

Camelot Home Care LLC

Employee Handbook

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Section 1 Introduction

1.1 Welcome to Camelot Home Care

Welcome to Camelot, a state of Maine registered personal care agency who strives to provide a safe and comfortable experience for our clients with a focus on providing professional, caring, reliable and trustworthy home care workers.

1.2 Employee Handbook

This Employee Handbook is designed to summarize certain personnel policies and benefits of Camelot Home Care, and to acquaint employees with many of the rules concerning employment with the company. This Handbook applies to all employees, and compliance with all policies is a condition of employment. The company reserves the right to modify, rescind, delete, or add to the provisions of this Handbook from time to time and in its sole and absolute discretion. This handbook is not a binding contract between the company and its employees, nor is it intended to alter the at-will employment relationship between the company and its employees. The company reserves the right to interpret the policies in this handbook and to deviate from them when in its discretion determines it is appropriate.

1.3 Changes in Policy

Since our business is constantly changing, the company expressly reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of at-will employment as described below. No oral statements or representations can in any way alter the provisions of this handbook. Nothing in this employee handbook or in any other document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee. Any changes to your at-will employment status, described below, must be in writing and must be signed by the company.

If you are uncertain about any policy or procedure, please check with your manager or Human Resources.

1.4 Employment At-Will

Employment with the company is on an at-will basis, unless otherwise specified in a written employment agreement. You are free to resign at any time, for any reason, with or without notice. Similarly, the company is free to conclude the employment relationship at any time for any lawful reason, with or without cause, and with or without notice. Nothing in this handbook will limit the right of either party to terminate an at-will employment. No section of this handbook is meant to be construed, nor should be construed, as establishing anything other than employment at-will relationship. This handbook does not limit management's discretion to make personnel decisions such as reassignment, change of wages and benefits, demotion, etc. No person other than the CEO, president, or CFO has the authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. Only the CEO, President, or CFO of the company has the authority to make any such agreement, which is only binding if it is in writing and signed by the President of the Company.

Section 2 Employment Policies

2.1 Employment Classifications

The following terms are used to describe employees and their employment status,

Exempt Employee

Employees whose positions meet specific tests established by the Federal Labor Standards Act (FLSA) and Maine state law. In general, exempt employees are those engaged in executive, managerial, high-level administrative and professional jobs who are paid a fixed salary and perform certain duties. In addition, certain commissioned sales employees and highly paid computer professionals are exempt. Exempt employees are not subject to minimum wage and overtime laws.

Nonexempt Employees

Employees whose positions do not meet specific tests established by the FLSA and Maine state law. All employees who are covered by the federal or state minimum wage and overtime wage laws are considered nonexempt. Employees working in nonexempt jobs are entitled to be paid at least the minimum wage per hour and a premium for overtime.

Full Time Employees

Employees who are not temporary employees, independent contractors, or independent consultants and who are regularly scheduled to work 40 hours per week.

Temporary Employee

Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project. Employment assignments in this category are of limited duration and the temporary employee can be let go before the end of the defined period. Short term assignments generally are periods of three months or less, however, such assignments may be extended. All temporary employees are at-will regardless of the anticipated duration of the assignment (see employment at-will policy). Temporary employees retain that status until notified in writing of a change.

Independent Contractor or Consultant

These individuals are not employees of the company and are self employed. An independent contractor or consultant is engaged to perform a task according to his/her own methods and is subject to control and direction only as to the results to be accomplished. Independent contractors or consultants are not entitled to benefits.

Each employee will be advised of his or her status at the time of hire and any change in status. Regardless of the employee's status, the employee is employed at-will and the employment relationship can be terminated by the company at any time, with or without cause and with or without notice.

2.2 Equal Employment Opportunity & Americans with Disabilities Act

It is the policy of the company to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, religion, creed, color, national origin, sex, pregnancy, sexual orientation, gender identity, age, ancestry, physical or mental disability, genetic information, marital status or any other classification protected by applicable local, state, or federal laws. This policy prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, working conditions, compensation, promotion, benefits, scheduling, training, discipline and termination.

The company expects all employees to support our employee employment opportunity policy, and to take all steps necessary to maintain a workplace free from unlawful discrimination and harassment and to accommodate others in line with this policy to the fullest extent required by law. For example, the company will make reasonable accommodations for employees' observance of religious holidays and practices unless the accommodation would cause undue hardship on the company's operations. If you desire a religious accommodation, you are required to make the request in writing to your manager as far in advance as possible. You are expected to strive to find

co-workers who can assist in the accommodation (ex, trade shifts) and cooperate with the company in seeking and evaluating alternatives.

Moreover, in compliance with the Americans with Disabilities Act (ADA), the company provides reasonable accommodations to qualified individuals with disabilities to the fullest extent required by law. The company may require medical certification of both the disability and the need for accommodation. Keep in mind that the company can only seek to accommodate the known physical or mental limitations of an otherwise qualified individual. Therefore, it is your responsibility to come forward if you are in need of accommodation. The company will engage in an interactive process with the employee to identify possible accommodations, if any will help the applicant or employee to perform the job.

2.3 Confidentiality

In the course of employment with the company, employees may have access to “Confidential Information” regarding the company, which may include its business strategy, future plans, financial information, contracts, suppliers, customers, personnel information or other information that the company considers proprietary and confidential. Maintaining the confidentiality of this information is vital to the company’s competitive position in the industry and ultimately, to its ability to achieve financial success and stability. Employees must protect this information by safeguarding it when in use, using it only for the business of the company and disclosing it only when authorized to do so and to those who have a legitimate business need to know about it. This duty of confidentiality applies whether the employee is on or off the company’s premises, and during and even after the end of the employee’s employment with the company. This duty of confidentiality also applies to communications transmitted by the company’s electronic communications. See also internet, email and computer use policy, herein.

2.4 Employment of Minors

The FLSA’s child labor provisions, which the company strictly adheres to, are designed to protect the educational opportunities of youth and prohibit their employment in jobs that are detrimental to their health and safety. Generally speaking, the FLSA sets the minimum age for employment (14 years for non-agricultural jobs), restricts the hours youth under the age of 16 may work, and prohibits youth under the age of 18 from being employed in hazardous occupations. In addition, the FLSA established subminimum wage standards for certain employees who are less than 20 years of age, full time students, student learners, apprentices, and workers with disabilities. Employers generally must have authorization from the U.S Department of Labor's Wage and Hour Division (WHD) in order to pay sub-minimum wage rates.

