



Home Care True North Home Care, LLC. Employee Handbook

True North Home Care, LLC.

**Nebraska
NON-MEDICAL**

Updated

07/07/2026

Prepared By:

Kayla Nelson, RN,
CEO

Phone 402.981.8593

Email kayla@truenorthhomecare.com

Website: www.truenorthhomecare.com

Team Member Handbook	2
2.1 At-Will Employment	2
2.2 A Welcome Policy	2
2.3 Ethics Code	3
2.4 Mission Statement.....	3
2.5 Revisions to Handbook	4
2.6 Hiring and Orientation Policies.....	4
2.6.1 Conflicts of Interest.....	4
2.6.2 Posting of Openings.....	4
2.6.3 Background Checks and Hiring Policies.....	4
2.7 Accommodations for Nursing Mothers.....	6
2.8 EEO Statement and Nonharassment Policy.....	6
2.9 Disability Accommodation	8
2.10 Religious Accommodation.....	9
2.11 New Hires and Introductory Periods	9
2.12 Employment Authorization Verification	9
2.13 Post-Employment References	10
2.14 Job Descriptions.....	10
2.14 Training Program.....	10
2.14.1 Required Training.....	10
2.15 Retention of Personnel.....	11
4.1 Wage and Hour Policies.....	11
4.1 Introduction to Wage and Hour Policies.....	11
4.2 Attendance	11
4.3 Illness Reporting and Sick Leave Policy.....	13
4.4 Posting of Work Schedules	14

4.5	Recording Time	15
4.6	Breaks.....	16
4.7	Travel Time Pay	16
4.8	Mileage and Travel During Visits	16
4.9	Overtime	17
4.10	Pay Period	17
4.11	Direct Deposit.....	17
4.12	Paycheck Deductions.....	17
4.13	Wage Disclosure Protection	18
4.14	Job Abandonment	18
5.	Performance, Discipline, Layoff, and Termination	19
5.1	Open Door/Conflict Resolution Process	19
5.2	Outside Employment.....	19
5.3	Standards of Conduct.....	19
5.4	Performance Improvement.....	20
5.5	Pay Raises	21
5.6	Promotions	21
5.7	Disciplinary Process	21
5.8	Resignation Policy.....	21
5.9	Exit Interview	22
5.10	Criminal Activity/Arrests	22
5.11	Probationary Period and First Year of Employment	22
6.0	General Policies	23
6.1	Authorization for Use of Personal Vehicle	23
6.2	Bulletin Boards	23
6.3	Professional Boundaries	23
6.4	Personal Appearance.....	24

6.5 Personal Belongings in the Client's Home.....	25
6.6 Employer Sponsored Social Events.....	25
6.7 Personal Cell Phone/Mobile Device Use	25
6.8 Personal Data Changes	26
6.9 Social Media	26
6.10 Nonsolicitation/Nondistribution Policy	27
6.11 Third Party Disclosures	28
6.12 Security.....	28
6.13 Computer Security and Copying of Software	29
6.14 Workplace Privacy and Right to Inspect	29
6.15 Suggestion Policy.....	29
6.16 Access to Personnel and Medical Records Files	30
6.17 Workplace Smoking	30
7. Benefits.....	30
7.1 Regular Full-Time Personnel	30
7.1 Full Time PTO BENEFIT	30
7.2 SICK TIME BENEFIT	30
7.3 Nonexempt Personnel.....	32
7.4 Exempt Personnel	32
7.5 Regular Part-Time Personnel.....	32
7.6 Workers' Compensation Insurance	32
7.7 Holidays	32
7.8 Bereavement Leave	33
7.9 Jury Duty Leave.....	33
7.10 Voting Leave.....	34
7.11 Military Leave (USERRA).....	34
7.12 Family Military Leave.....	34

7.13 Continuing Education and Tuition Assistance	35
8. Safety and Loss Prevention	35
8.1 Drug and Alcohol Policy	35
8.2 Face Masks in the Workplace	36
8.3 General Safety.....	38
8.4 Workplace Violence.....	38
9. Trade Secrets and Inventions	39
9.1 Confidentiality and Nondisclosure of Trade Secrets.....	39
10. Customer Relations.....	40
10.1 Customer, Client, and Visitor Relations	40
10.2 Products and Services Knowledge	40
11. Team member-Client Boundaries	40
12. Workplace Safety	41
12.1 Incident Reporting Policy	44
13. Nonharassment Policy	47
14. Team member Outside Workplace Safety.....	49
14.1. Vehicle safety	49
14.2. Safety Response Responsibilities.....	50
15. BED BUG PREVENTION AND MANAGEMENT PROTOCOL	50
23. Abuse Prevention & Mandatory Reporting	51
23.1 Abuse Prevention & Mandated Reporting	51
23.2 Abuse Prevention	51
23.2.1 Background Checks & Registry Checks	51
23.2.2 Mandatory Reporting: How to Make a Report to Adult Protective Services	51
23.2.3 Investigation Protocol.....	51
27. Addendum: Family Care Provider(s).....	51

Team Member Handbook

2.1 At-Will Employment

Your employment with True North Home Care, LLC is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave True North Home Care, LLC. at any time, with or without notice and with or without cause.

Nothing in this handbook or any other True North Home Care, LLC. document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the CEO/Owner has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the CEO/Owner.

If a written contract between you and True North Home Care, LLC. is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce team members in the exercise of their rights under Section 7 of the National Labor Relations Act.

This policy may not be appropriate in its entirety for team members working in Montana.

2.2 A Welcome Policy

Welcome! You have just joined a dedicated organization. We hope that your employment with True North Home Care, LLC will be rewarding and challenging. We take pride in our team members as well as in the services we provide.

True North Home Care, LLC. complies with all federal and state employment laws, and this handbook generally reflects those laws. True North Home Care, LLC. also complies with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook.

The employment policies and/or benefits summaries in this handbook are written for all team members. When questions arise concerning the interpretation of these policies as they relate to team members who are covered by a collective-bargaining agreement, the answers will be determined by reference to the actual union contract, rather than the summaries contained in this handbook.

Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. True North Home Care, LLC. reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no team member handbook can address every situation in the workplace.

If you have questions about your employment or any provisions in this handbook, contact Kayla Nelson.

We wish you success in your employment here at True North Home Care, LLC!

All the best,

Kayla Nelson, CEO/ Co-Owner
True North Home Care, LLC

2.3 Ethics Code

True North Home Care, LLC will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and team members are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to True North Home Care, LLC..

We expect that officers, directors, and team members will not knowingly misrepresent True North Home Care, LLC. and will not speak on behalf of True North Home Care, LLC. unless specifically authorized. The confidentiality of trade secrets, proprietary information, and similar confidential commercially sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) about True North Home Care, LLC. or operations, or that of our Clients or partners, is to be treated with discretion and only disseminated on a need-to-know basis (see policies relating to privacy).

Violation of the Code of Ethics can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

True North Home Care, LLC Associates will:

- Conduct themselves on and off the job in a manner that will foster and preserve True North Home Care, LLC.'s professional image.
- Avoid conduct that makes it difficult for fellow workers to perform their tasks in a pleasant and cooperative atmosphere.
- Work productively to the best of their abilities and skills.
- Cooperate with co-workers in a timely and professional manner.
- Arrive at their assigned work area and begin work on time.
- Treat each individual with respect, courtesy, and dignity, regardless of his/her position.
- Adhere to True North Home Care, LLC policies, processes, and procedures
- Avoid conflicts of interest where personal interests are inconsistent with job responsibilities at True North Home Care, LLC.
- Staff are not permitted to ask for or accept from any client or client's family any loan, or gift of money or any gift of material value. Please contact your immediate supervisor if any attempt is made to present a gift to you.

2.4 Mission Statement

Our Mission

Our guiding vision is to nurture our clients with devoted care and serving hearts as they navigate the challenges of maintaining safety and independence at home.

Our Commitment

We are committed to serving our clients and anticipating their needs. We are committed to earning trust, and following through with our commitments, no matter how big or small.

We are committed to maintaining strength and function through encouraging independence.

We believe that no matter the stage of life or the changes in ability, every human has purpose and deserves dignity.

2.5 Revisions to Handbook

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including True North Home Care, LLC policies and procedures. The handbook is not a contract. True North Home Care, LLC. reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting on True North Home Care, LLC. bulletin boards.

2.6 Hiring and Orientation Policies

2.6.1 Conflicts of Interest

True North Home Care, LLC is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to True North Home Care, LLC., you must disclose it to your Supervisor. If an actual or potential conflict of interest is determined to exist, True North Home Care, LLC. will take such steps as it deems necessary to reduce or eliminate this conflict.

2.6.2 Posting of Openings

True North Home Care, LLC desires to promote qualified team members from within where it believes that is possible, consistent with the need to assure that all positions are staffed by highly competent individuals. New job openings generally will be posted internally, as well as on the job board.

2.6.3 Background Checks and Hiring Policies

All team members of True North Home Care, LLC. will be subject to the following background check and registry checks. These checks will be done at time of hire and periodically during employment.

- Felony/ Misdemeanor and Criminal Background Checks ran **at hire and annually**

True North Home Care, LLC. will not continue employment if there is a conviction for, admission of, or substantial evidence of

- **Any Felony Crimes (Permanently Excluded)**
 - **Any Misdemeanor Crimes involving the physical abuse or Neglect of any vulnerable adult or child (Permanently Excluded)**
 - **Homicide, manslaughter, child pornography, neglect, physical abuse, or sexual abuse, rape, or sexual assault (Permanently Excluded)**
 - **Destruction of property Theft, burglary or fraud related misdemeanor crimes in the past 3 years**
 - **Any Weapons Charge(s) (Permanently Excluded)**
 - **Any Involvement in Human Trafficking (Permanently Excluded)**
 - **Controlled Substance or Drug Related Misdemeanor Crimes in the past 3 years.**
 - **Misdemeanor Crimes against a person including but not limited to assault, domestic violence, or terroristic threats in the past 3 years.**
 - **Driving Under the Influence: Two of any combination of DUI pending charges or convictions in the past 5 years.**
- Adult Protective Services/ Child Protective Services Registry check will be run at hire and annually. (<https://ecmp.nebraska.gov/DHHS-CR/>)
 - True North Home Care, LLC. will not continue employment with anyone found on this registry.
 - True North may help the individual apply for expulsion if warranted.
 - Sexual Offender Registry (<https://www.nsopw.gov/>) and (<https://sor.nebraska.gov/>)
 - All team member names are checked through National Sex Offender Registry as well as the Nebraska State Patrol Sex Offender Registry at hire and monthly. True North Home Care, LLC. will not employ anyone found on these or any other sex offender registry.
 - OIG Registry (<https://exclusions.oig.hhs.gov/default.aspx>)
 - All team member names are checked through the OIG registry at hire and monthly. This registry tracks individuals who have been charged for fraud against Medicaid or Medicare. Axis Care does this check automatically effective 4/1/2023.

