driving record, appropriate vehicle insurance, and/or safe vehicle when job duties require the use of a vehicle;
- ◆ not getting along with, and/or being disruptive towards, co-workers/clients/families;
- ◆ having verbally, emotionally, physically and/or sexually abused co-workers, clients/families;
- ◆ having been grossly negligent, which did, or could have, endangered the health and/or safety of co-workers/clients/families;
- ◆ being guilty of misconduct e.g. not applying common sense, not conforming to professional standards; not complying with policies and procedures; and/or, being insubordinate;
- ◆ engaging in illegal activities on the job (such as embezzlement or harassment);
- ◆ providing, or arranging to provide service privately to Agency clients; and,
- ◆ having another shortcoming(s), as determined by the Supervisor or Agency Manager.

# Staff Development

## Orientation

You will receive *General Orientation* and *Ongoing Orientation*. *General Orientation* will familiarize you with your job, Agency standards, policies, procedures and the health, safety and welfare of staff and clients. *Ongoing Orientation* provides information on specific job positions and gives more extensive and detailed information on the subject areas touched on in *General Orientation*.

As part of the *General Orientation*, you will be required to complete several forms to initiate payroll and insurance benefits, read your job description and review and sign this Employee Handbook.

General areas of review during orientation will include, but not be limited to the following.

- ◆ overview of the Agency;
- ◆ job fundamentals;
- ◆ job descriptions/duties;
- ◆ roles responsibilities;
- ◆ overview of the *Agency's Policy & Procedure Manual*;
- ◆ personnel issues;
- ◆ Agency expectations; and,
- ◆ safety in the workplace.

Orientation Checklists will be developed and maintained to track your personal orientation. It is your responsibility to check off each completed segment, date and sign it along with your preceptor. It is also your responsibility to be pro-active and advise your Supervisor of any area that you still require Orientation in. *Orientation Checklists* will be kept in your Personnel File and copies will be given to you. Each segment of the Orientation is delivered by a qualified person(s). You are responsible for ensuring you understand all the information provided in Orientation; and to seek clarification, if needed. You are also expected to, upon completion of Orientation, demonstrate knowledge and competency in the topics presented.

## Probation

When you are first hired, you are assigned Probationary Status for a period of 90 days. This status enables your Supervisor to closely evaluate your progress, determine appropriate assignments and monitor other aspects such as how well you interact with co-workers, Supervisors and/or Clients. As a Probationary Employee, you are being considered for permanent status and, thus, you have no seniority privileges or status. The Agency reserves the right to terminate you at any point during the Probationary Period, should it be determined that you are not doing well at the job or are otherwise deemed to not be suitable for a particular position. This discharge may be without cause, unless such discharge will violate affirmative action laws. You may also be placed on Probationary Status, if your performance is below a

set standard or if probation is deemed to be appropriate for disciplinary reasons. In these instances, you are usually given a period of time to either improve your performance or to modify your behavior before more severe measures are taken. Additionally, Probationary Status may be applied to you, if you are promoted to another position.

## **Training**

T.E.H.C. Healthcare recognizes various types of training, which may include those obtained through formal programs; certification programs; short-term programs, in-services, workshops; seminars; committee involvement, distance training; on-line training, self-study and so on.

**All employees will be assigned 12 Web based In-services which must be completed within 30 days of hire, then annually thereafter.** For ease of tracking; T.E.H.C. has put a yearly deadline of December 31<sup>st</sup> as the “to be completed by” date. You may also receive training and development relative to your job classification for and health and safety issues or agency requirements. If training is determined to be essential by state and/or accreditation regulations, for your job duties, you will be granted the time to complete the required training.

## **Seniority**

T.E.H.C. Healthcare uses Seniority Dates for accrual of vacation benefits, vacation scheduling, service awards, job selection in cases of equal qualification, and other employment decisions where seniority should be given preference.

Seniority is applied consistently when used to give preference to employees. It is based upon service as a Part-time or Full-time Employee. Seniority starts with the date of hire as a Regular Part-time or Full-time Employee and continues to accrue until employment is terminated. It will also continue to accrue during Agency-approved leaves of absences. If you cease working at the T.E.H.C. Healthcare and are re-hired, you lose your seniority.

## **Promotion**

T.E.H.C. Healthcare may promote deserving employees without influence, either positively or negatively, of age, gender, race, color, religion, sexual orientation, national origin or disability. Such considerations are generally based on abilities, qualifications, merit and/or seniority. If you have successfully completed the Probationary Period, you are eligible to be considered for promotion. As such, you are encouraged to review posted job vacancies. In order to be considered “promotable”, you only need to satisfy the qualifications, as specified in the Job Description – you are not required to have the qualities, skills or knowledge of the incumbent.

The Agency uses fair and unbiased criteria when considering employees’ qualifications for promotion. A number of factors are examined to determine the best qualifications and

capabilities for promotions including experience, past performance, job-related, educational background, ability, qualifications, attendance record and seniority.

The Agency may award you a promotion if your position is re-classified after an audit confirms that a higher degree of responsibility and complexity is being performed or you fill a job vacancy that has a higher classification than your previous position had.

## **Complaints or Grievances**

In, accordance with T.E.H.C. Healthcare's *Policy* the Agency has a process in place to deal with discrepancies rising from working relationships, working conditions, employment practices, interpretation differences, discrimination, and the like, in order that prompt and equitable resolution of grievances/complaints can be promoted. You have the right to file a grievance or complaint without fear of retaliation, discrimination or interference. If you choose to file a grievance of complaint, you should prepare a written submission on a T.E.H.C. Complaint Form within one week of the incident/issue. The submission should contain the following information:

- ◆ your name and job position;
- ◆ reason for and details of the grievance/complaint;
- ◆ corrective action desired;
- ◆ date grievance or complaint is submitted;
- ◆ name of the Supervisor to whom the grievance or complaint is first submitted; and,
- ◆ your signature.

The Supervisor will discuss the grievance or complaint with you within one week of receiving it. Should you and the Supervisor have unresolved issues, a written report of the unresolved issues and the original grievance or complaint should be submitted to the Agency Administrator or his/her Manager, who will review it and respond to you within one week. If the Agency Manager involvement fails to bring a resolution to the grievance/complaint, you have the right to consult with an external body. You also have the right to withdraw your grievance or complaint at any stage of the process.

## **Working Hours for Pay and Benefit Purposes**

### **Working Hours**

In regard to pay and benefits, working hours include your administrative hours and visit times.

### **Travel Time**

For Non-exempt employees, only; LPNs, COTAs, PTAs, HHAs and hourly office staff, the time you spend in travel from jobsite to jobsite during your workday is considered to be working hours. Traveling time spent going to your first assignment of the day and home from your last assignment of the day are not considered to be working hours. In general, travel pay is incorporated into your visit pay.

### **Training**

The time you spend at meetings and training sessions and similar activities are viewed as working hours, unless all these criteria apply:

- ◆ The sessions are outside your regular working hours.
- ◆ The sessions are not directly related to your job duties.
- ◆ You are not required to perform any productive work during your attendance.
- ◆ You are attending on a voluntary basis.