2.5 Employment of Relatives

The company recognizes that the employment of relatives in certain circumstances, such as when they will work in the same department, supervise

or manage the other, or have access to confidential or sensitive information regarding the other, can cause problems related to supervision, safety, security or morale, or create conflicts of interest that materially and substantially disrupt the company's operations. When the company determines any of these problems will be present, it will decline to hire an individual to work in the same department as a relative. Relatives subject to this policy include: father, mother, sister, brother, current spouse or domestic partner, child (natural, foster, adopted) current mother in law, father in law, grandparent or grandchild.

If present employees become relatives during employment, the company should be notified so that we may determine whether a problem involving supervision, safety, security or morale, or a conflict of interest that would materially and substantially disrupt the company's operation exists. If the company determines that such a problem exists, the company will take the appropriate steps to resolve the problem, which may include reassignment of one relative (if feasible) or asking the resignation of one of the relatives.

2.6 Personnel Records and Employee References

The company maintains a personnel file and payroll records for each employee as required by law. Personnel files and payroll records are the property of the company and may not be removed from the company premises without written authorization. Because personnel files and payroll records are confidential, access to the records is restricted. Generally, only those who have a legitimate reason to review information in an employee's file are allowed to do so. Disclosure of personnel information to outside sources will be limited. However, the company will cooperate with requests from authorized law enforcement or local, state or federal agencies conducting official investigations and as otherwise legally required.

Employees may contact office management to request a time to review their payroll records and or personnel file. With reasonable advance notice, an employee may review his or her own records in the company's offices during regular business hours and in the presence of an individual appointed by the company to maintain records. You also have the right to obtain a copy of your personnel files, but you may be required to pay for any such copies. You may add your comments to any disputed item in the file.

By policy, the company will provide only the former or present employee's dates of employment and position(s) held with the company. Compensation information may also be verified if written authorization is provided by the employee.

2.7 Privacy

The company is respectful of employee privacy. All employee demographic and personal information will be shared only as required in the normal course of business. Healthcare enrollment information is kept in a separate folder from

other human resources forms. Workers' compensation information is not considered private healthcare information: however, this information will be released only as a need to know basis.

The company does not make or receive any private healthcare information through the course of normal work. If any employee voluntarily shares private healthcare information with a member of management, this information will be kept confidential. If applicable, the company will set up guidelines for employees and management to follow to ensure that company employees conform to the requirements of the Health Insurance Portability and Accountability Act (HIPAA).

2.8 Immigration Law Compliance

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification form I-9 on the date of hire and present documentation establishing identity and employment eligibility within three business days of hire. Former employees who are rehired must also complete an I-9 form if they have not completed an I-9 form with the company within the past three years, or if their previous I-9 form is no longer retained or valid. You may raise questions or complaints about immigration law compliance without fear of reprisal.

2.9 Political Neutrality

Maintenance of individual freedom and our political institutions necessitates broad scale participation by citizens concerning the selection, nomination, and election of our public office holders. The company will not discriminate against any employee because of identification with and support of any lawful political activity. Company employees are entitled to their own personal political positions. The company will not discriminate against employees based on their lawful political activity engaged in outside of work. If you are engaged in political activity, however, you should always make it clear that your actions and opinions are your own, and not necessarily those of the company, and that you are not representing the company.

Section 3

Hours of work and Payroll Practices

3.1 Pay Periods and Paydays

Employees are paid on a bi weekly basis. All employees are paid by check or direct deposit. If the regular payday falls on a weekend or holiday, employees will be paid on the last business day before the holiday and or weekend.

3.2 Overtime

Nonexempt employees will be paid in accordance with federal and Maine state law.

In Maine, with some exceptions, the standard work week for employees should not exceed 40 hours per week. Should the company find it necessary to employ an employee in excess of this standard, overtime hours shall be compensated at the rate of one and one-half times the regular rate of pay.

All overtime work by nonexempt employees must be authorized in advance by their manager. Only hours actually worked will be used to calculate overtime pay.

3.3 Mileage

Employees who travel from one client to another will receive mileage at .55/mile. This will be calculated using google maps, with the addresses of both clients being used. If you are doing an errand for your client, it will be the sole responsibility of the employee to record and report their mileage to the office manager in order to receive reimbursement for those miles.

3.4 Rest and Meal Periods

All rest and meal periods will be in accordance with Maine state law. Nonexempt employees scheduled to work more than six hours will be provided a 30 minute unpaid meal period. Employees are also entitled to adequate unpaid time to express breast milk, or employees may use rest or meal time.

3.5 Time Cards

Nonexempt employees are required to keep an accurate and complete record of their attendance and hours worked. Time cards are official business records and may not be altered without the employee's supervisor's approval and may not be falsified in any way.

3.6 Payroll Deductions

Various payroll deductions are made each payday to comply with federal and state laws pertaining to taxes and insurance. Deductions will be made for the following: Federal and State Income Tax Withholding, Social Security, Medicare, State and Disability Insurance and Family Temporary Disability Insurance, and other items designated by you or required by law (including a valid court order). You can adjust your federal and state income withholding tax by completing the proper federal or state form and submitting it to Office Management. At the start of each calendar year, you will be supplied with your wage and tax statement (W-2) form for the prior year. This statement summarizes your income and deductions for the year.

3.7 Wage Garnishment

A garnishment is a court order requiring an employer to remit part of an employee's wages to a third party to satisfy a just debt. Once the company receives the legal papers ordering a garnishment, we are required by law to continue making deductions from your check until we have withheld the full amount or until we have received legal paper from the court in order to stop the garnishment.

3.8 Direct Deposit

All employees are encouraged, but not required, to use direct deposit and have their paycheck deposited into a bank account of an accredited participating bank or credit union.

3.9 Weekend Pay

Employees are eligible for weekend pay if they work on a Saturday or Sunday and if they do not live with their client. If the employee lives with the client they are not subject to the extra pay incentive.