- Excluded Parties List System (<https://sam.gov/content/exclusions>)
 - All team member names are checked through the EPLS website at hire and monthly. This list tracks the names of individuals that have been excluded from receiving payment from Medicaid or Medicare. *Axis Care* does this check automatically effective 4/1/2023.
- Nebraska Medicaid Excluded Providers List
 - All team members' names are screened through this list at hire and monthly.

2.7 Accommodations for Nursing Mothers

True North Home Care, LLC will provide nursing mothers reasonably unpaid break time to express milk for their infant child(ren) for up to one year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from co-workers and the public.

Expressed milk can be stored in a personal cooler. Sufficiently mark or label your milk to avoid confusion for other team members who may share the refrigerator.

Break time should, if possible, be taken concurrently with any other break time already provided. If you are nonexempt, clock out for any time taken that does not run concurrently with normally scheduled rest periods.

You must make reasonable efforts not to disrupt True North Home Care, LLC. operations.

You are encouraged to discuss the length and frequency of these breaks with your supervisor.

This policy applies only to team members classified as nonexempt under the Fair Labor Standards Act.

2.8 EEO Statement and Nonharassment Policy

Equal Opportunity Statement

True North Home Care, LLC is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), race (including characteristics such as skin color, hair texture, and protective hairstyles like braids, locks, and twists), color, national origin, ancestry, religion, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. True North Home Care, LLC. is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to

recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

True North Home Care, LLC. will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. True North Home Care, LLC. will take appropriate corrective action, if and where warranted. True North Home Care, LLC. prohibits retaliation against team members who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Supervisor or any other designated member of management.

Policy Against Workplace Harassment

True North Home Care, LLC has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's age (40 and older), race (including characteristics such as skin color, hair texture, and protective hairstyles like braids, locks, and twists), color, national origin, ancestry, religion, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, team members, vendors, visitors, Clients, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or the body of another;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to True North Home Care, LLC. or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults or blocking or impeding movements.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion toward an individual because of the individual's age (40 and older), race (including characteristics such as skin color, hair texture, and protective hairstyles like braids, locks, and twists), color, national origin, ancestry, religion, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance toward any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify the Administrator Phone: 402-981-8593 Email: kayla@truenorthhomecare.com, or any member of management.

True North Home Care, LLC. prohibits retaliation against team members who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If True North Home Care, LLC. determines that harassment or discrimination occurred; corrective action will be taken to effectively end the harassment. As necessary, True North Home Care, LLC. may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, True North Home Care, LLC. will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

2.9 Disability Accommodation

True North Home Care, LLC complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, True North Home Care, LLC. will provide reasonable

accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

If you require an accommodation because of your disability, it is your responsibility to notify your supervisor. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need an accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, True North Home Care, LLC. will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by True North Home Care, LLC. in connection with a request for accommodation will be treated as confidential.

True North Home Care, LLC. encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, True North Home Care, LLC. is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on True North Home Care, LLC..

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

True North Home Care, LLC. will not discriminate or retaliate against team members for requesting an accommodation.

2.10 Religious Accommodation

True North Home Care, LLC is dedicated to treating its team members equally and with respect and recognizes the diversity of their religious beliefs. All team members may request an accommodation when their religious beliefs cause a deviation from True North Home Care, LLC. dress code or the individual's schedule, basic job duties, or other aspects of employment. True North Home Care, LLC. will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that will be considered are cost, the effect that an accommodation will have on current established policies, and the burden on operations — including other team members — when determining a reasonable accommodation. At no time will True North Home Care, LLC. question the validity of a person's belief.

If you require a religious accommodation, speak with your Supervisor or appropriate department.

2.11 New Hires and Introductory Periods

The first 90 days of your employment is considered an introductory period. During this period, you will become familiar with True North Home Care, LLC and your job responsibilities, and we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Your introductory period with True North Home Care, LLC. can be shortened or lengthened as deemed appropriate by management and Human Resources. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

FAILURE TO COMPLETE 90 DAYS of Employment may result in having the cost of your initial background checks and associated training fees deducted from your final check.

2.12 Employment Authorization Verification

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with True North Home Care, LLC. If you are currently employed and have not complied with this requirement or if your status has changed, inform your Supervisor.

If you are authorized to work in this country for a limited period of time, you will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by True North Home Care, LLC..

2.13 Post-Employment References

True North Home Care, LLC policy is to confirm dates of employment and job title only. With written authorization, True North Home Care, LLC. will confirm compensation. Forward any requests for employment verification to Human Resources or appropriate department.

2.14 Job Descriptions

True North Home Care, LLC attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from your supervisor.

Job descriptions prepared by True North Home Care, LLC. serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, True North Home Care, LLC. may have to revise, add to, or delete from your job duties per business needs. On occasion, True North Home Care, LLC. may need to revise job descriptions with or without advance notice to team members.

If you have any questions regarding your job description or the scope of your duties, please speak with your supervisor.

2.14 Training Program

All new team members to True North Home Care, LLC shall receive an orientation session which will encompass an overview of general policies, procedures, and operations. This will also provide new team members an opportunity to learn the performance expectations management has with regard to the position in question. They will be given a **digital copy** of this Team member Handbook and will be expected to learn its contents. They will also make aware of policies such as, Code of Ethics, and asked to sign off on their adherence to same.

If you lose your Team member Handbook or if it becomes damaged in any way, please notify the Human Resource Director.

Training Program may also include in person training sessions, shadowing sessions, or online training assignments.

2.14.1 Required Training

True North Home Care may utilize online training to train staff members efficiently and consistently on useful skills and techniques to make them better Care Provider(s)s. Online training can be completed on a smartphone, tablet, or computer. Online training hours are to be paid at the rate of minimum wage. To be paid for online training, the course must be completed prior to being paid for it, no partial credit. An hourly employee completing online training outside of scheduled working hours will only be eligible to be paid for training hours equivalent to the number of working hours completed that pay period. Completion of online training is a factor that will be evaluated for reviews and performance evaluations.

2.15 Retention of Personnel

True North Home Care, LLC has established retention of qualified and competent personnel as a high priority. Retention efforts include:

- An orientation and training program for new team members.
- Competitive wages and salaries based on each job description and market area.
- Ongoing education and training
- Performance evaluation to assist in each team member's growth and development.

3. Employment Requirements

True North Home Care, LLC. Has specific requirements to obtain and remain employed with the company. These include but are not limited to:

Pet Care Requirement

Due to the nature of the care we provide, contact and care of pet animals is an essential duty. This may include but is not limited to:

- Providing care in homes with dogs, cats, birds, or other domestic animals
- Working around pets during the provision of client care services
- Assisting with basic pet-related tasks as they relate to client care (such as letting pets outside, feeding pets if requested by client, or ensuring pet safety during care activities)

This requirement means employees must acknowledge that they do not have any allergies, phobias, or other conditions that would prevent them from safely and effectively working in homes with pets. If my circumstances change regarding their ability to work with pets, they will immediately notify my supervisor.

Service Area Requirement

All employees are required to accept assignments within their availability that are within a 20-mile radius of the employee's designated home office location:

- Omaha: 11314 Elm Street, Omaha, NE 68144
- Fremont: 152 East 6th Street, Suite 204, Fremont, NE 68025

Scheduling Commitment and Availability

All employees, upon application and interview, agreed to work a specific number of hours per week (maximum) as well as a weekly availability. This availability commitment was made during the hiring process and the company has made staffing decisions based on the agreed upon availability. Availability and schedule commitment changes may not be made for a period of 90 days from hire. Each availability change will be set for a period of 90 days minimum. Failure to honor this commitment will result in termination of employment.

4.1 Wage and Hour Policies

4.1 Introduction to Wage and Hour Policies

At True North Home Care, LLC, pay depends on a wide range of factors, including pay scale surveys, individual effort, profits, and market forces. If you have any questions about your compensation, including matters such as overtime, benefits, or paycheck deductions, speak with your Supervisor.

4.2 Attendance

NOTIFICATION OF UNSCHEDULED ABSENCE

Notification of any unscheduled absence, or unscheduled early departure must be made as far in advance as possible.

Any team member who will be unable to report to work as scheduled or leaving early must:

- Contact his/her supervisor or the department's designated call-in number (402) 981-8593 as far in advance as possible and **minimum two hours prior to the start of the shift or the departure**. After business hours, listen to the prompts to reach the on call supervisor.

- Notification and acknowledgment of unscheduled early departure or unscheduled absence will not excuse it.
- Texting, leaving a voicemail, or sending an email are not acceptable means of notification.

REVIEW YOUR SCHEDULE REGULARLY

Team members are responsible for viewing their schedule and notifying the scheduler of conflicts at least 72 hours in advance. Failure to review your schedule correctly is not an excuse for absence. This includes notifying scheduler of any appointments that will require you to miss work.

ATTENDANCE TRACKING SYSTEM

Unpaid Absence Hours

An *unpaid absence hour* is defined as an absence that was not scheduled at least 24 hours prior to the shift, but the on-call supervisor was notified at least 2 hours prior to the start of the shift. The reason for the absence does not qualify for earned sick time or a caregivers earned sick time balance is zero.

- Unpaid absence hours will be recorded as every hour of absence from a scheduled shift.
- Unscheduled early departure will be recorded as every hour of absence from a scheduled shift.
- No unpaid absence hours will be recorded for **scheduled absences** or use of earned sick leave as provided under True North and department policy.
- Holiday and Weekend absences. If a care provider is unable to fulfill a shift obligation on a weekend or holiday and qualifies under the unpaid absence hour policy, the care provider will automatically be scheduled for the next open weekend shift (this may be with any client). If the care provider calls in during the assigned make-up shift or a pattern of weekend or holiday shift cancellations is identified, the care provider will receive a final written warning and may be subject to termination.

Late Arrival & Tardiness Tracking

Tardiness or Late Arrival is defined as being 8 minutes or more late for a scheduled shift. Arrival for shift past the scheduled start time is considered late.

- Late arrivals will count as (1/2) occurrence.

Disciplinary Action Regarding Absences and Tardiness

Supervisors of team members should follow the corrective action guidelines described below to address unpaid absence hours and tardiness.

- Upon three (3) occurrences or sixteen (16) unpaid absence hours, each occurrence or hour thereafter will advance the corrective action process, up to and including termination of employment.
- However, depending on the situation, corrective action may be accelerated, repeated, or taken out of sequence, and True North reserves the right to effect immediate termination should it be warranted.
- One (1) occurrence or four (4) unpaid absence hours will fall off after 90 days without additional usage.
- In this scenario, if a Care Provider(s) is on a final warning for 3 (occurrences), and then goes 90 days without an occurrence, the occurrence count will drop to 2 (two) occurrences.
- **Verbal Warning (written coaching) upon two (2) occurrences or eight (8) unpaid absence hours.**
- **Final Written Warning upon three (3) occurrences or sixteen (16) unpaid absence hours**
- **Termination of employment upon four (4) occurrences or twenty (20) unpaid absence hours.**
- No Call/ No Show **OR** failure to call the on call supervisor (402) 981-8593 and notify them that you will not be at your shift 2 or more hours before the scheduled start of your shift may be grounds for **immediate termination**. Texting, emailing, or leaving a voicemail regarding your absence is not acceptable.