### **Employee Breaks**

T.E.H.C. Healthcare provides guidelines for employees on paid and Unpaid Breaks and on scheduling breaks during working hours. It is your responsibility to know and adhere to these guidelines:

#### **Paid Breaks**

You are permitted to take one 15 minutes, paid break per 4 hour shift, which should be scheduled in a manner that does not interrupt services to the client. These breaks are not to be used to extend the lunch hour; cover a late arrival; leave work early; accrue vacation; or, count as over-time, if the break is not taken. Your Supervisor will work out suitable break schedules with you, depending on job assignments. The times of your scheduled breaks may vary due to client needs and/or staff on hand.

#### **Unpaid Breaks**

Meal periods are Unpaid Breaks during which you are not required to perform any job functions. Although, legally, you are not required to take meal breaks, the Agency expects you to take them for your own welfare and to increase performance efficiency. Meal breaks shall typically be 30 minutes in length and should be coordinated with your daily work schedules, which may vary from day to day. You should try to schedule a break about mid-point during your shift.

#### **Personal Breaks**

If you have unexpected, personal business to take care of, you must notify your Supervisor to discuss time away from work and make provisions, as necessary. Personal business should be conducted on your own time. Personal breaks are non-paid hours.

### **On-Call Hours**

If you are required to be on-call, the periods you spend being on-call (i.e. being available) are paid at a single “on-call” rate. The time you spend responding to calls are included in this rate. Visits made while on-call are paid per visit.

### **On-Call Mileage**

Any employee who is required to leave their home is paid mileage to the destination and home regardless of employment status (PRN, Full Time or Part Time). To be reimbursed for this an Administrative Activity Sheet should be completed and turned in to your supervisor.

## **Payroll Procedures**

### **Pay Period**

The Agency's pay period covers a 7-day timeframe, which starts at 12:01 am on the first Monday and ends at 12 Midnight on the following Sunday. Payday is every Friday and occurs 52 times a year. Time sheets for work performed during these periods must be submitted no later than 10 am on the Monday following the end of the current pay period. Pay checks will be direct deposited on the Friday of that same week.

### **Time Sheets**

Employees shall accurately record all hours worked in the designated time period using the EMR notes or on an Administrative Activity Sheet as needed. Be sure that you fill the forms out completely and accurately. Include the clients' names, dates, hours of service, types of service provided and your name. Obtain the client's signature at every visit, to verify the type of service(s) you performed and the time period you spent there.

Your Supervisor will review your *Time Sheets* before they are forwarded to payroll for processing. *Time Sheets* that are not filled out correctly and/or completely will be returned to you. Falsifying or altering data are grounds for immediate Termination of Employment.

### **Payroll Deductions**

There are some mandatory payroll deductions that T.E.H.C. Healthcare is obligated by law to deduct from your paychecks. These include federal income tax, state income tax; and FICA (social security and Medicare). When required by law, deductions may also need to be made for local taxes and child support. Voluntary payroll deductions may be made for certain employee-related issues if you authorize them.

## **Employee Compensation and Benefits**

T.E.H.C. Healthcare provides mandated benefits and compensation to you, in compliance with State, Federal, *Department of Labor* and/or other regulations. Discretionary benefits may also be made available for you, if the Agency is able to offer them to you.

The Agency Administrator generally negotiates benefits and compensation with you during your personal interview and/or when a conditional Offer-of-Employment is extended. You will receive orientation to the benefit and compensation package, including details and qualification times when you are hired and you will be given a written contract, which details the package.

Mandatory contributions for Social Security, Medicare and Unemployment Insurance, shall be deducted from your compensation, in accordance with federal and state regulations. The Agency will contribute the regulated employer payments for Social Security, Medicare, Unemployment Insurance, and Workers' Compensation.

### **Regular Compensation**

T.E.H.C. Healthcare pays its employees at rates, which meet or exceed the amounts stipulated by federal, state and/or other jurisdictional laws for hours worked up to and including 40 in a given work week. Visit rates are competitive in today's market and are based on based on type of work or visit being performed. Compensation is generally based on, but not limited to, one or more of the following:

- ◆ experience;
- ◆ regulated pay rates;
- ◆ task difficulty;
- ◆ requirement for a second language;
- ◆ days of week worked;
- ◆ industry wage standards;
- ◆ challenging clients;
- ◆ statutory holidays;
- ◆ our base pay rates,
- ◆ education.

The Agency keeps all remuneration information confidential and expects its employees to do the same. Wage specifics must not be disclosed to, or discussed with, others.

### **Over-Time Compensation**

#### Non-Exempt Employees

T.E.H.C. Healthcare pays over-time to its Non-Exempt Employees, in accordance with federal, state and/or hour restrictions. Non-Exempt employees are paid at a rate not less than 1 ½ times their regular rate of pay for all hours worked in excess of 40 in a given week. The Agency does not consider personal time off, holiday time or any leave of absence as hours worked when calculating over-time. Otherwise, exempt or Salaried employees are usually exempt from over-time. All over-time must be pre-authorized by your Supervisor.

## **Statutory Holidays**

Field Staff - You will only receive Statutory Holiday pay, if you actually work on a Statutory Holiday. If clients' schedules fall on a statutory holiday and they want service that day, you will be paid at the current holiday pay rate. You must obtain pre-approval from your Supervisor before you provide service to any client on a Statutory Holiday.

Salaried and Office Staff - Providing "lieu of" time off meets federal and state regulations if the holiday falls on a weekend you will be provided a non-holiday day off to compensate you. The lieu day you chose must be discussed with, and approved by, your Supervisor in advance. If the holiday falls on a weekday the office will be closed, and you will be paid for that day.

T.E.H.C. Healthcare recognizes the following the following 6 statutory holidays:

- ◆ New Year's Day
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Thanksgiving Day
- ◆ Christmas Day

## **Eligibility for Benefits**

T.E.H.C. Healthcare employees, who are eligible for benefits include:

### **Full-time Employees**

Full-time Employees are eligible for statutory benefits including Social Security and Workers' Compensation. In addition, they are eligible for FEMLA, Paid Time Off (PTO) which covers both Personal Leave and Sick Leave, and any ancillary benefits offered at the time. Benefits will be in effect after 3 months of successful Full-time Employment.

### **Part-time Employees**

Part-time Employees are eligible for statutory benefits including Social Security and Workers' Compensation. In addition, they are eligible for a reduced amount of Paid Time Off (PTO) which covers both Personal Leave and Sick Leave 3 months of successful Full-time Employment.

### **Health Insurance**

Full-time Employees are eligible for Health insurance. Healthcare Insurance benefits may be applied for after 3 months of successful Full-time Employment.

### **Retirement Plan (401K)**

A 401K is an investment account in which you can set aside income up to a specified amount each year and usually deduct the contributions from your taxable income, with the contributions and interest being tax-deferred until retirement. If you are interested in getting one set up, consult with the Agency Manager.



T.E.H.C. Healthcare offers Regular Full-time employees a Simple 401K after 12 months of continuous employment. The Simple IRA plan is administered through an Investment firm and managed internally by the Agency. It offers Agency employees a unique opportunity for savings, financial growth and favorable tax treatment. Thus, your gross taxable income is reduced; the Agency makes matching contributions on a discretionary basis; and, you have the option of having your contributions deducted through payroll.