3.10 Maine Earned Paid Leave Law

Maine Earned Paid Leave, commonly referred to as PTO is available to all employees. Earned Paid leave works as follows:

- Employees accrue 1 hour of Earned Paid Leave for every 40 hours worked, up to 40 hours in a defined year.
- Employees can use their accrued Earned Paid Leave for any reason such as an emergency, illness, sudden necessity, planned vacation, etc.
- Employees can use up to 40 hours of leave in any defined year.
- Includes all employees: full-time, part-time, temporary, per diem, etc
- Employees can carry over up to 40 hours from one defined year to the next

Section 4

Standard of Conduct and Employee Performance

4.1 Anti- Harassment and Discrimination

The company is committed to providing a work environment free of sexual or any form of unlawful harassment or discrimination. Harassment or unlawful discrimination against individuals on the basis of race, religion, creed, color, national origin, sex, pregnancy, sexual orientation, gender identity, age, ancestry, physical or mental disability, genetic information, marital status or any other classification protected by local, state, or federal laws is illegal and prohibited by company policy. Such conduct by or towards any employee, contract worker, customer, vendor or anyone else who does business with the company will not be tolerated. Any employee or contract worker who violates this policy will be subject to disciplinary actions, up to and including termination of his or her employment or engagement. To the extent a customer, vendor or other person with whom the company does business engages in harassment or discrimination, the company will take appropriate corrective action.

Prohibited Conduct:

Prohibited harassment or discrimination includes any verbal, physical or visual conduct based on sex, race, age, national origin, disability or any other legally protected basis if:

- a. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or engagement
- b. Submission to or rejection of such conduct by an individual is used as a basis for decisions concerning that individual's employment or engagement, or
- c. It creates a hostile or offensive work environment

Prohibited harassment includes (but is not limited to) unwelcome sexual advances, requests for sexual favors and lewd, vulgar or obscene remarks, jokes, posters or cartoons, and any unwelcome touching, pinching or other physical contact. Other forms of unlawful harassment or discrimination may include racial epithets, slurs, and derogatory remarks, stereotypes, jokes, posters or cartoons based on race, national origin, age, disability, marital status or other legally protected categories. Prohibited harassment might also be transmitted using the company's electronic communications system, or through other on-line conduct.

Complaint Procedure:

Employees or contract workers who feel that they have been harassed or discriminated against, or who witness any harassment or discrimination by an employee, contract worker, customer, vendor or anyone else who does business with the company, should immediately report such conduct to their supervisor or any other member of management.

Do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating the situation. No employee, contract worker, customer, vendor, or other person who does business with this organization is exempt from prohibitions in this policy. In response to every complaint, the company will conduct an investigation which may involve interviewing witnesses if warranted, and if improper conduct is found, take appropriate corrective action.

To the extent that an employee or contract worker is not satisfied with the company's handling of a harassment or discrimination complaint, he or she may also contact the appropriate state or federal enforcement agency for legal relief.

4.2 Attendance

Punctuality and regular attendance are essential to the successful operation of the company's business. If an employee is unable to report to work (or to report to work on time) for any reason, the employee must notify his or her supervisor before his or her starting time. If an employee desires to leave work for any reason during the workday, the employee must obtain the approval of his or her supervisor prior to leaving. Excessive absenteeism or tardiness may subject the employee to disciplinary action, up to and including termination.

4.3 Discipline and Standards of Conduct

As an at will employer, the company may impose discipline whenever it determines it is necessary or appropriate. Discipline may take various forms, including verbal counseling, written warnings, suspension, demotion, transfer reassignment or termination. The discipline imposed will depend on the circumstances of each case, therefore discipline will not necessarily be imposed in any particular sequence. Moreover, at any time the company determines it is appropriate, an employee may be terminated immediately.

Every organization must have certain standards of conduct to guide the behavior of employees. Although there is no possible way to identify every rule of conduct, the following is an illustrative list (not intended to be comprehensive or to limit the company's right to impose discipline for any other conduct it deems inappropriate). Keep in mind that these standards of conduct apply to all employees whenever they are on company property and or conducting company business (on or off company property). Engaging in any conduct the company deems inappropriate may result in disciplinary action, up to and including termination.

- a. Dishonesty
- b. Falsification of Company records
- c. Unauthorized use or possession of property that belongs to the company or a co-worker
- d. Possession or control of illegal drugs, weapons, explosives, or other dangerous or unauthorized materials
- e. Fighting, engaging in threats of violence or violence, use of vulgar or abusive language, horseplay, practical jokes or other disorderly conduct that may endanger others or damage property
- f. Insubordination, failure to perform assigned duties or failure to comply with the company's health, safety or other rules
- g. Unauthorized or careless use of the company's materials, equipment, or property
- h. Unauthorized and or excessive absenteeism or tardiness
- i. Lack of teamwork, poor communication, unsatisfactory performance, unprofessional conduct, or conduct improper for the workplace
- j. Sexual or other illegal harassment or discrimination
- k. Unauthorized use or disclosure of the company's confidential information
- l. Violation of any company policy

4.4 Dress Code

All employees are encouraged to wear scrubs and disposable gloves. Employees must also wear closed toed shoes while with the client. Masks are strongly encouraged but not required, based on personal and client preference.

4.5 Safety

The company is committed to providing a safe workplace. Accordingly, the company emphasizes "safety first." It is the employees responsibility to take

steps to promote safety in the workplace and work in a safe manner. By remaining safety conscious, employees can protect themselves and their co-workers. Employees are expected to promptly report all unsafe working conditions, accidents and injuries, regardless of how minor, so that any potential hazards can be corrected.

4.6 Substance and Abuse

The company is committed to providing its employees with a safe and productive work environment. In keeping with this commitment, it maintains a strict policy against the use of alcohol, tobacco, and the unlawful use of drugs in the workplace. Consequently, no employee may consume or possess alcohol, tobacco, or use, possess, sell, purchase or transfer legal or illegal drugs at any time while on the company's premises, while using the company vehicles or equipment, or at any location during work time.

No employee may report to work with legal or illegal drugs (or their metabolites) or alcohol in his or her bodily system, which would impair their ability to perform their duties. The only exception to this rule is that employees may engage in moderate consumption of alcohol that may be served and or consumed as part of an authorized company social or business event. "Illegal drug" means any drug that is not legally obtainable or that is legally obtainable but has not been legally obtained. It includes prescription drugs not being used for prescribed purposes or by the person to whom it is prescribed or in prescribed amounts. It also includes any substance a person holds out to another as an illegal drug.