Scheduled Absences

Requests for scheduled absences, including jury duty, emergency time off, bereavement, military leave, medical leave must be requested as far in advance as possible.

Personal leave is to be requested by team members at least 2 weeks in advance if the time off is longer than 1 day. It is the team member's responsibility to request leave or excused time off and to submit appropriate documentation. For the busy vacation months of June and July we do require 60 days notice of time off longer than 1 day.

Caregiver Time Off Request Procedure

Overview

At True North Home Care, we understand the importance of work-life balance and want to ensure all team members can enjoy their personal time while maintaining excellent care for our clients. This procedure outlines how to properly request time off.

Time Off Request Policy

Standard Time Off Requests

Personal leave must be requested at least 2 weeks (14 days) in advance if the time off is longer than 1 day.

Summer Vacation Period (June & July)

For time off during June and July, we require 60 days advance notice for any time off longer than 1 day.

These busy vacation months require extra planning to ensure adequate coverage for our clients.

How to Request Time Off

Step 1: Plan Ahead

- Review the advance notice requirements above
- Check your schedule and identify the specific dates you need off
- Consider any client commitments or scheduled shifts

Step 2: Submit Your Request via the Care Provider Portal Request Time Off Link

- <https://truenorthhomecare.com/care-provider-portal>

Step 3: Wait for Approval

- If your request cannot be accommodated, we will work with you to find alternative dates when possible

Important Reminders

Your Responsibilities

- **It is your responsibility** to request leave or excused time off in a timely manner
- **It is your responsibility** to submit appropriate documentation when required
- Plan ahead to meet advance notice requirements
- Respect the 60-day notice requirement for June and July

Documentation

Some time-off requests may require supporting documentation, such as: - Medical appointment confirmations - Court summons or jury duty notices - Family emergency documentation - Other relevant proof as needed

Emergency Situations

We understand that true emergencies happen. If you have an unexpected situation that prevents you from working, contact your supervisor immediately and follow up with an email to kayla@truenorthhomecare.com as soon as possible.

Severe Weather

Due to the nature of the services that team members provide we are rarely, if ever, able to close our operations. With that in mind, team members are expected to report for work on severe weather days and to plan ahead to anticipate any difficulties that might be encountered. If a team member is late or unable to report to work, the team member must notify his or her supervisor as soon as possible. The supervisor will decide whether team members will receive occurrences for tardiness or unscheduled absences on severe weather days.

Holiday Absences

An unexcused absence on the day prior to, the day of, or the day following a paid holiday will result in forfeiture of holiday pay rate and gifted holiday pay.

4.3 Illness Reporting and Sick Leave Policies

PURPOSE

To protect the health and safety of our clients, employees, and their families by preventing the spread of infectious illnesses in the workplace while ensuring employees have appropriate time to recover from illness.

SICK LEAVE ENTITLEMENT

In accordance with the Nebraska Healthy Families and Workplaces Act, eligible employees are entitled to up to 56 hours of paid sick leave annually.

WHEN TO STAY HOME

Employees **MUST** stay home from work if they experience any of the following symptoms:

- Fever of 100.4°F (38°C) or higher
- Vomiting or diarrhea
- Unexplained rash
- Known infectious condition (flu, strep throat, COVID-19, etc.)
- Any contagious illness diagnosed by a healthcare provider

REPORTING PROCEDURES

1. Notify your supervisor as soon as possible, but no less than 4 hours before your scheduled shift
2. Provide the following information:
 - a. Your symptoms
 - b. When symptoms began
 - c. Whether you've sought medical attention
 - d. Expected duration of absence
3. Keep your supervisor updated on your condition if absence extends beyond one day
4. Provide medical documentation for absences exceeding three consecutive days

RETURN TO WORK

Employees may return to work when (exclusions for COVID/Influenza/ SevereUpper Respiratory Viruses) :

- Fever-free for 24 hours without fever-reducing medication
- No active vomiting or diarrhea for 24 hours
- Symptoms have significantly improved
- Cleared by a healthcare provider (if required)
- Following any specific isolation periods for diagnosed infectious conditions

PROTECTING CLIENTS AND COWORKERS

- Practice proper hand hygiene
- Wear appropriate PPE as required
- Stay current with recommended vaccinations
- Report any exposure to infectious diseases
- Follow all infection control protocols

FLU & COVID SICK POLICY

PURPOSE

To maintain the safety and well-being of both clients and staff during the Flu and COVID-19 seasons. This policy outlines procedures for managing respiratory illnesses in accordance with public health guidance and True North Home Care's commitment to client-centered care.

Illness & Testing Protocol

Moderate to Severe Symptoms

Staff experiencing moderate to severe respiratory symptoms (e.g., fever, persistent cough, shortness of breath) are required to report for testing (Influenza and COVID-19) at the office.

- Refusal to test will result in:
 - Removal from all shifts for a period of three (3) days, to protect client safety.
- Staff may return to work after 3 days if symptoms have improved and they wear a mask until all symptoms resolve.

Mild Symptoms

Staff with mild respiratory symptoms (e.g., slight cough, runny nose without fever) may opt out of testing. However, they are not permitted to work unless:

- Their assigned client provides informed approval to continue care.
- The care provider wears a mask at all times during the shift.

Return to Work with Client Approval

A staff member who is mildly symptomatic may return to work with client approval.

- Approval may be verbal or written
- The staff member must wear a mask throughout the visit.

Positive Test Protocols

Influenza (Flu)

Staff who test positive for the flu:

- May return to work when they are physically able.
- Must continue to wear a mask until all symptoms are resolved.

COVID-19

Staff who test positive for COVID-19 must:

- Isolate for five (5) days from the onset of symptoms or positive test date (whichever comes first).
- May return to work after 5 days if:
 - Fever-free for at least 24 hours (without the use of fever-reducing medication).
 - Wear a mask until all symptoms are fully resolved.

Working with COVID-Positive Clients

Staff providing care to clients who have tested positive for COVID-19 are required to wear full COVID-19 Personal Protective Equipment (PPE):

- N95 or equivalent mask
- Face shield
- Disposable gloves
- Gown
-

Mask Policy

- No general mask mandate will be in effect for the 2025 season.
- Masks are mandatory when caring for clients who are immuno-compromised.
- Staff with any respiratory symptoms, regardless of test results, must wear a surgical or higher-grade mask until symptoms are fully resolved.

Non-Compliance

Failure to follow this Sick Policy may result in:

- Temporary suspension from client visits
- Disciplinary action as outlined in the Employee Handbook

****Disclaimer**** This policy is subject to change.

SICK LEAVE USE

Paid sick leave may be used for:

- Personal illness or injury
- Medical appointments
- Care for ill family members
- Preventive care
- Health condition management

NON-RETALIATION

True North Home Care prohibits retaliation against any employee for using sick leave or reporting illness in accordance with this policy.

COMPLIANCE

Failure to follow these guidelines may result in disciplinary action to protect the health and safety of our community.

4.4 Posting of Work Schedules

Shifts and schedules are available 24/7 within the *AxisCare* App. Employees are responsible for viewing their schedule regularly and notifying Scheduling Specialist of any errors or issues.

4.5 Employee Scheduling Policy

PURPOSE

This policy establishes standardized scheduling procedures for all True North Home Care employees to ensure consistent client coverage, fair scheduling practices, and clear expectations for all care providers.

SCOPE

This policy applies to all True North Home Care employees, including part-time and full-time care providers.

POLICY OVERVIEW

AVAILABILITY SUBMISSION REQUIREMENTS

All staff members are required to provide their weekly or monthly availability along with their desired number of hours. Availability submissions must include:

- Specific days and times available to work
- Total desired hours per week/month
- Any recurring unavailable times

True North will schedule employees within their provided availability and desired number of hours.

SHIFT ASSIGNMENT AND COMMITMENT

- Care Providers are required to work all assigned shifts within their stated availability.
- Once scheduled, employees are expected to honor their shift commitments.
- Availability commitments must be honored for a minimum of 90 days before a change request may be submitted.

SHIFT DECLINATION POLICY

If a Care Provider has a conflict preventing them from working with a specific client, they must provide 3 business days' notice before the shift will be removed.

- Each employee is allotted two (2) assignment declinations per 90-day period.
- Exceeding the declination limit may result in disciplinary action.

MINIMUM HOURS REQUIREMENTS & WEEKEND REQUIREMENTS

All employees must work a minimum of 1 shift per week for at least 3 weeks of the month to stay active. Failure to do so will result in termination. If terminated for not picking up, employees may reapply in 6 months. Exceptions must be requested in writing and approved by your Administrator.

If schedule need arises, Part-time employees are required to work a minimum of 8 hours on Saturday/Sunday per month. If schedule need arises, Full-time employees are required to work a minimum of 16 hours on Saturday/Sunday per month.

CONSEQUENCES FOR NON-COMPLIANCE

Failure to honor provided availability and preferred hours over the course of 31+ consecutive days will result in termination. Repeated violations of this policy may result in progressive disciplinary action, up to and including termination. Excessive call-offs or no-shows will be addressed through the company's disciplinary process.

HOLIDAY SCHEDULING

Holiday requests must be submitted 3 months in advance. Holiday time off is granted on a first-come, first-served basis. Care Providers may rank their preferred holidays to have off, but there is no guarantee of holiday time off. All holiday requests are subject to client coverage requirements.

4.6 Recording Time

True North Home Care, LLC is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain team members. To ensure that True North Home Care, LLC. has complete and accurate time records and that team members are paid for all hours worked, exempt and nonexempt team members are required to record all working time using the *AxisCare* app for Care Provider(s) shifts.

Effective August 14, 2024, all Care Provider(s) for True North Home Care **are required to utilize the AxisCare GPS app to clock in for their shift, submit care notes, obtain client signature, and clock out for shift** in order to receive their standard pay rate for the hours worked.

Clock in/out must be done in the client's home or at the front door of their apartment/house. It is not permitted to clock in or out from your vehicle or parking lot.

If an alternate location for clock in is needed (example: doctor's appointment at start of shift), call your supervisor prior to the start of the shift so we may adjust location for you to clock in and out.

Failure to complete all three of the steps described below will result in the shift being paid at minimum wage as well as disciplinary action. If a Care Provider(s) forgets to clock in on time, they will be paid a regular rate starting from the time they clocked in until the time they clocked out. The time they worked prior to clocking in will be paid at minimum wage rate.

If a Care Provider(s) leaves a shift and forgets to clock out, they have 30 minutes to return to the shift and obtain signature and clock out.

If a Care Provider(s) leaves shift without client and care provider signature, they will be paid minimum wage for the entire shift. If a client is physically unable to sign, verbal signature is available in the app. If a client is sleeping, you may select the "Client Unable to Sign" option.