### **Ancillary Benefits**

T.E.H.C. Healthcare may offer ancillary benefits such as vision, disability life and accident insurance through a third part vendor. If available it is on a voluntary, employee funded basis.

### **Paid Time Off (PTO)**

If you are a Regular, Full-time employee you are entitled to Paid Time Off (PTO). PTO is defined as any approved time off in which paid compensation is given either for personal time, bereavement or sick time. PTO in addition to your 6 recognized holidays. PTO Rates accrue on a biweekly bases and only accrued PTO is available for use. Non-paid time off may be approved on a case-by-case basis. PTO begins to accumulate from date of hire but is not available for use until after the successful completion of your 90-day probationary period.

Unless specified otherwise on your individual hire agreement the PTO/Sick time accumulation rates are as follows:

- ◆ PTO: 12 days per year (96 Hours), accrued at 1.846 hours per pay period.
- ◆ Sick: 03 days per year (24 Hours), accrued at 0.462 hours per pay period.

### **Paid Time Off Requests**

**Vacation/Personal Days:** Must be requested in writing 14 days in advance. All requests must be approved by your manager. You are not guaranteed approval.

**Sick Days:** Sick time accumulates one day per quarter and does not carry forward to future quarters. Please notify your manager as soon as possible as it relates to an illness in which you need to be off. T.E.H.C. reserves the right to request a note from your doctor if off for more than 3 consecutive days which states you are well enough to return to work. T.E.H.C. may also request a physician note to verify that an illness is not contagious, if your illness falls in line with holidays or vacation time, or if you are experiencing frequent call offs.

### **Rollover PTO Hours**

T.E.H.C. Healthcare encourages you to take time off to better manage your work-life balance. For this reason, we do not rollover PTO. Any unused PTO hours at the end of each calendar year will be forfeited.

## **PTO Hours at Termination of Employment**

Unless otherwise agreed upon in writing PTO accumulation is non-transferable at the time of termination of employment with T.E.H.C. Healthcare.

## **PTO “Bonus”**

T.E.H.C. reserves the right, at the sole discretion of the CEO/COO to offer an employee a bonus in the form of additional PTO time.

## **Personal Leave of Absence**

A personal leave of Absence may be authorized, on a case-by-case basis, to Full-time Employees for periods between 4 weeks and 10 weeks, All requests for leave will be considered on an individual basis and will be dependent, in part, on the affect your absence may have on Agency operations, performance, length of service and responsibility level. Conditions include, but are not limited to, the following:

- ◆ You must have had at least one year of continuous employment with the Agency.
- ◆ The Agency Manager must authorize the leave.
- ◆ The request must be submitted in writing, with proposed start and end dates specified.
- ◆ Requests for leave extension(s) must be made in writing and be submitted at least 5 working days before the end of your approved leave period.

During this leave, any available benefits, which you have, will not accrue. If you are participating in any benefits plan, you are responsible for the total monthly premiums, during your absence, unless otherwise prohibited by law. The Agency will attempt to return you to the same or similar job that you held prior to your Leave of Absence but it cannot guarantee the availability of any assignments.

## **Family and Medical Leave (FMLA)**

Employers that employ 50 or more employees in 20 or more weeks in the current or proceeding calendar year, are subject to U.S. *Family and Medical Leave Act* (FMLA). regulations. To be eligible for FMLA benefits, you must:

- ◆ work for an employer that fits in the above-described category (i.e. be a "covered employer");
- ◆ have worked for the employer for a total of 12 months;
- ◆ have worked at least 1,250 hours over the previous 12 months; and,
- ◆ work at a location in the U.S. or in any of its territories/possessions, 50+ employees are employed by the employer within 75 miles.

T.E.H.C. Healthcare adheres to *Family and Medical Leave Act* (FMLA) and provides eligible employees up to 12 weeks of Unpaid, job-protected leave each year for:

- ◆ the birth and care of a newborn child;
- ◆ placement with the employee of a child for adoption or foster care; or,
- ◆ the serious illness of the employee or of the employee’s child, spouse, or parent, in accordance with the *Family and Medical Leave Act* (FMLA)

In many instances, paid leave may be substituted for Unpaid FMLA Leave.

If you want further information about your rights and responsibilities under the FMLA, contact your Supervisor or the Agency Manager.

### **Jury Duty**

T.E.H.C. Healthcare treats Jury Duty as Paid Leave. If you receive a summons for jury duty, you are to notify your Supervisor immediately in order that days away can be scheduled. You must also submit a copy of the affidavit from the Court Clerk and other related paperwork to your Supervisor or Agency Manager. After reporting for Jury Duty, if you are excused, you are required to contact your Supervisor for direction and/or possible re-assignment of duties.

### **Military Leave**

T.E.H.C. Healthcare may grant Military Leave to you if you are absent from work because of service in the U.S. Armed Forces, Reserves, National Guard or other “uniformed services”. State and Federal regulations including, the *Uniformed Services Employment and Reemployment Rights Act (USERRA)*, will be complied with.

Whenever possible, you are required to give written, Advance Notice of your intention to take Military Leave. The date that your absence will commence must be stated. While Military Leave is, you have the option of applying any unused time towards this leave. Continuation of Health Insurance Benefits is available, as required by USERRA, based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans, for which you are otherwise eligible. Benefit accruals will resume upon your return to active employment. The Agency will not permit any discriminating practices against you, as a result of your service in the Uniformed Services.

When your Military Service is finished, you may request re-employment with the Agency if your absence is less than 5 years, if you re-apply to the Agency, in writing, within the established time limits and if you were released from Military Service under honorable conditions. We will attempt to reinstate you to your old job; however, your physical and/or mental ability to perform the duties of your former position could impact your re-assignment.

In the event that a new position is offered to you, we will provide similar status, seniority, benefits and pay. This position would be one that you could have attained, had you remained continuously employed or, it could be a comparable one, depending on the length of your Military Service, in accordance with USERRA. Here, again, your physical and/or mental ability to perform its duties could impact what position you acquire.

You will be treated as though you were continuously employed for determining benefits based on length of service. You can be absent for up to 5 years and still have re-employment rights. The 5 years is a cumulative total and includes both past and present military service.

# Performance Standards

T.E.H.C. Healthcare takes pride in selecting employees who will meet the Agency's high standards, as the Agency recognizes that it is only as good as its employees. You were selected because the Management Team has faith in your ability and willingness to meet and maintain its high-performance standards. Some of the Agency's performance standards are summarized in the following sub-headings; others can be found in the Agency's Policy & Procedure Manual.

## Work Ethics and Standards of Conduct

Standards of Conduct are formal guidelines for ethical behavior.

Work ethics are moral codes, which guide you in the proper conduction of your duties and obligations.

They deal with behavior that is right or wrong and involve applying judgment and making choices about what to do and what not to do. They reflect how you conduct yourself on the job site in respect to your appearance; what you say, how you behave, how you treat others and how you work with others.

In accordance with T.E.H.C. Healthcare's *Standards of Conduct & Work Ethics*, you are expected to clearly understand these standards, their importance to the community and their relationship to the delivery of service. Information will be given to you during Orientation with refresher sessions being given on an as needed and/or annual basis. You will be also required to read and sign the *Standards of Conduct*, as a condition of employment at the time of hiring.