Any violation of this policy will result in disciplinary action, up to and including termination.

Any employee who feels he or she has an addiction to, dependence upon, or a problem with alcohol or drugs, legal or illegal, is strongly encouraged to seek assistance before a violation of this policy occurs. Any employee who requests time off to participate in a rehabilitation program will be reasonably accommodated. However, employees may not avoid disciplinary action, up to and including termination, by entering a rehabilitation program after a violation of this policy is suspected or discovered.

4.7 Workplace searches

All offices, desks, file drawers, cabinets, lockers, company vehicles, and other company equipment (including but not limited to computers, email, and voicemail) and facilities or any area on company premises are the property of the company and are intended for business use. Employees should have no expectation of privacy with respect to company property and or items stored within company property or on company premises. Inspection may be conducted at any time, without notice, at the discretion of the company.

In addition, when the company deems appropriate, employees may be required to submit to searches of their personal vehicles, parcels, purses, handbags, backpacks, briefcases, lunch boxes or any other possessions or articles brought onto the company's premises.

The above searches are contingent on the following criteria:

- *Employee was made aware that such searches may be performed on company premises.
- * Company premises display a notice stating that such searches may be conducted.
- * A policy of searches is contained in the company handbook.
- * The search is based on reasonable cause.
- * The search will be limited to the reasonable cause given while keeping confidentiality of the individual.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. All employees must cooperate in an inspection, failure to do so is insubordination and will result in disciplinary action, up to and including termination.

4.8 Internet, email, and computer use policy

The company uses various forms of electronic communication, including, but not limited to, computers, email, voicemail, telephones, instant message, text message, internet, cell phones and smartphones. The electronic communications, including all software, databases, hardware, and digital files, remain the sole property of the company and are to be used only for company business and not for personal use.

The following rules apply to all forms of electronic communications and media that are (1) accessed on or from company premises, (2) accessed using the company computer or telecommunications equipment, or via company paid access methods, or (3) used in a manner which identifies the company. The following list is not exhaustive and the company may implement additional rules from time to time.

- a. Electronic communication and media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against company policy, or not in the best interest of the company. Employees who misuse electronic communications and engage in defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions will be subject to discipline, up to and including termination. Employees may not install personal software on company computer systems.
- b. Employee's own electronic media may only be used during breaks. All other company policies, including the company's no tolerance

for discrimination, harassment, or retaliation in the workplace apply.

- c. All electronic information created by any employee on company premises or transmitted to company property using any means of electronic communication is the property of the company and remains the property of the company. You should not assume that any electronic communications are private or confidential and should transmit personal, sensitive information in other ways. Personal passwords may be used for the purposes of security, but the use of a personal password does not affect the company's ownership of the electronic information. The company will override all personal passwords if necessary for any reason.
- d. The company reserves the right to access and review electronic files, messages, internet use, blogs, tweets, instant messages, text messages, email, voicemail, and other digital archives, and to monitor the use of electronic communication as necessary to ensure that no misuse or violation of company policy or any law occurs. All such information may be used/ disclosed to others, in accordance with business needs and the law. The company reserves the right to keep a record of all passwords and codes used and or may be able to override any such password system.
- e. Employees are not permitted to access the electronic communications of other employees or third parties unless directed to do so by company management. No employee may install or use anonymous email transmission programs or encryption of email communications.
- f. Employees who use devices on which information may be received and or stored, including but not limited to cell phones, cordless phones, portable computers, fax machines, and voicemail communications are required to use these methods in strict compliance with the confidentiality section of this handbook. These communication tools should not be used for communicating confidential or sensitive information or any trade secrets.
- g. Access to the Internet, websites and other types of company paid computer access are to be used for company related business. Any information about Camelot Home Health Care, its product or services or other types of information that will appear in the electronic media about the company must be approved before the information is placed on any electronic platform that is accessible to others.

4.9 Cell Phone Policy

The use of personal cell phones at work is discouraged because it can interfere with work and be disruptive to others. Therefore employees who bring personal cell phones to work are required to keep the ringer shut off or placed on vibrate mode when they are in the office, and to keep cell phone use

confined to breaks and meal periods. Conversations should be had away from areas where other employees are working. When cell phone use interferes with the satisfactory performance of an employee's duties or disturbs others, the privilege of using a personal cell phone at work may be taken away or other disciplinary action, up to and including termination may be imposed.

The company may provide cell phone allowances to employees in certain positions in an effort to improve efficiency and effectiveness. When cell phones are used for company business, employees must comply with all company policies governing conduct including our policies prohibiting discrimination, harassment, and violence in the workplace. When using the cell phone in a public place, please remember to maintain the confidentiality of any private or confidential business information. As a courtesy to others, please shut off cell phones or place them on vibrate mode during meetings.

Section 5

Employee Benefits and Services

5.1 General

The company provides insurance programs as mandated by the state and federal regulations for all employees. From time to time, benefits may be added or deleted from the benefits package. The company reserves the right to make such changes.

5.2 Workers' Compensation

All states have workers' compensation laws whose purpose is to promote the general welfare of people by providing compensation for accidental injuries or death suffered in the course of employment. These laws are designed to provide protection to workers suffering occupational disabilities through accidents arising out of, and in the course of employment. Camelot Home Health Care carries workers' compensation insurance for all employees and pays the entire cost of the insurance program. An employee who suffers an injury or illness in connection with the job is usually eligible to receive payment through the insurance company for lost wages. In addition to disability payments, necessary hospital, medical and surgical expenses are covered under workers' compensation, with payments being made directly to the hospital or physician. Workers' compensation benefits to injured workers also include assistance to help qualified injured employees return to suitable employment.

5.3 Social Security Benefits (FICA)

During your employment, you and the company both contribute funds to the federal government to support the Social Security Program. This program is intended to provide you with retirement benefit payments and medical coverages once you reach retirement age.

5.4 Unemployment Insurance

The company pays a state and federal tax to provide employees with unemployment insurance coverage in the event they become unemployed through no fault of their own or due to circumstances described by law. This insurance is administered by applicable state agencies, who determine eligibility for benefits, the amount of benefits (if any) and duration of benefits.