If a Care Provider(s) does not have a functioning GPS device, they need to notify the on-call supervisor at 402-981-8593 at least 2 hours prior to the start of the shift so that arrangements can be made.

Arrangements may include: 1) a loaner tablet being provided to the Care Provider(s) for the shift, 2) the app may be installed on the client's phone allowing for clock in and clock out.

Failure to complete the requirements for clock in and clock out also will result in a "Point" from Medicaid, tracked by the state. Points follow the Care Provider from job to job, and have a 3 point max. Missed clock in and clock out result in non-payment for the visit by the state. If a care provider has reached their max of 3 points allotted by the state and miss clocking in or out the visit will be removed and the care provider will earn minimum wage for that visit as well as a final written warning. Failure to clock in or out an additional time will result in termination.

Time Clock Errors

Notify your Supervisor of any pay discrepancies, unrecorded or mis-recorded work hours, or any

involuntarily missed meal or break periods. Falsifying time entries is prohibited. Falsifying time records includes clocking in for a visit in the driveway of a home and not going inside right away. If you falsify your own time records, or the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination. Immediately report to your supervisor any team member who falsifies your time entries or encourages or requires you to falsify your time entries or work off the clock.

4.6 Breaks

Due to the nature of the Care Provider(s) position, Care Provider(s) are not permitted to leave the premises of their client's residence to take a break. If for any reason a Care Provider(s) needs to leave the premises of the client's residence for personal reason not related to a client's request during a scheduled shift, they need to obtain permission from their supervisor, and if approved, utilize the "break" button on the *AxisCare* app.

If a Care Provider(s) is working for 5+ hours, they are permitted a 10-15 minute paid break in their personal vehicle, in an approved room of the client's room (i.e. Kitchen), or outside, depending on if the client can be left alone or not. The employee needs to notify the client of the break and utilize a break timer to ensure it is no more than 15 minutes. This break is not to be done at key times of the client's day as in bedtime routine or morning routine. The break is not to affect the client's care or routine.

If a Care Provider(s) is working for 8+ hours, they are permitted one 15-minute and one 30-minute paid break on-site. The Care Provider(s) may take their break in an approved room of the client's room (i.e. Kitchen), in their personal vehicle, or outside. The employee is not permitted to leave the premises without permission from the client/ responsible party and the supervisor on call. If the employee does get permission to leave the premises for their 30-minute break, the break is unpaid. This break is not to be done at key times of the client's day as in bedtime routine or morning routine. The break is not to affect the client's care or routine.

4.7 Travel Time Pay

Some nonexempt positions within True North Home Care, LLC require travel. True North Home Care, LLC. pays nonexempt team members for travel time in accordance with federal and state law. If you work a scheduled shift and then a second shift, and the second shift is scheduled one hour or less after the first shift, you will be paid travel time to your next location/client. Team members are also paid when transporting clients or running errands for clients during a scheduled shift.

Home to Work Travel

If you travel from home before the regular workday and return to your home at the end of the workday, you are engaged in ordinary home to work travel, which is not work time.

4.8 Mileage and Travel During Visits

True North Care Provider(s) are often required to run errands for or with a client. When required by the plan of care, a Care Provider(s) may complete these errands during the shift. The Care Provider(s) is responsible for documenting the mileage from the client's home, to the errands, and back to the client's home in the *Mileage* tab of the visit. The visit note also needs to include what errands were ran and the time the Care Provider(s) was away from the client. Mileage will be reimbursed at the company rate. The Care Provider(s) will remain clocked in during these

travel times. In the event a Care Provider(s) needs to transport a client to an appointment and will not be the one taking the client home, the Care Provider(s) needs to notify a supervisor that the visit end location is different and end the mileage tracking at the final location.

Long-Distance Travel will be paid to Care Provider(s) who are working with a client that lives more than 20 miles from the caregiver's nearest True North Home Care office. Every mile over 20 miles to and 20 miles from the location is paid. Distance is calculated from True North office to the client's home, not the Care Provider(s)' home.

Travel Between Shifts

Drive time between client visits will be automatically calculated and compensated when the gap between scheduled shifts is one hour or less, and the caregiver is traveling directly from one client's assignment to another.

Client Errands and Outings

You are allowed to take clients on errands and outings as needed, but:

- Do not exceed 20 miles per visit.
- If travel will exceed 20 miles, you must call the office for approval beforehand.

Daily Mileage Notes Requirement

Always include notes in AxisCare explaining why mileage was billed that day.

Example: "Drove client to doctor's Methodist Regency Circle" or "Took client to Costco on Dodge."

Failure to comply with documentation and policy may result in non-reimbursement for mileage.

4.9 Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance by your Supervisor.

At certain times True North Home Care, LLC may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge.

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked more than 40 hours in a workweek. Gifted Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

4.10 Pay Period

At True North Home Care, LLC, the standard pay period is weekly for all team members. Pay dates are every Friday. If a pay date falls on a holiday, you will be paid on the preceding workday. Special provisions may be required from time to time if holidays fall on pay dates. Check with your Supervisor if this type of date arises. Review your paycheck for accuracy. If you find an issue, report it to your Supervisor immediately.

4.11 Direct Deposit

True North Home Care, LLC encourages all team members to enroll in direct deposit. If you have selected the direct deposit payroll service, a digital paystub will be available to you on paydays described in the preceding sections in lieu of a check. (ADP)

If paper checks are requested, it is the responsibility of the team member to pick up the check from the office during business hours when a supervisor is present or ask the check be mailed to the team member.

4.12 Paycheck Deductions

True North Home Care, LLC is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, state income taxes, state unemployment taxes, state disability insurance taxes, and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt team members may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, contact your Supervisor. Examples of voluntary deductions include but are not limited to UBER/transportation deductions and uniform deductions.

True North Home Care will not make deductions to your pay that are prohibited by federal, state, or local law. Review your paycheck for errors each pay period and immediately report any discrepancies to your Supervisor.

You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment, which will be paid no later than your next regular payday.

True North Home Care will not retaliate against team members who report erroneous deductions in accordance with this policy.

Tapcheck is an optional app that will provide same-day pay to the Care Provider, at their cost. Tapcheck withdrawals are automatically deducted from your paycheck. Due to the availability of this option, paycheck advances are not permitted.

Rideshare (Lyft/Uber/etc) costs, if requested by the care provider in order to get to/from work, cost will automatically be deducted from their paycheck, unless they were given prior approval by the administrator to have cost covered by the company.

4.13 Wage Disclosure Protection

True North Home Care, LLC will not discriminate or retaliate against you for inquiring about, discussing, or disclosing information regarding team member wages, benefits, or other compensation.

This policy does not require you to disclose such information about yourself to any other team

member or former team member.

However, if you have access to or knowledge of the compensation information of other team members as a part of your essential job functions, you may not disclose that information to individuals who do not otherwise have authorized access to it, unless the disclosure is:

- In response to a formal charge or complaint;
- In furtherance of an investigation, proceeding, hearing, or other action (including an investigation conducted by True North Home Care, LLC.); or
- Consistent with the legal duty of True North Home Care, LLC. to furnish information.

If you believe that you have been discriminated or retaliated against in violation of this policy, immediately report your concerns to Human Resources.

Nothing in this policy will be enforced to interfere with, restrain or coerce, or retaliate against team members regarding their rights under the National Labor Relations Act.

4.14 Job Abandonment

If you fail to show up for work or fail to call in with an acceptable reason for the absence for a period of 24 hours from your scheduled shift you will be considered to have abandoned your job and voluntarily resigned from True North Home Care, LLC. If you fail to work a minimum of 20 hours per month, and have not made an effort to communicate with your supervisor regarding a leave of absence, you will be considered to have abandoned your job and voluntarily resigned from True North Home Care, LLC.

5. Performance, Discipline, Layoff, and Termination

5.1 Open Door/Conflict Resolution Process

True North Home Care, LLC strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the workplace to the attention of your Supervisor and, if necessary, to upper level management. To help manage conflict resolution we have instituted the following problem solving procedure:

If you believe there is inappropriate conduct or activity on the part of True North Home Care, LLC., management, its team members, vendors, Clients, or any other persons or entities related to True North Home Care, LLC., bring your concerns to the attention of your Supervisor at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate Supervisor.

If you have already brought this matter to the attention of your Supervisor before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to Kayla Nelson, CEO. Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

5.2 Outside Employment

Outside employment that creates a conflict of interest or that affects the quality or value of your work performance or availability at True North Home Care, LLC is prohibited. True North Home Care, LLC. recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect your attendance, job performance, productivity, work hours, or scheduling, or would otherwise adversely affect your ability to effectively perform your duties or in any way create a conflict of interest. Any outside employment that will conflict with your duties and obligations to True North Home Care, LLC. should be reported to your Supervisor. Failure to adhere to this policy may result in discipline up to and including termination.

5.3 Standards of Conduct

True North Home Care, LLC wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our team members, clients, community members, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit our right to discipline or discharge team members for any reason permitted by law.

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on True North Home Care, LLC. property (including in True North Home Care, LLC. vehicles), or on True North Home Care, LLC. business.
 - *The responsible use of alcohol is permitted at networking and social events where alcohol is offered, and where the team member drinking alcohol is not on call or scheduled to work a shift with a client within 12 hours. A 2-drink limit is recommended in order to remain responsible.*
- Inaccurate reporting of the hours worked by you or any other team members.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of True North Home Care, LLC. or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-True North Home Care, LLC. communications, or expense records.
- Taking or destroying True North Home Care, LLC. property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow team member, vendor, or customer.
- Disclosure of True North Home Care, LLC. trade secrets and proprietary and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents,

trademarks, etc.) of True North Home Care, LLC. or its Clients, contractors, suppliers, or vendors.

- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in non-designated areas.
- Working unauthorized overtime.
- Solicitation of fellow team members on True North Home Care, LLC. premises during working hours.
- Failure to dress according to True North Home Care, LLC. policy.
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace.
- Engaging in outside employment that interferes with your ability to perform your job at True North Home Care, LLC..
- Gambling on True North Home Care, LLC. premises.
- Lending keys or keycards to True North Home Care, LLC. property to unauthorized persons.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act, or to modify the at-will employment status where at-will is not prohibited by state law.

5.4 Performance Improvement

True North Home Care, LLC will make efforts to periodically review your work performance. The performance improvement process will take place at 90 days after date of hire and yearly thereafter, or as business needs dictate. You may specifically request that your Supervisor assist you in developing a performance improvement plan at any time.

The performance improvement process is a means for increasing the quality and value of your work performance. Your initiative, effort, attitude, job knowledge, and other factors will be addressed. You must understand that a positive job performance review does not guarantee a pay raise or continued employment. Pay raises and promotions are based on numerous factors, only one of which is job performance.

Once complete, both parties shall sign off on the final document and it shall be added to the team member's personnel file.