During Performance Appraisals, you will be evaluated on how well you respect and work within these standards. Any complaints of violations of these standards will be investigated with all proceedings being documented, including notations in your Personnel File. Failure to adhere to the *Standards of Conduct* may result in Disciplinary Action up to and including Termination of Employment.

Some of the standards, which you are expected to follow, are outlined below. Additional ones are delineated in the *Standards of Conduct*, located in the *Forms Section* of the Agency's Policy & Procedure Manual.

You are expected to:

- ◆ ensure that your actions do not have a negative impact on the Agency;
- ◆ only relay/distribute information that is accurate;
- ◆ avoid promising care/services, which the Agency doesn't provide;
- ◆ avoid borrowing money from clients/families or lending money to them;

- ◆ ensure your quality of work is of a high standard and expect only your best from yourself;
- ◆ keep all obligations and promises;
- ◆ be cooperative by displaying leadership skills and maintaining appropriate relationships with other employees;
- ◆ be considerate to clients, families, friends, colleagues and professionals.
- ◆ display loyalty, honesty, trustworthiness, dependability, reliability, initiative, self-responsibility and self-discipline;
- ◆ respect the rights of others;
- ◆ be a cooperative and participative team member;
- ◆ keep information confidential and not gossip about the affairs of others;
- ◆ be polite and courteous to clients, families, friends, colleagues and professionals;
- ◆ follow instructions and utilize all knowledge and skills;
- ◆ give your best effort at all times;

When you are providing service in clients' homes, you must never:

- ◆ discuss client names or particulars with anybody other than co-workers, who are in a need-to-know position;
- ◆ discuss Agency and/or office matters with anybody other than co-workers, who are in a need-to-know position;
- ◆ give them your home/cell phone numbers;
- ◆ give personal opinions;
- ◆ offer medical advice;
- ◆ smoke in their homes;
- ◆ use their telephone except in cases of emergency or to call the office;
- ◆ take anyone, including pets, into their homes;
- ◆ neglect safeguarding their valuables;
- ◆ use a their vehicle or other property for personal reasons;
- ◆ consume alcohol or use medication/drugs except for a medical reason(s) in their homes;
- ◆ accept meals from them;
- ◆ take advantage of their hospitality;
- ◆ participate in physical confrontations;
- ◆ be idle while on the job;
- ◆ report for duty while under the influence of intoxicants; and/or,
- ◆ be involved in legal matters.

### **Punctuality & Attendance**

You are expected to attend work during your scheduled hours. You should arrive at your assignment before your scheduled start time. Not only are clients relying on you but also you and/or your co-workers may have other assignments booked. Just one person being late can throw off several schedules. Be sure to arrive in sufficient time to prepare yourself for duty (i.e. remove outer clothing, put on proper shoes, do any grooming touch-ups, ensure hair is

neatly back from face, wash hands, etc.). If you have a change in your availability, you must notify the office. It is also expected that you complete the entire shift or visit as scheduled. If you are going to be late, phone your client. Lateness due to emergencies or unexpected occurrences can happen but habitual tardiness will not be tolerated and may result in Disciplinary Action, up to and including Termination of Employment.

If you are unhappy with your assignment(s), you have a right to contact the DON or branch Administrator to have case(s) reassigned.

As your employer, T.E.H.C. Healthcare has a right and responsibility to know where you are during scheduled hours of work. All time off must be requested in advance and submitted in writing to your Supervisor with the exception of Sick Leave. If you are absent without leave or are late, appropriate deductions may be made from your pay. We view attendance as an important facet of your Job Performance Review. All unapproved absences will be noted in your personnel file. Excessive absences, including Sick Leave, may result in Disciplinary Action, up to and including termination.

### **Dress Code**

You are expected to maintain a professional appearance. The following guidelines outline what the Agency considers to be acceptable and appropriate attire:

- ◆ If you work with clients, you are to wear approved uniforms, attire or scrubs.
- ◆ You must use good judgment when choosing appropriate attire to wear, when on duty.
- ◆ Attire, which is deemed to be inappropriate includes, but is not limited to, the following:
  - clothing in disrepair;
  - Jeans such as blue jeans
  - leggings/tights;
  - jogging suits;
  - clothing with inappropriate language;
  - shorts;
  - fishnet stockings;
  - tank tops;
  - revealing or tight clothing;
  - open-toed footwear; and,
  - artificial or long fingernails.
- ◆ Clothing shall be kept in good repair, be of an acceptable length and fit properly.
- ◆ Only clean and/or polished, closed toe shoes may be worn.
- ◆ You must be well groomed and have good personal hygiene and cleanliness.
- ◆ Fingernails are to be short, clean and neatly kept.
- ◆ Earrings and rings are limited and restricted to those that will not snag on equipment, injure a client/employee or impede your job performance.
- ◆ Long hair should be pulled back and secured, when on duty.

- ◆ Perfumes, scented body lotions and/or aftershave lotion should be avoided in respect of clients with sensitivities and/or allergies.
- ◆ Shoes should be closed-toed with a back.

### **Identification Badge**

You are required to wear the Identification Badge, which is provided to you by the Agency, whenever you are delivering services on behalf of the Agency. These badges display your name, your photo and the Agency's name. It must be clipped to the front of your clothing in a manner that makes it visible to onlookers. Identification Badges are issued upon hire. If it is lost or stolen, you must advise your Supervisor immediately. Upon Termination of Employment, you are required to return your Identification Badge to the Agency.

### **Phone Calls & Texting**

Telephone lines must remain open for business calls to service Agency clients. Therefore, you are not permitted to make or receive telephone calls or text messages while working in the Agency office. Neither are you permitted to make or accept telephone calls or texts while you are on duty at clients' homes, unless they are to/from Managerial Staff, Administration Staff, a Supervisor, or an emergency/urgent situation develops. If you carry a cell phone with you, when you are on duty, be sure to either turn it off or put it on "vibrate" to ensure clients are not disturbed. Advise others to phone the Agency Office and leave a message, should they need to reach you, while you are on duty. The Agency Office will contact you with the message. Personal phone calls and/or texting may be done on your breaks or between assignments. Long distance calls may not be made using Agency phones, unless the call is business-related. There should be no cell phone use while operating a motor vehicle.

### **Secondary Employment**

You are not restricted from working elsewhere at the same time you are working for us. However, Secondary Employment must not present a Conflict of Interest, interfere with your work at the Agency or put clients at risk.

We ask you to advise your Supervisor if you have another job(s) to enable contingency plans to be developed, should conflicts arise. If your other position(s) interferes with your duties at this Agency, you may be asked to reduce your other hours or resign from your other position(s).

### **Privately Servicing Agency Clients**

You may not provide service privately to existing Agency clients. If you do so, your employment with the Agency may be terminated.

### **Drug, Alcohol & Illegal Substance Abuse**

There will be zero tolerance for employees who arrive for work while under the effects of drugs/alcohol; whose ability to perform their duties is even slightly affected because

drugs/alcohol. If you arrive for work under the influence or, are in possession of, drugs/alcohol, you will be required to be tested for drugs or alcohol and terminated immediately if you refuse.

Supervisors or Managers, who suspect that your ability to perform your duties is affected because of drugs/alcohol, are required to immediately remove you from the job-site.