Section 6

Employee Leave of Absence and Time Off

6.1 General

While regular attendance is crucial to maintain business operations, the company recognizes that, for a variety of reasons, employees may need time off from work. The company has available a number of types of leaves of absence. Some are governed by law and others are discretionary. For all planned leaves, however, employees must submit a request as soon as they become aware of the need for leave. All leaves must have the approval of company management. If, during a leave, an employee accepts another job, engages in other employment or consulting outside of the company, or applies for unemployment insurance benefits, the employee may be considered to have voluntarily resigned from employment with the company.

All requests for a leave of absence will be considered in light of their effect on the company and its work requirements, as determined by company management, which reserves the right to approve or deny such requests in its sole discretion, unless otherwise required by law. For disability related leave requests, the company will engage in an interactive process with the employee to determine if a leave is the most appropriate accommodation. The employee must provide a certification from his or her health care provider to the company to support a leave for medical reasons. Failure to provide the required certification to the company in a timely manner will result in delay or denial of leave. If an employee requires an extension of leave, the employee must request such extension and then have it approved before the expiration of the currently approved leave.

While the company will make a reasonable effort to return the employee to his or her former position or a comparable position following an approved leave of absence, there is no guarantee that the employee will be reinstated to his or her position, or any position, except as required by law.

6.2 Family and Medical Leave

Because of the company's small size, we are not required to comply with the federal Family and Medical Leave Act, (FMLA). However, we recognize that our employees may occasionally need to take unpaid leave to care for a new child, to care for a seriously ill family member, to handle an employee's own medical issue., or to handle issues relating to a family member's military service, possibly including caring for a family member who was injured serving in the military.

If you anticipate that you might need time off to deal with a family or medical issue, please speak with your supervisor. We will seriously consider every request on a case-by-case basis.

State Family and Medical Leave

An employee of at least 12 consecutive months of a company with at least 15 employees may qualify for 10 weeks of state family medical leave in any two year period for childbirth, adoption (for a child 16 and younger) an employee's serious health condition, or care for a family member with a serious health condition. All time off that qualifies as family and medical leave will be counted against the employee's federal and if applicable, state family and medical leave entitlement to the fullest extent of the law.

6.3 Worker's Compensation leave

Any employee who is unable to work due to a work related injury or illness and who is eligible for workers compensation benefits will be provided an unpaid leave for the period required. The first 12 weeks will be treated concurrently as a family and medical leave under the federal Family Medical Leave Act for employees eligible for FMLA leave.

6.4 Jury Duty

U.S Citizens have a civic obligation to provide jury duty service when called. The employee must bring in the jury notice as soon as it is received so that appropriate arrangements can be made to cover his or her duties. Employees are required to call in or report for work on those days or parts of days when their presence in court is not required.

6.5 Company Observed Holidays

The following Holidays are observed by the company, and are eligible for extra pay, if you DO NOT live with your client. Extra pay is only applicable for those that would need to travel outside of their home, and away from their families for the day to be with their client.

New Years Day
Martin Luther King Day
President's Day
Memorial Day
Juneteenth Independence
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving
Christmas

Section 7

PSS Agency Policies and Procedures

7.1 Mandatory Reporting

All assistive personnel, PSSs, are mandatory reporters. This means care workers are legally required to report suspected abuse or neglect to relevant authorities.

If mandatory reporting is needed, an employee is required to notify their supervisor immediately. Camelot Home Care may not impede or inhibit an employee's reporting. Making a good faith report may not be subject to any sanction for making a report. Maine law requires a PSS to report immediately to Adult Protective Services when they know or have reasonable cause to suspect that an incapacitated or dependent adult has been or is likely to be abused, neglected, or exploited. Adult Protective Services is available 24 hours a day/7 days a week at 1-800-624-8404.

To complete Mandated Reporter Online Training, visit <https://mainemandatedreporter.org>.

For more resources on mandatory reporting, visit this maine.gov link [APS Mandated Reporters | Department of Health and Human Services \(maine.gov\)](#)

7.2 Lines of Communication

PSS reports directly to their supervisor/ manager. The supervisor/manager reports to the owner of the company. The owner reports to the client's caseworker.

7.3 Maintaining Confidentiality

All PSS employees must have an in-depth state of Maine and federal background check, sign an agency confidentiality agreement and a HIPAA employee confidentiality agreement. Any employee that works for less than 60 days will be expected to pay the cost (\$56.00) of the background check, either in the form of check, cash, or to be withdrawn from your paycheck.

7.4 Record Keeping and Documentation

All record keeping and documentation is written on the Personal Care Assistance Timesheet on a daily basis. Timesheets must be turned in promptly. Timesheets are welcome to be turned in anytime before the due date. Timesheets are due on the Sunday directly after the completed work week. The work week is Sunday through Saturday.

If timesheets are not submitted by 5pm EST on the Monday directly following the work week, an employee may have their wages delayed until the following payroll cycle, which would mean a delay in receiving wages for 2 additional weeks.

Employees are responsible to fill out each Timesheet correctly. Any errors not corrected by an employee during the work week and latest by 5pm Monday may result in a delay in receiving wages until the following payroll cycle.

Electronic verification is used with an 'app' on employee's cell phones to clock in and out of the client's home. This Electronic Verification can also be done with a call in method using the client's phone. This is mandatory and required by the state of Maine. The information recorded electronically must match the information submitted on the weekly Timesheet. Any discrepancies may result in a 2 week delay of wages if not corrected by the above mentioned Monday 5pm EST. Training in using the app and call in method will be provided at the time of hire.

7.5 Service Plan

A Service Plan is created by the caseworker of the client. Upon being hired you will be given a Service Plan and detailed instructions for client care. Please immediately inform your supervisor of questions or concerns related to your assigned tasks.

7.6 Job Description

Each client's needs are different and each individual client's specific needs will be listed on the Personal Care Assistance Service Sheet. The PSS could be expected to do any or all of the following: light housekeeping, dishes, laundry, shopping, meal preparation/planning and feeding, medical reminders, accompany to appointments, grooming and bathing, mobility and walking assistance, dressing, applying lotion, toileting, transferring, conversation, and errands. The PSS is not allowed to lift anything over 20 pounds, no scrubbing on their hands and knees, no climbing anything, such as ladders or step stools. No heavy housework such as washing windows not on the ground floor or washing outside windows, removing wax, washing drapes, washing walls or yard work.

7.7 Policy on Masturbation

If a PSS is uncomfortable with the client masturbating, explain why, leave the area and call your supervisor.