5.5 Pay Raises

Depending on financial health and other True North Home Care, LLC. factors, efforts will be made to give pay raises consistent with True North Home Care, LLC profitability, job performance, and the consumer price index. True North Home Care, LLC. may also make individual pay raises based on merit or due to a change of job position.

5.6 Promotions

To match you with the job for which you are best suited and to meet the business needs of True North Home Care, LLC, you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an

equal opportunity basis according to team members possessing the needed skills, education, experience, and other qualifications that are required for the job.

All team members promoted into new job positions will undergo an introductory period as described in the New Hires and Introductory Periods policy. Unlike new hires, however, such team members will continue to receive True North Home Care, LLC. benefits for which they are eligible.

5.7 Disciplinary Process

Violation of True North Home Care, LLC policies or procedures may result in disciplinary action including demotion, transfer, leave without pay, or termination of employment. True North Home Care, LLC. encourages a system of progressive discipline depending on the type of prohibited conduct. However, True North Home Care, LLC. is not required to engage in progressive discipline and may discipline or terminate team members who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis.

In appropriate circumstances, management will first provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, or termination of employment. Your Supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while True North Home Care, LLC. is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and that depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

5.8 Resignation Policy

True North Home Care, LLC hopes that your employment with True North Home Care, LLC. will be a mutually rewarding experience; however, True North Home Care, LLC. acknowledges that varying circumstances can cause you to resign employment. True North Home Care, LLC. intends to handle any resignation in a professional manner with minimal disruption to the workplace.

Notice

True North Home Care, LLC. requests that you provide a minimum of two weeks' notice of your resignation. If you are a Supervisor, you are requested to provide a minimum of four weeks' notice. Provide a written resignation letter to your Supervisor. If you provide less notice than requested, True North Home Care, LLC. may deem you to be ineligible for rehire, depending on the circumstances of the notice given.

True North Home Care, LLC. reserves the right to provide you with pay in lieu of notice in situations where job or business needs warrant.

Final Pay

True North Home Care, LLC. will pay separated team members in accordance with applicable laws and other sections of this handbook.

Notify True North Home Care, LLC. if your address changes during the calendar year in which resignation occurs to ensure tax information is sent to the correct address.

5.9 Exit Interview

You may be asked to participate in an exit interview when you leave True North Home Care, LLC. The purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist True North Home Care, LLC. in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

5.10 Criminal Activity/Arrests

True North Home Care, LLC will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed by True North Home Care, LLC., whether on or off True North Home Care, LLC. property, may result in disciplinary action including suspension or termination of employment.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

5.11 Probationary Period and First Year of Employment

The first 90 days of employment with True North Home Care is considered a probationary period where the team member is learning the company policies and procedures and growing as an independent team member. For those first 90 days, the goal is to coach up team members to be their best. To support and coach team members effectively, the following mandatory check ins will occur.

6.0 General Policies

6.1 Authorization for Use of Personal Vehicle

All team members required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. True North Home Care, LLC may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license and insurance coverage for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to True North Home Care, LLC..

If you use your personal vehicle in the course and scope of employment, you may not operate such vehicle while:

- Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or

- Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

6.2 Bulletin Boards

True North Home Care, LLC maintains an official bulletin board located at True North office for providing team members with official True North Home Care, LLC. notices, including wage and hour laws, changes in policies, and other employment-related notices. At times True North Home Care, LLC. may also post information of general interest to team members on the bulletin board. You are responsible for being informed about this material by periodically reviewing the bulletin board. Only authorized personnel may add and remove notices from the bulletin board.

6.3 Professional Boundaries

Reasons for Observing Professional Boundaries

- Set limits on relationships between professionals and clients in order to establish a safe, therapeutic connection
- They protect the client from physical and emotional harm
- Protect the professional from misconduct and burnout
- Many people who work in healthcare are motivated by desire to help each other. If this desire causes them to become over-involved and emotionally enmeshed, the relationship ceases to be therapeutic.

True North Home Care Policies

- Never accept cash gifts
- Clients or families who wish to express thanks may be offered the opportunity to make a donation to the charity or cause of the employee's choice in the team member's honor.
- If you feel a gift is being offered with the intent to create an obligation for special treatment in return, it must be refused. Clients must never believe their care depends on donations or gifts.
- Do not share intimate or personal details about your personal or family life with clients that might affect their perceptions of you, worry about your financial stability or safety, or cause other issues that would distract from your ability to provide excellent care.
 - Examples include: Marital or dating trouble, Family Illnesses, Financial Concerns, Traumatic Events, etc.

6.4 Personal Appearance

Your personal appearance reflects on the reputation, integrity, and public image of True North Home Care, LLC. All team members are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. This may include wearing uniforms or protective safety clothing and equipment, depending upon the job. Use common sense and good judgment in determining what to wear to work.

Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

- Office staff may wear neat, clean and professional street clothes, jeans may be worn, but they must not have any holes or rips in them.
- Pajamas are not permitted.
- Clinical staff will need to wear approved uniforms of a True North t-shirt or scrub top and scrub pants, jeans (without holes), or appropriate athletic pants (workout leggings). True North t-shirts are available for purchase.
- With extreme heat in the summer, capris are permitted.
- Shorts and tank tops are not permitted.
- Underwear including bras, boxer shorts, etc. Must not be visible through clothing.
- Hair should be neatly groomed and out of your face so that it does not interfere with patient care, work function or safety.
- Beards, mustaches, and sideburns must be neat, trimmed and well groomed
- Shoes need to be comfortable, clean and protective of your feet. No open toes shoes are allowed for all disciplines. Nonslip shoes recommended for safety
- Nails must be clean and well-manicured. If the nails are painted, then they need to be kept in good appearance. If artificial nails are worn, they must be at a length that is appropriate for safety and infection control measures. No longer than ½ inch.
- Jewelry is permitted as long as it is simple and not dangling. This is a safety measure
- Avoid strong smelling perfumes/colognes or scented hand creams. This can be offensive to some clients and/or families
- Heavy scent of tobacco, food or body odor may be offensive and is not acceptable
- All visible piercings, ear gauges and tattoos are subject to discretion of the administration. In general, if the piercings and tattoos do not impose a safety issue or contain images that may be considered offensive to clients or other team members.

True North Home Care, LLC., in accordance with applicable law, will reasonably accommodate team members with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on True North Home Care, LLC.. Contact your Supervisor to request a reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

6.5 Personal Belongings in the Client's Home

True North Care Providers are permitted to bring the following personal belongings into the client's home:

- True North Home Care Clear Bag
- Small purse or wallet with small personal items
- Lunch bag with meals
- Water Bottle
- Phone & Phone Charger

- Coat/Jacket/ Sweatshirt

We discourage care providers from bringing valuable items or large bags into the home, as it may result in lost items, hygiene risk, and unwanted accusations. Blankets, pillows, and pajamas are not permitted.

6.6 Employer Sponsored Social Events

True North Home Care, LLC holds periodic social events for team members. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a Supervisor prior to the event.

Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, you must do so in a responsible manner. Do not drink and drive. Instead, please call a taxi or appoint a designated driver.

6.7 Personal Cell Phone/Mobile Device Use

While True North Home Care, LLC permits team members to bring personal cell phones and other mobile devices (i.e. smart phones, tablets, laptops) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health. Team members are not permitted to wear earbuds or headphones while performing work as it may cause a safety issue when performing cares. If the client is asleep during an overnight shift, Care Provider may wear 1 earbud, as long as they can still hear the client if they attempt to get up or call for help.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on True North Home Care, LLC. property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with True North Home Care, LLC. policies regarding the protection of confidential and proprietary information when using personal devices.

While operating a vehicle on work time, True North Home Care, LLC. requires that the driver's personal cell phone/mobile device be turned off. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

Nothing in this policy is intended to prevent team members from engaging in protected concerted activity under the NLRA.

You will be subject to disciplinary action up to and including termination of employment for violation of this policy.

6.8 Personal Data Changes

It is your obligation to provide True North Home Care, LLC with your current contact information, including current mailing address and telephone number. Inform True North Home Care, LLC. of any changes to your marital or tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. To make changes to this information, contact Human Resources.

6.9 Social Media

At True North Home Care, LLC, we recognize the Internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, use of social media also presents certain risks and carries with it certain responsibilities. To minimize risks to True North Home Care, LLC., you are expected to follow our guidelines for appropriate use of social media.

This policy applies to all team members who work for True North Home Care, LLC..

Guidelines

For purposes of this policy, **social media** includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether associated or affiliated with True North Home Care, LLC., as well as any other form of electronic communication.

True North Home Care, LLC. principles, guidelines, and policies apply to online activities just as they apply to other areas of work. Ultimately, you are solely responsible for what you communicate in social media. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or libelous statements against any customer, manager, owner, or team members of True North Home Care, LLC..

Know and Follow the Rules

Ensure your postings are consistent with these guidelines. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

True North Home Care, LLC. cannot force or mandate respectful and courteous activity by team members on social media during nonworking time. If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as unlawful, slanderous, threatening, or that might constitute unlawful harassment. Examples of such conduct might include defamatory or slanderous posts meant to harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, age, national origin, religion, veteran status, or any other status or class protected by law or True North Home Care, LLC. policy. Your personal posts and social media activity should not reflect upon or refer to True North Home Care, LLC..

Maintain Accuracy and Confidentiality

When posting information:

- Maintain the confidentiality of trade secrets, intellectual property, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to True North Home Care, LLC..
- Do not create a link from your personal blog, website, or other social networking site to a True North Home Care, LLC. website that identifies you as speaking on behalf of True North Home Care, LLC..
- Never represent yourself as a spokesperson for True North Home Care, LLC.. If True North Home Care, LLC. is a subject of the content you are creating, do not represent yourself as speaking on behalf of True North Home Care, LLC.. Make it clear in your social media activity that you are speaking on your own behalf.
- Respect copyright, trademark, third-party rights, and similar laws and use such protected information in compliance with applicable legal standards.

Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your manager or consistent with policies that cover equipment owned by True North Home Care, LLC..

Media Contacts

If you are not authorized to speak on behalf of True North Home Care, LLC., do not speak to the media on behalf of True North Home Care, LLC.. Direct all media inquiries for official True North Home Care, LLC. responses to Human Resources.

Retaliation and Your Rights

Retaliation or any other negative action is prohibited against anyone who, based on a reasonable belief, reports a possible deviation from this policy or cooperates in an investigation. Those who retaliate against others for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Nothing in this policy is designed to interfere with, restrain, or prevent team members from communications regarding wages, hours, or other terms and conditions of employment, or to restrain team members in exercising any other right protected by law. All team members have the right to engage in or refrain from such activities.

6.10 Nonsolicitation/Nondistribution Policy

To avoid disruption of business operations or disturbance of team members, visitors, and others, True North Home Care, LLC has implemented a Nonsolicitation/Nondistribution Policy. For purposes of this policy, "solicitation" includes, but is not limited to, selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization. Solicitation performed through verbal, written, or electronic means is covered by the Nonsolicitation/Nondistribution Policy.