You must not ignore situations wherein drugs/alcohol are being sold in the workplace. If you see, or become aware of, such activity, you must contact the Supervisor immediately. If you violate this policy, you will be disciplined and terminated.

### **Gifts, Gratuities & Business Courtesies**

T.E.H.C. Healthcare discourages you from accepting gifts, gratuities and business courtesies but will, in some cases, permit the occasional acceptance of nominal gifts providing it does not compromise you, or the Agency's integrity; it is not given in an attempt to influence conduct or decision making; and, a rejection of the gift will negatively affect the giver.

If you are given a gift or are offered a gift, you shall report it to your Supervisor, who will determine whether it can be accepted or whether it should be politely refused. Consideration is given on a case-by-case. All gifts are documented in an Agency log. Gifts to employees are not only noted in the Agency log but also are recorded in the recipient's Personnel File. You may not give gifts to clients or their families. Medicare prohibits the giving of gifts to Medicare beneficiaries.

## **General Policies and Guidelines**

### **Red Flag Compliance**

Due to the increasing number of identity theft incidents, you are not authorized to release any information regarding T.E.H.C. 's employees or clients to another person not authorized to receive such information. This includes phone numbers, addresses, dates of birth, social security numbers, account information or any other information that could be considered "personal".

### **Vehicle Usage**

Employee-owned and Agency-owned vehicles must carry adequate vehicle insurance (full Comprehensive, Liability and Personal Injury Protection) and all employees, who operate vehicles for the conduction of Agency business, must have and maintain valid Drivers' Licenses.

Before you are authorized to operate a motor vehicle, as part of your duties, you must prove that your Driver's License is valid in the state; that it is current; and, that it meets State



requirements for transporting clients (if transporting clients is one of your duties). If your Driver's License is suspended, revoked or restricted and, thus, may affect your job duties, you must advise your Supervisor immediately.

If you require medication that might impair your ability to drive, you must obtain written confirmation from your Physician, which states that you can safely operate a motor vehicle. You must never operate a vehicle while under the influence of alcohol and/or drugs. Should you receive a parking ticket, speeding ticket and/or other traffic violation; or, if you are arrested for driving-related offences, you assume total responsibility for any resulting fines. You are expected to respect traffic laws, ordinances and regulations; and use reasonable and safe traffic practices. You are also expected to adhere to the stipulations stated in the vehicle operations policies. Any violation of these stipulations may result in Disciplinary Action, up to and including Termination of Employment.

### **Agency Vehicle Usage**

If offered, Agency vehicles are required to carry full insurance coverage. Before you receive authorization to drive an Agency vehicle, your Supervisor will ensure you have a current and appropriate Driver's License and that your Driving Record is clear of infractions. Once you receive authorization to drive an Agency vehicle, you must adhere to the conditions described under "Vehicle Usage" above. You must never permit an unauthorized person to drive an Agency vehicle, except in an emergency situation.

### **Personal Vehicle Usage for Client Service**

If you use your own automobiles in the delivery of services you must inform your insurance company that you will be using your vehicle for work/business purposes, to ensure their coverage is adequate to meet any claims. You need to provide your Supervisor with copies of your Driver's License and insurance coverage, which will be kept in your Personnel File. Furthermore, copies of all renewals for expired Driver's Licenses and expired insurance coverage must be given to your Supervisor, as soon as the renewals become effective.

If you are involved in a Motor Vehicle Accident, in the course of your duties, you must report the accident and/or related injuries to the proper authorities, as regulated by law; and, to the Agency office as soon as possible. A written report of the incident must be given to your Supervisor within 24 hours.

You must report any citations or charges against their Driving Record to the Supervisor.

### **Distracted Driving Policy:**

Your safety is our number one priority. Company employees are not allowed to use hand-held phones or other devices while operating a motor vehicle. This includes, but is not limited to; talking on the phone, texting, utilizing phone aps, watching videos, looking up information or checking emails. If you must use your phones or devices, you should pull over in a safe area and place your care in park. Employees not abiding by our distracted driving policy are

subject to disciplinary action up to and including terminations. Injuries or damages obtained which are determined to be caused as a result of distracting driving will not be covered by TEHC Healthcare.

### **Transporting Clients**

T.E.H.C. does not allow the transportation of “Skilled” clients in your personal vehicle, nor are you allowed to transport a client in another vehicle such as their own.

For “Private Duty” clients you must ensure that a copy of their Health Insurance and auto insurance information is in the transporting vehicle, in case of an emergency. If you are going to transport clients in your privately-owned vehicle you must undergo a Driving Record Check and demonstrate that you have had a clean Driving Record for the last three years. Transporting clients, in private vehicles, is done at your own risk.

If you are asked to drive a “Private Duty” client's vehicle or another vehicle, which has been attained or provided by the client, you must ask to see proof of valid vehicle insurance before you drive the vehicle. In addition, you must inquire about, and/or observe the vehicle to ensure its safety equipment is in good operating condition. If the vehicle is not in good working condition, you must refuse to drive it.

### **Compensation for Private Vehicle Usage**

T.E.H.C. Healthcare does not pay mileage to PRN field personnel. For full time or part time employees a separate agreement may be put in place in the form of a gas allowance. The agency reserves the right to switch to a pay per mile at its sole discretion. If this is put in place, a set amount per mile will be established and will be recorded in the Personnel Action Form (PAF). The Agency reserves the right to re-evaluate it at any time.

The Agency reimburses its Nursing and Administrative staff for mileage they incur on their private vehicles during the conduction of Agency business with the exception of mileage for driving to the Office at the beginning of their working day and home at the end of their working day. In leu of

To claim mileage expenses outside of a visit, you must complete and submit and administrative activity sheet describing each item for which you are requesting payment.

The Agency does not cover, or contribute towards, the costs of vehicle insurance or maintenance of private/ personal vehicles.

## **Media Inquiries**

Should you receive an inquiry from any member of the media, regardless of the type i.e. TV, radio, newspaper or Social Media such as Facebook, Twitter and YouTube., you should refer the inquiry to the Agency Administrator, regardless of how trivial the question appears to be. At no time, are you permitted to speak to the media on behalf of the Agency. This is to ensure there is a single point of contact for all media inquiries.

## **Breast-feeding**

T.E.H.C. Healthcare's will attempt to accommodate any milk-expression needs of breast-feeding employees for a minimum of one year following the birth of the baby, providing undue hardship is not caused to the Agency, its staff and/or its clients.

Wherever possible, provisions will be made for adequate space, storage and privacy to support milk expression activities. While we will work with breast-feeding employees to establish mutually agreeable schedules to express milk, we encourage the use of break times as the first option. Should insufficient break time exist, employees may utilize their accumulated Annual Leave, Over-time or other leave for this purpose. Employees, who want to express milk during their working hours, should discuss their wishes, as soon as possible, with their Supervisor, in order that the details can be worked out.

## **Employee Personal Property**

You are requested not to bring unnecessary or inappropriate personal property to work. While the Agency recognizes that employees may need to bring certain personal items to work, personal property that is not related to your job performance may disrupt work or pose a safety risk to others. Furthermore, the Agency recommends that you don't carry unnecessary amounts of cash or other valuables to the jobsite.