7.8 Reporting Changes in Client's Condition

The PSS should immediately call their supervisor and document changes on their EVV app. This includes changes in mood, sleep, eating, and any injuries or complaints.

7.9 Client Talking about Suicide

The PSS should immediately call their supervisor and the client's caseworker.

7.10 Working with Oxygen Therapy

Camelot is non-medical. Our PSS can work around a client with oxygen, but can not change oxygen tanks. If your client wants to smoke while using their oxygen the PSS MUST immediately leave the area while the client is smoking.

7.11 Vital Signs

Camelot is a non medical healthcare agency and does not perform any medical procedures.

7.12 Clipping finger/toe nails

Camelot is a non medical personal care agency and does not perform any medical procedures. It is important to never use nail clippers on a client.

7.13 Catheter/Ostomy Care

PSS can drain the catheter/ostomy bag if they are comfortable.

7.14 Money Handling and Client Shopping

- a. PSS workers do not handle money for clients
- b. The PSS can do shopping for the client. However, the PSS can not do their own shopping at the same time. If the PSS takes the client shopping, the client may buy cigarettes, alcohol, or marijuana. However, the PSS only shops for groceries or medications.

7.15 Policy for Reporting Injuries, Loss/Damage to Property

The PSS calls their supervisor. The supervisor will fill out an incident report.

7.16 First Aid/Emergency Care/CPR Requirements

The PSS immediately will call their supervisor for any first aid or emergency situation. In an extreme emergency call 911. Camelot does not require CPR training, but they can perform what is covered in a PSS class.

7.17 Automobile Transportation

Employees who transport a client must provide and hold a valid, current driver's license, current auto insurance, up to date vehicle inspection and registration.

7.18 Orientation Requirements

State Regulations require that new employees without a PSS or CNA certification are required to complete an 8 hour orientation prior to servicing a client, in addition to a brief agency orientation.

7.19 PSS Certification expectation

It is expected that a new hire without a PSS certification will be required to complete the PSS class AND PSS final within 9 months of their hire date. If the class has not been completed within the required time frame, the employee

will be put on a leave of absence until the class and final have been completed. This is according to the MaineCare benefits manual, and per State Compliance.

Section 8

Quality Measures

8.1 Job Description

- a. Owner: This position requires day to day supervision and approval of all work related activities connected to the business. Owner is responsible for all final decision making, including but not limited to financial, anything related to clients and their care, employee new hires, orientation provision, and all information related to complying with state regulations, and remaining in compliance.
- b. Administrator: Please see above as in this instance the Owner/Administrator are one in the same under this business entity.
- c. Office Manager: Responsible for payroll, overseeing open communication with employees, submitting claims for billing purposes, coordinating schedules, maintaining files, along with required paperwork, and completing various projects (i.e. audits) when applicable.
- d. Office Personnel: Receives and records messages, and assists Office Manager with any requested tasks related to company business.
- e. Supervisor: Designated qualified person (s) who oversee new employee hires, and annual reviews. Supervisor will document visits including observations, any competency issues, an action plan to resolve said issues, and conduct interviews. All documented notes will be signed, dated, and filed appropriately.
- f. PSS (Personal Support Specialist): A PSS is a non-medical assistant that provides personal care to clients in their home based on the Service Plan provided. A PSS could be expected to do any or all of the following, light housekeeping, dishes, laundry, shopping, meal preparation/planning and feeding, medical reminders, accompany to appointments, grooming and bathing, mobility and walking assistance, dressing, applying lotion, toileting, transferring, conversation, and errands. The PSS is not allowed to lift anything over 20 pounds, no scrubbing on their hands and knees, no climbing anything, such as ladders or step stools, and no heavy housework such as washing windows not on the ground floor outside, removing wax, washing drapes, washing walls or yard work.

8.2 Orientation Program

- a. All employees providing direct care to clients must receive agency orientation prior to working independently with any client. The orientation includes the following:
 - 1. Mandated reporting requirements.
 - 2. Agency policy related to abuse, neglect, and misappropriation of client property.

3. Agency expectations.
4. Grievance policy.
5. Job duties and responsibilities.
6. Agency policies on performance management, including disciplinary measures, and annual performance reviews.
7. Client service plans.
8. Documentation requirements.
9. Contingency planning practices.
10. Infection control.
11. Training requirements.
12. Emergency procedures related to the client.
13. Confidentiality requirements.

8.3 Procedure for Infection Control in homes or at office

- a. Upon the agency's acceptance of a client with a blood borne pathogen we will provide masks, gowns, disposable gloves, and protective glasses
- b. Camelot Home Care provides disposable gloves and masks to the PSS
- c. Camelot Home Care is non-medical. Clients are expected to take care of their medical needs, such as administering insulin, or disposing of sharps. Employees must notify their supervisor if safety measures, including a container for sharps, is needed.
- d. If you are exposed to a blood borne pathogen, immediately wash the area with soap and water. Flush splashes to the nose, mouth or skin with water. Irrigate eyes with clean water, saline, or sterile wash. Then call your administrator.
- e. If exposed to Covid 19, call your administrator. If the employee is symptom free, and has tested negative, you are allowed to continue working, but it is recommended you mask and wear gloves for the next 2 to 3 days while working. If you have symptoms, or have tested positive, the employee will not work until fever free and no symptoms. This means fever free for 72 hours and all other symptoms have improved. Employees will wear a mask for the next 5 days while working, unless testing negative for Covid 2 times, with one day between the 2 tests.

8.4 Client needing a higher level of care

If a PSS, client, or family member notices a significant decline in the client's current abilities or health status (such as decline in mobility, sudden severe illness, memory issues) they should notify the administrator. If the client is a part of a Service Coordination Agency (SeniorsPlus, AlphaOne, Care-Lync Maine), then the client or family member can also communicate with their Care Coordinator. The administrator will communicate directly with the Care Coordinator to relay the changes. As a result, the client may be entitled to a reassessment, to determine if a higher level of care or more hours in the service plan are needed.

For Private Pay or Private Insurance clients, the PSS, client or family member can speak with the administrator to discuss if a higher level of care or more hours need to be added to the Service Plan. Any changes will be updated in the Service Plan and Contract.