You are prohibited from soliciting other team members during your assigned working time. For this purpose, working time means time during which either you or the team members who are the object of the solicitation are expected to be actively engaged with assigned work. You may conduct solicitations during your lunch period, coffee breaks, or other authorized nonworking

time, so long as you do so when the other team members are also on nonworking time.

To avoid inappropriate litter, clutter, and safety risks, you may not distribute literature or other items that are not work related in working areas at any time. Working areas do not include break/rest areas, lunch rooms, or parking lots. Electronic distribution of materials is prohibited during work time. Literature that violates True North Home Care, LLC.'s equal employment opportunity (EEO) and nonharassment policies (including threats of violence), or is knowingly and recklessly false, is never permitted. Non-team members are not permitted to distribute materials on True North Home Care, LLC. premises at any time.

This policy is not intended to restrict the statutory rights of team members, including the right to discuss terms and conditions of employment.

Violations of this policy should be reported to your Supervisor.

6.11 Third Party Disclosures

From time to time, True North Home Care, LLC may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former team members, newspapers, law enforcement agencies, and other outside persons may contact our team members to obtain information about the incident or the actual or potential lawsuit.

If you receive such a contact, you should not speak on behalf of True North Home Care, LLC. and should refer any call requesting the position of True North Home Care, LLC. to the CEO and CFO. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the CEO/owner.

6.12 Security

All team members are responsible for helping to make True North Home Care, LLC a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your Supervisor immediately. Refrain from discussing specifics regarding True North Home Care, LLC. security systems, alarms, passwords, etc. with those outside of True North Home Care, LLC..

Immediately advise your Supervisor of any known or potential security risks and/or suspicious conduct of team members, Clients, or guests of True North Home Care, LLC.. Safety and security is the responsibility of all team members and we rely on you to help us keep our premises secure.

6.13 Computer Security and Copying of Software

Software programs purchased and provided by True North Home Care, LLC are to be used only for creating, researching, and processing materials for True North Home Care, LLC. use. By using True North Home Care, LLC. hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable True North Home Care, LLC. policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of True North Home Care, LLC., or developed by True North Home Care, LLC. team members or contract personnel on behalf of True North Home Care, LLC., is and will be deemed True North Home Care, LLC. property. It is the policy of True North Home Care, LLC. to respect all computer software rights and to adhere to the terms of all software licenses to which True North Home Care, LLC. is a party.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or True North Home Care, LLC. to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your manager's approval. All software acquired by True North Home Care, LLC. must be purchased through the Business Office.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, Clients, and others. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by True North Home Care, LLC..

6.14 Workplace Privacy and Right to Inspect

True North Home Care, LLC property, including but not limited to lockers, phones, computers, tablets, desks, work place areas, vehicles, or machinery, remains under the control of True North Home Care, LLC. and is subject to inspection at any time, without notice to any team members, and without their presence.

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on True North Home Care, LLC. premises including that kept in lockers and desks.

6.15 Suggestion Policy

At True North Home Care, LLC, we welcome suggestions for continued improvement and welcome your ideas for better ways to do your job, produce or sell the products or services of our True North Home Care, LLC., or meet customer and client needs. Discuss your ideas with your Supervisor or another member of the management team.

We also encourage you to offer any suggestions derived from seminars, magazines, or other outside sources of information you believe would add value to True North Home Care, LLC..

Understand that any suggestions, innovations, inventions, or other matter created by you on work time or with True North Home Care, LLC. tools or property are considered to be the property of True North Home Care, LLC..

6.16 Access to Personnel and Medical Records Files

True North Home Care, LLC maintains separate medical records files and personnel files for all team members. Files containing medical records are stored separate and apart from any business-related records in a safe, locked, inaccessible location. The medical file is the repository for sensitive and confidential information related to an individual's health, health benefits, health-related leave and/or accommodations, and benefits selections and coverage.

Medical records are kept confidential in compliance with applicable laws and access is on a "need-to-know" basis only.

Supervisors and others in management may have access to your personnel file for possible employment-related decisions. If you wish to review your personnel or medical records file, you must give True North Home Care, LLC. reasonable notice. Inspection must occur in the presence of a True North Home Care, LLC. representative.

All requests by an outside party for information contained in your personnel file will be directed to the Human Resources Department, which is the only department authorized to give out such information.

6.17 Workplace Smoking & Vaping

True North Home Care, LLC is concerned about the effect that smoking and secondhand smoke inhalation can have on its team members and clients. Smoking in the office, client areas, and restrooms is prohibited. If team members are working in a facility or building with specific non-smoking policies, those policies will be enforced by True North as well. This includes vaping and e-cigarettes. If cigarettes, e-cigarettes, or vape pens are found left in a client's room, apartment or home, we will assume the item was used during shift and termination may result.

7. Benefits

7.1 Regular Full-Time Personnel

Regular full-time team members are those who have completed their introductory period and are regularly scheduled to work more than 35 hours per week. Unless stated otherwise or specifically permitted by law, all the benefits provided to team members at True North Home Care, LLC are for regular full-time team members only.

7.1 Full Time PTO BENEFIT

For every 12 months of full time work (1820 hours), earns 1 week (40 hours) of paid time off.

PTO accruals will show on pay stubs. Plan will carryover/renew on anniversary date, based on date of hire. 12 months of service must be completed to be eligible for the plan (see hours requirement). There is no balance/ cap limit. PTO does not accrue during the probationary period, nor on leave of absences.

PTO must be requested at least 2 weeks in advance. Failure to maintain full time status will disqualify team member from earning PTO.

7.2 SICK TIME BENEFIT - Effective October 1, 2025

ELIGIBILITY All True North Home Care employees who work at least 80 hours in a calendar year are eligible for paid sick leave benefits. This includes full-time, part-time, and temporary employees.

SICK LEAVE ACCRUAL

- Employees earn 1 hour of paid sick leave for every 30 hours worked
- Maximum annual accrual: 56 hours (as True North has more than 20 employees)
- Sick leave begins accruing on the first day of employment
- Employees can begin using accrued sick leave after 90 days of employment

CARRYOVER AND FRONT-LOADING

- Unused sick leave will carry over to the following year
- Maximum accrual cap remains at 56 hours regardless of carryover

ACCEPTABLE USES OF SICK LEAVE

Employees may use paid sick leave for:

- Personal mental or physical illness, injury, or health condition
- Medical appointments, including preventive care
- Care for a family member with illness, injury, or health condition
- Attendance at a child's school meeting regarding the child's health
- Public health emergencies or exposure to communicable diseases

USE OF EARNED SICK LEAVE

- Any earned sick leave will be applied for qualifying absences

DOCUMENTATION

Documentation is only required for absences exceeding **three consecutive workdays**

- If documentation is required, employees may provide:
 - A healthcare provider's note, OR
 - A personal written statement explaining the qualifying reason
- Employees are not required to provide detailed health information
- Employees are not required to find coverage for their shifts

RATE OF PAY

Sick leave will be paid at the employee's regular hourly rate.

ANTI-RETALIATION

True North Home Care prohibits retaliation against any employee for using sick leave or exercising their rights under this policy.

SEPARATION FROM EMPLOYMENT

Unused sick leave will not be paid out upon termination. If rehired within 6 months, previously accrued sick leave will be reinstated

COMPLIANCE WITH STATE LAW

This policy complies with the Nebraska Healthy Families and Workplaces Act. In the event of any conflict between this policy and applicable law, the law will prevail.

For questions about this policy, please contact your supervisor or HR representative.

7.3 Nonexempt Personnel

If you are classified as nonexempt at the time of your hiring, you will be eligible for minimum wage and overtime pay in accordance with federal, state, and local laws. If you have a question regarding whether you are exempt or nonexempt, contact your Supervisor for clarification.

7.4 Exempt Personnel

If you are classified as exempt at the time of your hiring, you are not eligible for overtime pay as otherwise required by federal, state, or local laws. If you have a question regarding whether you are exempt or nonexempt, contact your Supervisor for clarification.

7.5 Regular Part-Time Personnel

All team members who work fewer than 35 hours per week are considered part time. Part-time team members are not eligible for True North Home Care, LLC benefits unless specified otherwise in this handbook, in the benefit plan summaries, or specifically permitted by law.

7.6 Workers' Compensation Insurance

Workers' compensation is a no-fault system designed to provide benefits to all team members for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working at True North Home Care, LLC, no matter how slightly, you are to report the incident immediately to your Supervisor. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

To receive workers' compensation benefits, notify your Supervisor immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report. You will be required to submit a medical release before you can return to work.

7.7 Holidays

True North Home Care, LLC offers the following paid holidays each year: New Year's Day (January 1st), Juneteenth (June 19th), Independence Day (July 4th), Thanksgiving (4th Thursday in November), and Christmas (December 25th). Any non-exempt employee working these holidays will be compensated 1.5x pay, ie. Holiday pay.

Exempt team members will be paid their regular salary during the event of a holiday during the normal work week.

You will be compensated for holidays in accordance with federal and state law. Any exclusions to holiday pay or overtime pay will be explicitly written into the team member's offer letter.

Birthday PTO

Employees who have completed their 90 day probationary period will be rewarded 8 hours of PTO on their birthday. They may choose to use the PTO at their discretion. If their birthday falls

before their 90 day probationary period, they will earn the PTO on their following birthday. It is the employee's responsibility to notify payroll of your birthday and request the PTO. Birthday PTO is not automatic unless it is requested. All requests off will continue to require at least a 2 weeks' notice if you would like the day off.

7.8 Bereavement Leave

True North Home Care, LLC recognizes the importance of taking leave when there is a death in the family. Where bereavement leave is not required by law, True North Home Care, LLC. will provide bereavement leave as follows:

Full-time team members are entitled up to 3 days off with pay for the funeral or events related to Bereavement leave. Pay is based on the regular rate for an eight-hour day.

Part-time team members are entitled up to 1.5 days off without pay for the death of an immediate family member in proportion to the number of hours they are regularly scheduled to work. For example, a part-time team member regularly scheduled to work 20 hours per week is eligible for 12 hours of Bereavement leave.

For purposes of this policy, ***immediate family member*** includes the following and applies both to the family of the team member and the team member's spouse: child (including foster child and stepchild), spouse or domestic partner, sister or sister-in-law, brother or brother-in-law, parents (including foster parents and stepparents), grandparent or grandparent-in-law), son-in-law or daughter-in-law, mother-in-law or father-in-law, grandchild, aunt or uncle, first cousin, niece or nephew.

You must provide notice of your need for bereavement leave as far in advance as possible. True North Home Care, LLC. may require documentation supporting your need for bereavement leave.

7.9 Jury Duty Leave

True North Home Care, LLC encourages team members to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Supervisor as soon as possible to make scheduling arrangements.

You will receive your regular compensation for time spent on jury duty; however, your pay will be reduced by any compensation — other than expenses — that the court pays you for jury duty.

True North Home Care, LLC. reserves the right to require team members to provide proof of jury duty service to the extent authorized by law.