T.E.H.C. Healthcare will not be responsible for the loss, damage, or theft of personal property located on its worksites or which accompanies, is worn, or otherwise used by you, during the course of your work. If you choose to bring personal property with you to the job site, you do so at your own discretion and at your own risk.

## **Agency Property**

Tangible agency property consists of items such as equipment, computers, desks, telephones, vehicles, personal care supplies, office supplies, medical supplies, hot spots, etc.

Intangible property consists of things such as domain names, confidential information, business methods and processes, computer software, computer operating systems, written materials (including paper or electronic form), etc.

The Agency will provide you with the necessary assets and equipment to perform your duties including office equipment such as photocopier, fax machine, computer/notebook and other electronic hardware such as cell phones and iPods, software, hardcopy/electronic record keeping supplies, office supplies and items for personal care services such as blood pressure monitoring tools, transfer belts, incontinence supplies, personal protection items, etc.

You are expected to be prudent and efficient in your usage of Agency equipment, products and supplies. Agency property shall not be used for personal purposes or be removed from the Agency or from clients' homes without prior approval from the Supervisor. Agency property is subject to inspection, monitoring, and searching by the Agency, at any time, with or without notice to you. Upon termination of employment, you must return any Agency property that has been assigned to you or that you happen to have in your possession.

These systems are, generally, for Agency business and authorized purposes only. Computer operations include hard drive/software activities and Internet actions, which include search engines, email and social media. They must not be used to harm others or to violate laws and regulations. Use of Agency resources for illegal activity can lead to disciplinary action, up to and including dismissal and criminal prosecution.

Agency properties are to be protected from loss, damage, theft, vandalism, sabotage, unauthorized use, copying, disclosure or disposal. You must not install any other programs to an Agency computer without the written permission of your Supervisor. You may not copy software programs that are installed on Agency computers for any reason, unless you have been given written permission to do so by the Supervisor.

### **Personal Usage of Computer Systems**

Computer systems are defined as use of computers, agency internet, agency Wi-Fi, and other agency accounts such as; email, texting applications and software. These systems are generally prohibited for personal use. However, consideration may be given on a case-by-case basis, providing the usage is appropriate; your ability to perform your duties is not hampered; your productivity is not diminished; and, such usage will not cause a negative impact or expense to the Agency. Usage, related to pornography and racially derogatory, discriminating, threatening or abusive communication, is prohibited.

If you want to use the computer systems for personal reasons, prior approval is required from a Supervisor. You must use your break time to attend to personal matters. Abuse of the email or Internet systems, through excessive personal use or use in violation of the law, may result in disciplinary action, up to and including termination.

As an employee of T.E.H.C. Healthcare, you do not have any expectation of privacy at work or when using Agency property. The Agency reserves the right to monitor, review and/or disclose email messages and Internet content on any, and all, computer equipment used to create, view or access E-mail and Internet content.

Agency Policies and Procedures also apply to the usage of computer systems, including P&Ps that address confidentiality, distribution of Agency information, standards of conduct, misuse of company resources, anti-harassment, anti-discrimination, ethical behavior, data security and so on. The Agency uses licensed commercial software programs. Copies of such software, for personal use, must not be created, used or distributed. You are liable for any and all damages incurred, as a result of any violations of the Agency's security policies, copyrights, and licensing agreements.

### **Social Media**

Social Media related to T.E.H.C. Healthcare is only to be used for authorized Agency business, unless you have been given special approval. You are not to discuss agency business on your own social media accounts. Be aware that, when using the social media, you can be held legally liable for anything you put online and that your input could have an effect on the Agency's image. Use your best judgment in posting material that could be harmful or inappropriate to the Agency, its employees or its clients.

Be sure to obtain authorization to use a Third Party's copyrights, copyrighted material, trademarks, service marks or other intellectual property. Agency information, which is considered to be confidential, must not be disclosed. Don't discuss or engage in behavior that is prohibited by Agency policies, sexual activity, sexual harassment and so on. Likewise, don't place anything that can be interpreted as pornographic, harassing, defamatory, proprietary or libelous and don't provide images of any individuals, without first obtaining permission.

### **Securing Electronic Devices and Confidential Data**

It is essential that electronic devices and confidential data be secured against theft, loss, and inadvertent sharing.

This is especially important if your duties require you to use computers, laptops, smart phones, tablets, portable hard-drives, flash drives, and the like. Be sure to apply all encryption and/or protection tools that the Agency has put in place and adhere to information security policies, as you are responsible for the security of your workstation and all electronic devices assigned for your usage.

All electronic devices and data must be protected against damage, destruction, modification or unauthorized access. Passwords are to be used on all electronic devices and never shared with anyone. You must be familiar virus protection programs and their expiration dates.

Agency information must not be duplicated, unless you have been instructed to back-up data for operational purposes. Prior authorization must be obtained before taking devices and data from the Agency Office, unless you are given "blanket" permission to do so, for the conduction of your position duties.

## **Purchases and Expenditures**

You are not permitted to make any purchases or incur any expenses in the name of T.E.H.C. Healthcare, unless these functions are part of your regular duties and have been given authorization to make such purchases.

## **Health and Safety**

T.E.H.C. Healthcare strives to ensure that work environments are as safe and healthy, as Agency authority limits can influence.

While it has control over its own property, the Agency is restricted when service is delivered in clients' homes or out in the community. Nevertheless, the Agency will do its best to provide safe environments, where possible, and educate clients/others about safety issues, as outlined in its health and safety policies.

The Agency will not deliver any service likely to cause an accident or generate an exposure that may result in personal injury or damage equipment in the process. You are expected to protect your own health and safety by working in compliance with the law, by applying safe work practices and by adhering to Agency procedures. It is in the best interest of all parties involved that everyone applies health and safety measures in all activities.

You will receive adequate training in your work tasks to protect your health and safety. In addition, the Agency will provide you with information about workplace safety and health issues through ongoing, internal communication including bulletin boards, memos/other forms of written communication, staff meetings and training sessions.

You are expected to obey safety rules and exercise caution and common sense in all work activities. You must immediately report any unsafe conditions to your Supervisor. Should you violate safety standards, cause hazardous or dangerous situations, fail to report safety issues or remedy such situations, where appropriate, you may be subject to Disciplinary Action including Termination of Employment.

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### **Safety in the Home Environment**

T.E.H.C. Healthcare is committed to ensuring the safety of its clients/families/employees, in the home environment. In keeping with that, at the initial assessment, the start of care clinician will complete a "*Home Safety Check*" for all new clients and will review any safety factors with them. By doing so, the Supervisor is not only protecting clients but also is ensuring the environment that you are going to be working in is as safe as possible.

You still have responsibilities for home safety, as well. You are expected to continually assess the family's compliance to home safety measures and, if necessary, provide more instruction. Each time you enter a client's home you need to be alert for new hazards and take

actions, as outlined in the policy, should any be detected. You are responsible for taking reasonable care for your and others health and safety. Equipment, including personal protective equipment, should be used correctly and when required. If you think there is a health and safety problem in your workplace, you should first discuss it with your Supervisor. If a problem appears to persist and there is a risk of injury and you still have doubts or questions you should contact the Agency Manager.