8.5 Qualifications for Employment

All prospective employees for all positions will be required to pass a background check based on the Maine Background Check Center Rule 10-144 CMR Ch 60. If applying to be a PSS, the applicant will need to have a PSS certificate or a current CNA or LPN license. If the applicant does not have a current certificate or license, they will be required to complete a state approved course to receive their PSS certification. The applicant is required to be enrolled in said course within 60 days of hire, and will be required to complete the course within 9 months of their hire date. If the PSS does not complete the course in the provided time frame, they will not be able to provide care to any clients until having done so.

8.6 Confidentiality

Employees understand that they may come into contact with confidential information during their employment with Camelot. As part of the condition of employment with Camelot, an employee will keep in strict confidence any information regarding client, employee or business of Camelot. This will be done in accordance with Camelot privacy policy, HIPAA, and any applicable laws, including mandatory reporting.

Employees are to never remove any confidential material of any kind from the premises of Camelot unless authorized as part of their duties, or with the express permission to do so by Camelot.

8.7 Employee Screening

All prospective employees will fill out an application to be reviewed by the administrator. The application process will include a required completion of a Background Check, based on the Maine Background Check Center Rule 10-144 CMR Ch 60. Any criminal background check that results in disqualifying offenses will be reviewed at the discretion of the administrator. This could result in non-employment with Camelot.

8.8 In-Service Training

In Service training could involve any or all of the following topics based on and changes or updates received by Camelot

- a. PSS class requirements
- b. MaineCare client changes/change in section designation
- c. Service plan changes-new tasks/hours
- d. Sandata changes- updates
- e. Orientation
- f. Annual training

- g. Renewed confidentiality policy

8.9 Performance Management

Annual performance review: PSS will be subject to an annual performance review conducted by the supervisor. This will include services observed, competency issues, action plan to resolve any issues, and comments on performance from clients. Correct completion of timesheets, Sandata use, timely communication with administrator and office manager, attendance, and attitude will also be evaluated. This will be reviewed by the office administrator, and any action that needs to be taken will be as follows...

- a. Corrective measures will be based on the review. This will include, but is not limited to, constructive criticism, review of orientation materials, supplemental supervisor and/or office visits.
- b. Disciplinary measures will be taken if corrective measures prove ineffective. This can include, but is not limited to, verbal warnings, suspension, or termination of employment.

8.10 Supervision of Staff

Supervision of staff will include staff absences/call outs, and will enforce our tobacco, drug, and alcohol free zero tolerance workplace policy while providing client care. Any employee with chronic or constant call outs, or found in violation of Camelot's zero tolerance policy, will be subject to disciplinary measures.

8.11 Ethical Business Relationships

Acceptance of gratuities, loans, and/or gifts from clients and family members is not permitted.

Do's and Don'ts of PSS/client/family relationships:

DO	DON'T
Share interests and hobbies	Share personal information
Be respectful of client's needs	Allow provocative behavior
Respect the fact that you're in someone's home	Remain in the home if you feel threatened
Maintain personal space	Do any favors for your client on your off time
Appreciate the gesture of giving gifts	Ever take a gift from a client
Communicate with your supervisor	Keep secrets
Empathize with patients	Tell them what to do

8.12 Client Referrals

A referral is provided by the SCA. The client referral is kept in the locked client file.

8.13 Client Service Plan

A Service Plan is provided by the SCA or created for a Private Pay or Private Insurance client. The Service Plan dictates the needs of the individual client and outlines the schedule the PSS is to follow. The Service Plan also includes any pertinent information regarding the client's health and has an emergency contact listed.

If your client is experiencing a medical emergency, call 911.

All tasks on the Service Plan will be recorded on a weekly timesheet, and it will be turned into the Office Manager at the end of each work week.

8.14 Grievance Procedure

If an employee has a grievance or complaint of any nature, they will report it orally or written to the administrator. The administrator will document and investigate the matter. A formal decision will be made by the administrator. A client may file a complaint with the Division of Licensing and Certification instead of or in addition to a grievance. This can be done by:

- 1: Emailing DLRS.Complaint@Maine.gov
- 2: Fax 207-287-9307
- 3: Mail Division of Licensing and Certification Attn: Complaint Intake 11 State House Station 41 Anthony Avenue Augusta, Maine 04333

8.15 Reporting/Investigation

Any hint of abuse, neglect, or misappropriation of property will be investigated by the administrator. This will include dates of all events, interviews of all involved or suspected parties, and documented notes and findings. All findings will be revealed to the appropriate party, and if needed, reported to appropriate Department (i.e. APS, OADS, Ombudsman)

8.16 Discontinuing of Services

In the event that services are incompatible between a PSS and client, or a client and agency, it could result in the following:

- a. A reasonable attempt to find new PSS staffing in order to maintain client services.
- b. Camelot will revoke/return the client to the SCA (Service Coordination Agency).

The above mentioned steps will only be taken if one of the following instances have occurred to prevent an involuntary discharge of a client:

1. Where there is documented evidence that a client has violated their contract despite reasonable attempts at problem resolution.
2. A client's behavior, or living environment, constitutes a direct threat to the health or safety of others.
3. Client's intentional behavior has resulted in physical damage to the property of the agency.
4. When there is documented evidence (Attendance Log, Service Plan) that the agency cannot meet the needs of the client as the program directs.
5. The client has provided fraudulent, or repeatedly inaccurate information in connection with eligibility or services.
6. Agency cannot provide staffing as documented in the Service Plan.
7. The agency's license has been revoked, not renewed, or voluntarily surrendered.

8.17 Contingency Planning

Camelot will implement preventive measures for the following:

- a. Inability to communicate with administrator: If the administrator cannot be reached, the next point of contact is the Office Manager. If the Office Manager cannot be contacted, the next point of contact is the Office Personnel.
- b. Budget cuts/financial detriment: If Camelot deems the business will go bankrupt, they will provide 2 week notice to their employees, allowing employees to look for other work.
- c. Involuntary closure: In the event Camelot does not receive a new license, or has their license revoked, the company will alert the employees immediately so they may find other work.
- d. In the event of a planned closure, Camelot will alert employees with 60 days of planned closure, so they may find other work.

8.18 Record Retention

All personnel and client files will be kept locked onsite. Upon request, personnel or a client may view their own individual file. In the event of business closure, involuntary or voluntary, all files will be destroyed or returned to the individual if requested.

8.19 New Policies or Changes

Any policy changes or updates will be emailed to the employees as they occur. They will be updated and recorded in this manual as well.