True North Home Care, LLC. will not retaliate against team members who request or take leave in accordance with this policy.

7.10 Voting Leave

If you do not have two consecutive hours while the polls are open during which you are not required to be working for True North Home Care, LLC, True North Home Care, LLC. will provide you with up to two paid hours of leave for purposes of voting. If you provide notice of your need for leave in advance of Election Day, your pay cannot be reduced or deducted in connection with your leave from work. Your Supervisor may determine the time that you may take leave.

7.11 Military Leave (USERRA)

True North Home Care, LLC complies with applicable federal and state law regarding military leave and re-employment rights. Unpaid military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA; with amendments) and all applicable state law. You must submit documentation of the need for leave to Human Resources or appropriate department. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your Supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact Human Resources.

7.12 Family Military Leave

True North Home Care, LLC provides up to 15 days of unpaid family military leave to team members who are the spouse or parent of a person called to military service. The leave must be taken during the time the federal or state deployment orders are in effect.

To be eligible for family military leave, you must:

- Have worked for True North Home Care, LLC. for at least 12 months;
- Have worked for at least 1,250 hours during the 12-month period immediately preceding the start of family military leave; and
- Be the spouse or parent of a person called to military service, by the State of Nebraska or the United States, lasting 179 days or longer.

If you need to take family military leave, notify your Supervisor as soon as practicable. If the leave is for five or more consecutive workdays, you must provide at least 14 days' notice. Consult with your Supervisor to schedule the leave so as not to unduly disrupt the operations of True North Home Care, LLC.. You may be required to provide certification from the proper military authority to verify your eligibility for leave.

You may elect to use any available paid time off leave for which you are eligible under True North Home Care, LLC. policy for the purpose of taking military leave, and such paid time off will run concurrently with the leave afforded under this policy.

Upon returning from family military leave, you will be restored to your previous position or to a position with equivalent seniority status, team member benefits, pay, and other conditions of employment.

True North Home Care, LLC. will not discriminate or retaliate against team members who request or take leave in accordance with this policy.

7.13 Continuing Education and Tuition Assistance

We believe in the continuing education of our team members. If True North Home Care, LLC sends you to a class or training program during normal working hours related to your employment and you are nonexempt, you will be paid training pay for that time. If you are interested in attending an outside class and having True North Home Care, LLC. pay for your attendance, you are required to provide advance written notice describing the class, including the subject matter, length, and cost. Depending on the type of training, True North Home Care, LLC. may reimburse some or all of the fees, including materials expenses, meals, and transportation. If your Supervisor approves of your attendance at a class that is not sponsored by True North Home Care, LLC., you will be reimbursed once you have attended and paid for the class.

8. Safety and Loss Prevention

8.1 Drug and Alcohol Policy

True North Home Care, LLC is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of True North Home Care, LLC. to maintain a drug and alcohol-free workplace. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others and will not be tolerated.

Prohibited Conduct

True North Home Care, LLC. expressly prohibits team members from engaging in the following activities when they are on duty or conducting True North Home Care, LLC. business or on True North Home Care, LLC. premises (whether or not they are working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.
- Bringing Vapes or other drug paraphernalia that smell like or are suspected to have contained marijuana or approved legal forms (Delta 9 for example) on company premises
- Using Vapes or smoking on company property
- Smelling like marijuana while at work may result in disciplinary action.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under federal law. True North Home Care, LLC. does not discriminate against team members solely on the basis of their lawful off-duty use of marijuana. You may not consume or be under the influence of marijuana while on duty or at

work. If you have a valid prescription for medical marijuana, refer to True North Home Care, LLC. Disability Accommodation policy for additional information.

Nothing in this policy is meant to prohibit your appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, inform your Supervisor if you believe the medication may impair your job performance, safety, or the safety of others or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication.

Violations

Violation of this policy may result in disciplinary action, up to and including termination of employment.

8.3 General Safety

It is the responsibility of all True North Home Care, LLC team members to maintain a healthy and safe work environment, report any health or safety hazards, and follow True North Home Care, LLC. health and safety rules. Failure to do so may result in disciplinary action, up to and including termination of employment. True North Home Care, LLC. also requires that all occupational illnesses or injuries be reported to your Supervisor as soon as reasonably possible and that an occupational illness or injury form be completed on each reported incident.

8.4 Workplace Violence

As the safety and security of our team members, vendors, contractors, and the general public is in the best interests of True North Home Care, LLC, we are committed to working with our team members to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

True North Home Care, LLC. has a zero tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, team members, and non-team members such as contractors, Clients, and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.

- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on True North Home Care, LLC. property or while performing True North Home Care, LLC. business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

Report to your Supervisor, or appropriate department, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

Violations

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to the CEO.

9. Trade Secrets and Inventions

9.1 Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, True North Home Care, LLC team members are required to protect the confidentiality of True North Home Care, LLC. trade secrets, proprietary information, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to True North Home Care, LLC.. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that team members are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your Supervisor or Human Resources.

Violation of this policy may result in disciplinary action up to and including termination, and may subject the violator to civil liability.

10. Customer Relations

10.1 Customer, Client, and Visitor Relations

True North Home Care, LLC strives to provide the best products and services possible to our Clients and clients. Our Clients and clients support this business and generate your wages. You are expected to treat every customer, client, or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor or customer during your working time. If you are having problems with a customer, client, or visitor, notify your Supervisor immediately. If a customer, client, or visitor voices a suggestion, complaint, or concern regarding our products or services, inform your Supervisor or a member of management. Lastly, make every effort to be prompt in following up on customer, client, or visitor orders or questions. Positive customer, client, and visitor relations will go a long way to establishing our True North Home Care, LLC. as a leader in its field.

10.2 Products and Services Knowledge

As a representative of True North Home Care, LLC, you are expected to be familiar with the products and services we offer. Take every opportunity to learn the interrelationship between your department or division and the others of True North Home Care, LLC.. We consider our team members to be the best reflection of our business brand and True North Home Care, LLC. success.

11. Team member-Client Boundaries

Boundaries in client care are mutually understood, unspoken, physical, and emotional limits of the relationship between the trusting patient and the caring provider. Professional boundaries represent a set of culturally and professionally derived rules for how our team members and our clients interact

In caring for clients, it is common for strong emotional bonds to develop, however when the limits of the provider-patient/family relationship are not clear, or where normal professional boundaries are not respected, problems are likely to arise.

Main warning signs and examples of potential boundary blurring include:

1. Gift giving from/to patient/family.
2. Clients having or wanting access to provider's phone number, or other personal information.
3. Client/family expectations that the provider will provide care or socialize outside of care settings.
4. The provider revealing excessive personal information with client/family

Common reasons for boundary problems include:

- Personality styles
- Psychiatric disorders in which normal boundaries are not recognized or respected.
- Health professional stress/burnout
- Cultural misunderstandings

Note: Not all boundary issues are detrimental to the provider-client relationship, sometimes they can also enhance compassionate care and serve to reinforce a trusting relationship. Team members are instructed to notify the immediate supervisor of any money or gifts were exchanged. The supervisor will notify the authorized person in charge of the care and arrangements will be made for the return of any items given to the team member.

12. Workplace Safety

Safety is, and will always be, our top priority at TRUE NORTH HOME CARE, LLC. All areas of workplace safety are a part of the initial and ongoing training at TRUE NORTH HOME CARE, LLC.

Specifically, team members must:

- Understand and follow the safety and health rules and practices that apply.
- Take precautions necessary to protect TRUE NORTH HOME CARE, LLC. team members, clients, and equipment from harmful or dangerous situations.
- Immediately report accidents, injuries, hazards, unsafe practices, or conditions to supervisor.
- Not possess firearms or weapons on client premises or on TRUE NORTH HOME CARE, LLC. property.
- Not retaliate against or threaten anyone for the good faith reporting or supplying of information about workplace safety violations.

General safe work practices

Safe Work Practices are guidelines for the performance of a particular type of work or activity. Their purpose is to help avoid types of incidents that have occurred in the past when using certain types of tools, equipment, or performing a particular task.

New team member safety orientation

All team members must attend an orientation session to introduce health and safety requirements. The orientation will be conducted with all team members prior to beginning work. Upon arriving at the Client's place of residence, the Care Provider(s) will review the environment and if any safety concerns are present, they will be addressed and corrected.

Specialized safety training

Any training required under Nebraska law regulations must be provided by a certified trainer or an accredited training organization.

*The name of the trainer responsible for providing all safety information will be clearly indicated on the forms

Safety and the client

Clients may ask a team member while on duty to do something that does not feel safe. If this occurs, the team member should contact their supervisor immediately. No team member is required to do a job task that they consider to be unsafe.

Masks & Protective Personal Equipment (PPE)

All team members of TRUE NORTH HOME CARE, LLC. must wear a mask any other protective gear if directed by Nebraska public health professionals to do so.

Gloves (Rubber, Vinyl, Latex)

Protective gloves should be always worn when there is a foreseeable risk of injury or harmful contamination to the hands, or when duties involve food handling.

Safe Client Movement

In the interest of our team member's safety and the safety of your client, TRUE NORTH HOME CARE, LLC. Care Provider(s) are permitted to assist with transferring and repositioning of clients. The admitting nurse is responsible for determining the level of care or assistance required during each client intake assessment and for creating the client's care plan.

Independent: The Care Provider(s) is providing 0% of the effort and the client provides 100% of the effort in performing the task. The Care Provider(s) does not need to be in the room for the task.

Supervision: The Care Provider(s) needs to be in the room with the client, but the client provides 100% of the effort in performing the task.

Standby Assist: The Care Provider(s) needs to be next to the client, but no client contact. The client provides 100% of the effort in performing the task.

Contact Guard: The Care Provider(s) hovers their hands near the client in case assistance is needed. The client provides 100% of the effort in performing the task.

Minimal Assistance: The Care Provider(s) provides 1-25% of the effort in performing the task and the client provides 75-99% of the effort. Also known as partial assistance.

Moderate Assistance: The Care Provider(s) provides 26-50% of the effort in performing the task and the client provides 76-99% of the effort in performing the task. The Care Provider(s) is doing about half of the work.

Maximal Assistance: The Care Provider(s) provides more than 50% of the effort in performing the task, while the client is still participating in the task to some level. ***True North Home Care will require the use of a mechanical device if the Care Provider(s) is required to lift more than 35 pounds in a manual patient transfer.***

Total Assistance: The Care Provider(s) must provide 100% effort. In these cases, the Care Provider(s) must utilize a mechanical device such as a sit/stand or hoist lift to transfer the client as the client provides 0% of the effort required to perform the task.

Assist: Refers to an act or series of actions helping another person; to give supplementary support or aid to another person. To assist can pertain to the act of supervision, stand by, or hands on. The task must be performed without the aid of mechanical means, i.e., Hoist lift (see also Two Person Transfer). A transfer belt can be used but the client must participate. The Care Provider(s) should not be providing more than

Transfer: Refers to moving a client from one position to another, for example, assisting the client from their bed to a chair, from a wheelchair to another chair, to and from the toilet with or without the aid of a mechanical device.