### **Emergency Preparedness**

In accordance with T.E.H.C. Healthcare's *Policy on Emergency Preparedness*, you should always be ready for emergencies and the unexpected, whenever you get a new client, ensure that information about the client is written out and posted near a phone and/or on a bulletin board or refrigerator: telephone number, address, directions to the home and the nearest intersection. If a life-threatening emergency arises, call 9-1-1 and give the specifics to the Operator.

Be prepared for non-life-threatening emergency situations by ensuring that telephone numbers are recorded and posted for the following: hospital, doctor, poison control, police, ambulance, protective services, family, neighbors and Case Manager.

If the client does not have a home evacuation plan, help him/her to create one taking into consideration the physicality of the home and any limitations the residents may have. Practice routines for fire eruptions and using exit routes. Ensure that a temporary relocation site(s) is determined and that all residents and workers are aware of its location.

Encourage and assist your clients to create an Emergency Kit, which contains survival basics, first aid supplies, medications, and other provisions, as outlined in the Policy. Residents and workers should know where the Emergency Kit is kept.

### **Violence**

T.E.H.C. is committed to ensuring safety in the workplace through the implementation and maintenance of a harmonized plan to handle all violence and threats of violence with composure, effectiveness and speed.

Wherever possible, every effort will be made to prevent and minimize violence. If you have not previously received instruction on how to deal with violence, you will be trained to do so. All reports of violence will be kept confidential, as much as possible; be investigated promptly; and, be documented.

As an employee you must adhere to all aspects of this Policy. You are responsible for calling the emergency number if you believe there is an immediate danger to someone's safety. Try to avoid physical and/or verbal confrontations with potentially, violent individuals. You must report all violence or threats of violence, which you observe, or are involved in, to your Supervisor immediately. Your cooperation is also required in any investigations of such

violence. At no time shall you imply or express threats of any kind to an individual's safety. Should your behavior be found to be violent and/or cause threat to others during the performance of your duties, appropriate Disciplinary Action(s) will be taken, up to and including termination.

### **Environmental Disasters and Emergencies**

T.E.H.C. Healthcare has several policies & procedures, which cover environmental disasters and emergencies. You will be given training in them, as you need to know what to do in each situation.

In order to reduce risk, prevent injury and promote safety in the home and/or office, when an emergency/disaster arises, you need to identify and respond to the situation quickly and take immediate actions for the protection of clients, families and others. Actions you can take vary depending on the type of environmental disaster that is occurring.

There are some preliminary, basic actions you can take, regardless of the type of emergency that may arise. You can ensure that clients/families know what needs to be done in each disaster. Everyone should know where to meet and who to call in case they are separated. Determine, in advance and at the time of the emergency, who may need assistance. If there is time when you are evacuating, tell others where you are going. If you are able to communicate, use whatever you have at your disposal i.e. phone; email, or radio/ television broadcasts.

### **Inclement Weather and Hazardous Community Conditions**

T.E.H.C. makes every effort to deliver client services during inclement weather conditions without putting the health and safety of its staff and/or clients at risk. Local weather reports shall be utilized to make decisions on road conditions. It is your responsibility to contact your Supervisor to discuss options for safe transportation and/or to determine if service needs to be re-scheduled.

Should weather conditions be really severe, the Agency may find it necessary to cancel your work assignment(s). If this happens and you are an hourly paid employee, you may be able to work from home, reschedule the visit for that week, use accrued vacation, discretionary holidays or time off without pay to cover the absence; or, with prior approval from your Supervisor, you may be permitted to make up missed work time if it is during the same payroll period.

### **Health Issues**

For your protection, if you develop any health issues or become pregnant, you should advise your Supervisor. A doctor's note is required, as soon as possible, which specifies whether you are able to perform your regular duties as described in your Job Description. A *Leave of Absence* may be granted on a case-by-case basis.



### **Medical Attention**

If you are injured while on the job and medical attention is indicated, your Doctor must be contacted immediately. Should it be necessary for you to either visit your Doctor or go to the hospital, a family member or the ambulance should transport you.

Because of possible liabilities, Employees of T.E.H.C. Healthcare are not permitted to transport you. If an emergency arises, which requires Emergency Medical Services (EMS) to evaluate your injury or illness on-site, you will be responsible for any transportation charges. A physician's "Return to Work" notice may be required. This requirement will be made on a case-by-case basis.

### **Workers' Compensation**

On-the-Job injuries are covered by *Workers' Compensation Insurance*. If you are injured while working, report the injury to your Supervisor, immediately, regardless of how minor your injury appears to be. Your Supervisor will provide instruction and give you the proper forms. If you are not able to contact your Supervisor, designate another individual to do so on your behalf, if you are able. If you are deemed eligible for *Workers' Compensation*, you may receive medical expenses and a portion of your lost wages. Any medical bills you incur, as a result of the injury, should be submitted, unpaid, to your Supervisor. Medical clearance is required before you will be permitted to return to work.

### **Reporting Incidents**

T.E.H.C. requires that all incidents, which result in personal injury or illness and/or property damage, be properly reported and investigated. This is to ensure that incidents are reported in a timely manner, that all are thoroughly identified and that appropriate corrective actions are taken. This applies to client incident or those of your own.

If there is an incident in the client's home, in the Agency Office or out in the community while you are performing services for/with a client, you must initiate an "*Incident Report*", if you were involved in/were a witness to the incident. If more than one employee witnesses or is involved in, the incident, each individual is required to complete his/her own *Incident Reports* as soon as possible, but no later than the end of the regular work shift. If you are involved in the incident, you are required to provide an explanation and a rationale to the Supervisor, as to why the incident occurred.

### **Abuse of a Client**

T.E.H.C. Healthcare does not tolerate any hint or form of client abuse by anyone and thus will document, investigate and/or report all suspected cases. Abuse includes various types of mistreatments, including physical emotional financial, neglect, abandonment, and self-neglect. If you suspect abuse, you must report it to the Supervisor. Try to get the client's written consent to report the alleged abuse. If he/she is not willing to cooperate, you should

still report it. In cases of immediate danger, you should call 9-1-1 the police emergency number or, the hospital emergency room.

If you are suspected of client abuse, you will immediately be removed from the client's vicinity. An investigation will be launched, and, depending on the circumstances, local law enforcement may be contacted. Should you be found guilty of abuse, your employment with the Agency will be terminated.

Similarly, if you have been found guilty of having misused clients' finances or property, you will be terminated immediately and local law enforcement will be notified.

### **Death of a Client**

T.E.H.C. Healthcare provides guidelines on what to do if a client dies at home, when you are in attendance. Basically:

- ◆ If there Is Not a *Do Not Resuscitate Order* (DNR Order) you should call 9-1-1 and start CPR.
- ◆ If there is a DNR Order, Call 9-1-1. Then obtain or direct another individual to obtain the DNR Order so it is "in-hand" when *Emergency Medical Services* EMS arrive.
- ◆ If the death is not expected, Call 9-1-1. If the deceased's wishes re DNR are not known, begin CPR immediately and continue until instructed to stop by EMS. If the deceased has a DNR Order and the documents are on the premises, either direct somebody to retrieve the documents or get them yourself to have on hand for EMS.