Section 9 Agency Expectations

Agencies must comply with the following:

- a. Inform clients of the names of agency staff and their qualifications, upon request;
- b. Provide services to clients free from abuse, neglect, exploitation, or misappropriation of property;

- c. Involve clients in the development of their service plan;
- d. Arrange for clients to receive the services as identified on their service plan, unless a client refuses services;
- e. Communicate with clients about services and supports in a language the client understands;
- f. Inform clients if services cannot be delivered on a given day;
- g. Provide clients with access to their records and produce paper copies of all records pertaining to a client upon the client's or legal representative's request. If the request for paper copies is made orally, the agency must document the date the request was received in the client record (the agency may assess a reasonable, cost-based fee for paper copies consistent with applicable law);
- h. Treat client records and information pertaining to a client's personal, medical and mental health status as confidential, in accordance with Section 9(A)(2) of this rule;
- i. Inform clients, verbally and in writing, of how to file a grievance with the agency, provided in language understood by the client;
- j. Inform clients, verbally and in writing, and in a language understood by the client, of how to file a complaint with the Department and that this complaint may be filed instead of or in addition to a grievance;
- k. Inform clients of the outcome of any licensing inspection or investigation conducted by the Department, upon request; and
- l. Inform clients of their state protection and advocacy rights, including but not limited to providing contact information for the Division of Licensing and Certification, Adult Protective Services and the Maine Long Term Care Ombudsman Program.

Section 10

Quality Improvement Measures

The Quality Improvement Plan aim is to consistently improve Camelot Home Care for the agency itself, the clients, and employees:

Adherence to Camelot Home Care guidelines regarding employment and employee job description	Camelot Home Care (Personal Care Agency)	Improvements made to personalized care plan based on client/employee input
Trained & Supported Staff	Management Improvement	Adherence to state regulations

Quality improvement in Camelot Home Care can be achieved through a variety of measures, including:

10.1 Collecting and analyzing data

Data collection and analysis is central to quality improvement. This is done by monitoring client visits, supervisor comments, and grievances. Benchmarking care and outcomes against peers and national standards can help identify targets for improvement in addition to agency data collection. This would include and is not limited to Adherence to state regulations for Personal Care Agencies.

10.2 Improving client and/or employee safety

Quality improvement will aim to reduce the risk of adverse events, such as errors, injuries, and infections while providing non medical care. This would come under improvements made to personalized care plans based on client/employee input.

10.3 Increasing client/employee trust and involvement

Ongoing communication with clients will be maintained to improve the quality of care, increase client satisfaction, and keep positive client/employee relationships. This is done by an initial client intake, quarterly calls, and 6 month supervisor visits, in addition to routine communications.

10.4 Engaging and Educating Clients & Families

Engaging clients and families and educating the same about care management through Camelot Home Care will be provided on an individual client basis and need.

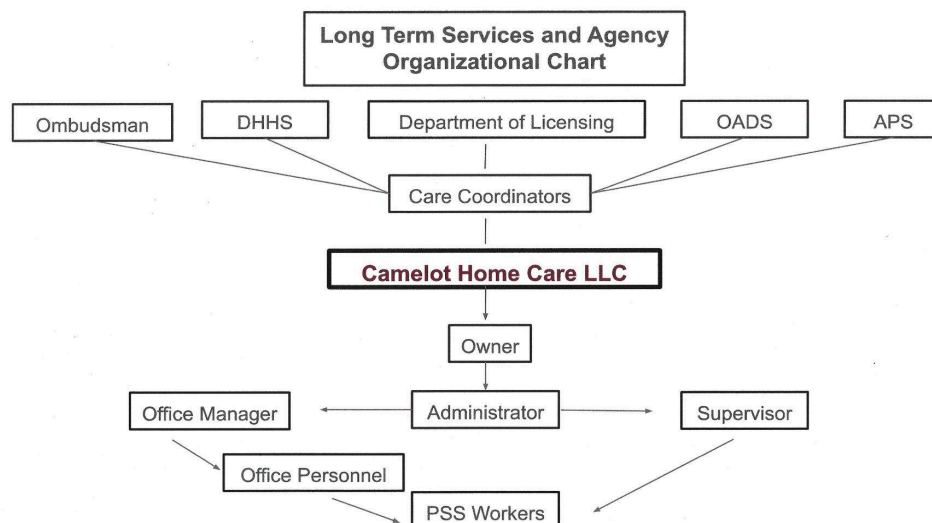
10.5 New measurement strategies

New measures may be needed at any given time, such as i.e. routinely asking clients and the employee about any bias or inequity they may be experiencing.

10.6 Documentation regarding Quality Care Measures

Documentation will be kept on Camelot Home Care premises that provides the implementation of the Quality Improvement Plan. This includes documented initial client intake, quarterly calls, and 6 month supervisor visits, in addition to routine communications.

Section 11 Agency Organizational Chart



At-Will employment Agreement and Acknowledgment of Receipt of Employee Handbook

Employee:

I acknowledge that I have been provided with a copy of Camelot Home Care (the company) Employee Handbook, which contains important information on the company's policies, procedures and benefits, including the policies on Anti- Harassment/ Discrimination, Substance Use and Confidentiality. I understand that I am responsible for familiarizing myself with the policies in this handbook and agree to comply with all rules applicable to me.

I understand and agree that the policies described in the handbook are intended as a guide only and do not constitute a contract of employment. I specifically understand and agree that the employment relationship between the company and me is at-will and can be terminated by the company or me at any time, with or without cause or notice. Furthermore, the company has the right to modify or alter my position, or impose any form of discipline it deems appropriate at any time. Nothing in this handbook is intended to modify the company's policy of an at-will employment. The at-will employment relationship may not be modified except by a specific written agreement signed by me and an authorized representative of the company. This is the entire agreement between the company and I regarding this subject. All prior or contemporaneous inconsistent agreements are superseded.

I understand that the company reserves the right to make changes to its policies, procedures or benefits at any time at its discretion. However, the at-will employment agreement can be modified only in the manner specified above. I further understand that the company reserves the right to interpret its policies or to vary its procedures as it deems necessary or appropriate.

I have received the Company Employee Handbook. I have read (or will read) and agree to abide by the policies and procedures contained in this handbook.

Employee Signature

Date