You should provide information, as required, to EMS, and/or local law enforcement. Assist the family, as requested with follow-up measures such as notifying others, contacting the funeral home and obtaining religious support. If the client has an infectious disease, the Funeral Director should be advised. If you are the last T.E.H.C. Healthcare employee on duty in a client's home, when death occurs, you are responsible for returning the client's record/chart to the Agency office.

### **Infection Control**

In accordance with T.E.H.C. Healthcare's *Policy on Infection Control*, the Agency requires that infection control measures be taken, when providing service to clients in order to minimize the risk of infections to employees, clients and the community-at-large. You will be given training on infection control including Personal Protective Equipment and proper hand-washing techniques, in accordance with these Agency policies. You will be required to demonstrate your ability to utilize infection control measures before you assume care responsibilities for clients with infectious diseases.

If you notice that another employee/ individual is not following infection control policies and procedures, you must advise your Supervisor.

### **Infectious/Communicable Diseases in the Community**

In accordance with T.E.H.C. Healthcare's infection control *Policy*, the Agency is committed to protecting your and others health and safety by educating you about infectious/communicable diseases and by establishing guidelines and procedures, which are in accordance with federal, state and local law authorities. You are responsible for reporting any suspected infectious/communicable diseases to you Supervisor and for knowing and following all infection control policies and procedures. Additional and/or refresher training may be required.

### **Employees with Infectious/Communicable Diseases**

If you acquire an infectious/communicable disease, you must follow strict procedures to minimize, as much as possible, susceptible persons being exposed to you. You will receive training on some of the more common communicable diseases in order to familiarize you with what actions are required; when you will not be permitted to provide direct client care: when working restrictions will be imposed; when a physician's input is needed; as well as other stipulations.

If you acquire an infectious/communicable disease, consult with your Physician for advice and advise your Supervisor as soon as possible. Follow your Physician's orders; obtain the recommended immunizations; maintain strict personal hygiene; follow procedures for infection control; and obtain a doctor's certificate stating when you are no longer contagious.

Your Supervisor will determine and follow any *Center for Disease Control & Prevention* (CDC) requirements to report the infectious/communicable disease to the local Health Authorities. He/she will also ensure your privacy is protected

### **Clients With Infectious/Communicable Diseases**

If you become aware that one of your clients has acquired an infectious/communicable disease or is suspected of having contacted an infectious/ communicable disease, you are required to report it to your Supervisor immediately. You must ensure that infection control measures are practiced; and, you may be asked to demonstrate your ability to apply them. You must closely follow any special instructions. You may be advised to be immunized and you will be required to maintain strict, personal hygiene. Any, and all, recommended training must be taken.

Infected clients are not to be discriminated against and their conditions must be kept confidential.

## **Blood-borne Diseases**

T.E.H.C. Healthcare attempts to minimize the chances of blood-borne diseases being transmitted to others by practicing *Universal Precautions* and other infection control measures when providing direct care to clients. Your responsibilities include:

- ◆ utilizing *Universal Precautions* in the performance of your duties;
- ◆ following the Agency's policies specific to personal protective equipment, blood-borne diseases;
- ◆ knowing your individual status regarding blood-borne diseases;
- ◆ understanding the Agency's policy on *Immunizations*;
- ◆ treating all body fluids and materials as if they are infectious;
- ◆ making every effort to protect yourself from splashes, sprays and other means that could expose you to these diseases;
- ◆ adhering to work restrictions based on infection control concerns;
- ◆ reporting health symptoms and/or exposure to any blood-borne or infectious disease;
- ◆ ensuring food and beverages are not kept in areas where blood and other potentially infectious materials are present such as cabinets, refrigerators, countertops or benches; and,
- ◆ not handling blood or other potentially infectious substances, if you have skin sores, which are actively weeping.

## **Exposure Plan for Blood-borne Diseases**

If you are exposed to a blood borne pathogen you must follow the procedures outlined in this policy. In summary, be sure to wash any cuts and skin with soap and water; rinse your nose and mouth; flush your eyes with clean water, if you were not wearing goggles and remove any contaminated clothing. Report the incident to your Supervisor immediately, as medical follow-up may be required. You must complete *A Post Exposure Incident Report for Blood-borne Diseases* anytime you are exposed to a blood-borne pathogen.

## **Personal Protective Equipment (PPE)**

T.E.H.C. Healthcare requires that its employees, who are at risk for exposure to blood and other potentially infectious materials, wear Personal Protective Equipment (PPE), in accordance with *Occupational Safety and Health Administration* (OSHA) standards. You are responsible for wearing PPE to prevent infections in yourself and other individuals.

Protective wear includes gloves, masks, eye protection, plastic aprons, shields, resuscitation bags and the like. The Agency has a number of policies on gloves, gowns, aprons, masks and goggles which detail how the protective equipment is to be utilized. In addition, you will be educated and trained on PPE usage including when PPE is to be used; what type of PPE is indicated; how to properly put on, take off, adjust, and wear PPE; what the limitations of PPE are; and, the proper care, maintenance and disposal of PPE.

You will be required to demonstrate your knowledge and ability to use PPE appropriately, before being permitted to conduct job duties, which require the use of PPE. You are not required to wear PPE when conducting routine client care providing you only conduct activities, which involve touching the client's skin such as assisting a client to walk. You will be provided with PPE either before you get to a client's home or when you arrive there.

### **Sharp Objects**

You are required to know how to handle sharp objects. Some clients may be receiving care that involves the use of sharp objects, such as syringes, IVs, etc. Unless you are a Registered Nurse, LPN or are otherwise qualified to administer/handle injections and IV needles, you must not administer or care for them. However, since you are in the home, you may come into contact with sharp objects and thus should know how to manage them. Syringes should be picked up by their barrels and discarded immediately into a puncture-resistant container. Caution must be taken in situations where sharp objects may be hidden somewhere such as in the laundry or garbage. Used, sharp objects should be handled with care to prevent accidental cuts or punctures. Contaminated, broken glassware or dropped sharp objects should be picked up by mechanical means such as with a broom and dustpan, tongs or forceps. Hands should never be inserted into a container that contains sharp objects. All containers, with sharp objects, should be kept out of reach of children and pets. Whenever hazards, involving sharp objects, are noted, you should report the danger to the Supervisor who shall ensure the hazard is eliminated.

In the event that you receive a penetration injury from a sharp object that has been used on/in a client, you should immediately wash your wound with soap and water and encourage it to bleed. You must report the injury to your Supervisor. A "*Post Exposure Incident Report for Blood-borne Diseases*" must be completed if your eye(s), mouth, other mucous membrane or non-intact skin has come in contact with a sharp object.

### **Handbook Revisions**

T.E.H.C. Healthcare reserves the right to revise this handbook, as it deems necessary. When revisions are made, you will be advised of the changes and given copies or information on where you can get copies of the change details.



## Acknowledgment of Employee Handbook

I have been oriented to T.E.H.C. Healthcare's *Employee Handbook*. I understand the Agency's policies and procedures and hereby agree to abide by them. I acknowledge I have access to the employee handbook which is readily available on-line with the most recent revisions at <https://tehhealthcare.com> under the staff portal menu for my branch.

\_\_\_\_\_  
Employee's Name (Print)

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

Witnessed by:

\_\_\_\_\_  
T.E.H.C. Representative

\_\_\_\_\_  
Date