Two-person transfer: Refers to moving a client from one position to another using two persons and could include a mechanical device.

*Team members are required to notify their supervisor immediately if they are being asked to lift a client. The supervisor will plan for more care on site and schedule a reassessment to determine the level of care required.

12.1 Incident Reporting Policy

Purpose: The purpose of this policy is to provide a clear and systematic process for reporting, documenting, and addressing incidents that occur during the delivery of in-home care services. This ensures the safety and well-being of clients, caregivers, and the integrity of our services.

Scope: This policy applies to all employees, contractors, and caregivers working for True North Home Care, including those who provide direct care, administrative support, and management oversight.

Definition of an Incident: An incident is defined as any event or situation that causes or has the potential to cause harm, injury, property damage, or disruption of services.

Incidents may include but are not limited to:

- ☐ Accidents or injuries to clients or staff
- ☐ Property damage or theft
- ☐ Medication errors
- ☐ Allegations of abuse or neglect
- ☐ Behavior or safety concerns
- ☐ Violations of company policies or procedures
- ☐ Emergency room visits or hospitalizations
- ☐ Communicable illness
- ☐ Falls, with or without injury
- ☐ Change in condition of a client

Reporting Procedures:

1. Immediate Action:

- Ensure the immediate safety and well-being of all involved.
- Provide first aid or emergency assistance as needed.

- Notify emergency services if necessary.

2. Notification:

- Inform the client's primary contact or family member of the incident as soon as possible.
- Notify your direct supervisor or manager immediately after the incident.
- If a client is on hospice or home health services, notify their nurse.
- If a client is a Medicaid Waiver recipient, notify their case worker immediately after the incident.

3. Documentation:

- Complete an Incident Report Form within 24 hours of the incident. The form should include:
 - ☐ Date and time of the incident
 - ☐ Description of the incident
 - ☐ Names and roles of those involved
 - ☐ Actions taken in response to the incident
 - ☐ Witness statements, if applicable
- Submit the completed Incident Report Form to your supervisor or designated incident coordinator.

4. Follow-Up:

- The supervisor or designated incident coordinator will review the report and determine any necessary follow-up actions.
- Follow-up actions may include:
 - ☐ Conducting an internal investigation
 - ☐ Implementing corrective measures or policy changes
 - ☐ Providing additional training or resources
 - ☐ Reporting the incident to relevant external agencies, if required

5. Confidentiality:

- Maintain the confidentiality of all incident reports and related documentation.
- Information should only be shared with individuals who need to be informed for the purpose of resolving the incident or for legal compliance.

6. Review and Improvement:

- All incidents will be reviewed periodically to identify trends or areas for improvement.
- Feedback from incident reports will be used to update policies, procedures, and training programs to enhance safety and service quality.

Responsibilities:

- ☐ **Employees/Caregivers:** Must promptly report any incidents and complete the Incident Report Form as required.
- ☐ **Supervisors/Managers:** Responsible for ensuring incidents are documented and investigated, and for implementing necessary follow-up actions.
- ☐ **Administrator(s):** Oversees the incident reporting process, ensures proper documentation, and coordinates follow-up actions.

Training: All employees and caregivers will receive training on the incident reporting policy during their orientation and will be required to participate in refresher training as needed.

Policy Review: This policy will be reviewed annually and updated as necessary to ensure its effectiveness and compliance with applicable laws and regulations.

Contact Information: For questions or additional information regarding this policy, please contact your supervisor

13. Nonharassment Policy

Policy Against Workplace Harassment

True North Home Care, LLC has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's age (40 and older), race (including characteristics such as skin color, hair texture, and protective hairstyles like braids, locks, and twists), color, national origin, ancestry, religion, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, team members, vendors, visitors, Clients, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or the body of another;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to True North Home Care, LLC. or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults or blocking or impeding movements.
- Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion toward an individual because of the individual's age (40 and older), race (including characteristics such as skin color, hair texture, and protective hairstyles like braids, locks, and twists), color, national origin, ancestry, religion, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected

by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance toward any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify Kayla Nelson, CEO/owner Phone: 402-981-8593 Email: kayla@truenorthhomecare.com, or any member of management.

True North Home Care, LLC. prohibits retaliation against team members who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If True North Home Care, LLC. determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, True North Home Care, LLC. may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, True North Home Care, LLC. will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

14. Team member Outside Workplace Safety

14.1. Vehicle safety

The safety of our team members and clients at TRUE NORTH HOME CARE, LLC. while on outings either with or without a vehicle is an important part of the team member training. Team members are instructed in training what is expected of them and their conduct while transporting clients.

14.2. Safety Response Responsibilities

TRUE NORTH HOME CARE, LLC. will report immediately any incident/accident as per incident/accident procedure.

TRUE NORTH HOME CARE, LLC. will follow up on the reported incident/accident;

- Identify corrective measures
- Assess the loss
- Implement corrective measures
- Monitoring the effectiveness of the corrective measures implemented.

15. BED BUG PREVENTION AND MANAGEMENT PROTOCOL

1. IDENTIFICATION

- Bed bugs are reddish-brown, oval-shaped insects about the size of an apple seed

Signs include:

- Small dark spots on bedding (bed bug droppings)
- Blood stains on sheets
- Clusters of bites on skin
- Musty, sweet odor
- Live bugs in mattress seams, furniture cracks, or baseboards

2. PREVENTION MEASURES FOR CARE PROVIDERS

- Wear light-colored clothing to make bugs easily visible
- Bring only essential items into client homes
- Keep belongings in a sealed plastic bag or container

- Avoid sitting on upholstered furniture if possible
- Keep work shoes in a sealed container when not in use
- Change into work clothes at work location if possible
- Keep spare set of clothes in a sealed plastic bag

3. PROTOCOL IF BED BUGS ARE FOUND IN CLIENT'S HOME

Immediate Actions:

- Document the sighting in AxisCare
- Notify your supervisor immediately
- Do not remove any items from the home
- Continue providing care while taking precautions:
 - Wear protective booties
 - Keep belongings away from walls and furniture
 - Use only hard surface chairs

After Your Shift:

- Remove clothes immediately upon returning home
- Place work clothes directly into dryer on high heat for 30 minutes
- Inspect shoes and other items before entering your home
- Document any bites or reactions

4. IF YOU FIND BED BUGS IN YOUR OWN HOME

- Notify your supervisor immediately
- Do not report to work until cleared by management
- Take these immediate steps:
 - Contact a professional pest control service
 - Bag all potentially infected clothing
 - Document where bugs were found
 - Follow pest control professional's instructions exactly

5. DECONTAMINATION PROCEDURES

- Heat treatment: 30 minutes at 120°F kills all life stages
- Wash potentially infected items in hot water
- Dry on highest heat setting for at least 30 minutes

- Seal cleaned items in plastic bags
- Vacuum thoroughly and dispose of vacuum contents in sealed bag

6. PREVENTIVE INSPECTION PRACTICES

Daily checks of:

- Bed seams and frames
- Furniture seams
- Baseboards
- Any cracks or crevices
- Personal belongings before leaving client's home

7. REPORTING REQUIREMENTS

All incidents must be reported within:

- 1 hour for active sightings
- 24 hours for suspected cases

Include in report:

- Location of sighting
- Number of bugs seen
- Any bites or reactions
- Actions taken

8. COMPANY SUPPORT

True North Home Care will:

- Provide necessary protective equipment
- Assist with professional cleaning if needed
- Offer guidance on prevention methods
- Maintain confidentiality while addressing the issue
- Provide alternative assignments if necessary

9. CLIENT COMMUNICATION

- Management will handle all client communications regarding bed bugs
- Care providers should not discuss bed bug concerns with clients directly
- Direct all client questions to supervisors

10. TRAINING VERIFICATION

All care providers must:

- Complete this training annually
- Sign acknowledgment of understanding
- Demonstrate knowledge of protocols
- Know proper reporting procedures

Remember: Early detection and proper reporting are crucial in preventing the spread of bed bugs. When in doubt, report any suspicious signs to your supervisor immediately.

23. Abuse Prevention & Mandatory Reporting

23.1 Abuse Prevention & Mandated Reporting

All team members of True North Home Care, LLC. Are mandated reporters of suspected or witnessed Abuse & Neglect. If a True North Home Care team member suspects, witnesses, or hears of abuse or neglect, they are to notify their supervisor (Kayla Nelson, RN) within 2 hours of becoming aware of the incident. True North Home Care Supervisor (Kayla Nelson, RN) will then call the APS Hotline with the Care Provider(s) to make the initial report. If a True North Home Care team member is the alleged perpetrator of abuse or neglect, the Supervisor will initiate Investigation Protocol.

Definitions:

Abuse means any knowing or intentional act on the part of a Care Provider(s) or any other person which results in physical injury, unreasonable confinement, cruel punishment, sexual abuse, or sexual exploitation of a vulnerable adult.

Adult and Child Abuse and Neglect Hotline (Hotline) means the statewide, 24-hour, toll-free number maintained by the Department for the purpose of receiving reports of suspected abuse, neglect, or exploitation of vulnerable adults.

Adult Protective Services (APS) mean those services provided by the department for the prevention, correction, or discontinuance of abuse, neglect, or exploitation. Such services shall be those necessary and appropriate under the circumstances to protect an abused, neglected, or exploited vulnerable adult, ensure that the least restrictive alternative is provided, prevent further abuse, neglect, or exploitation, and promote self-care and independent living. Such services shall include, but not be limited to: (1) Receiving and investigating reports of alleged abuse, neglect, or exploitation; (2) developing social service plans; (3) arranging for the provision of services such as medical care, mental health care, legal services, fiscal

management, housing, or home health care; (4) arranging for the provision of items such as food, clothing, or shelter; and (5) arranging or coordinating services for Care Provider(s)s.

Adult Protective Services Central Registry (Registry) means the system used by the Department to record the names of persons who allegedly abused, neglected, or exploited a vulnerable adult that has been substantiated through investigation

Bilateral Bruises- Bruises on both sides of the body – for examples, on the top of both shoulders, both sides of the face or inside both thighs. These types of bruises are rarely obtained accidentally.

Capacity to Consent means the mental ability to make a rational decision including the ability to perceive, appreciate all relevant facts and to reach a rational judgment based upon such facts.

Care Provider(s) shall mean any person or entity which has assumed the responsibility for the care of a vulnerable adult voluntarily, by express or implied contract, or by order of a court of competent jurisdiction.

Cognitively impaired means (a) to have reduced mental awareness and not be able to make correct judgments; (b) cognitive impairment or loss is a temporary or permanent change within the brain that affects a person's ability to think, reason, and learn, or a breakdown in a person's mental state that may affect his or her moods, fears, and anxieties

Collateral contact means conversations—by telephone, in-person or in writing—that the worker has with persons on behalf of the client. This includes any professional providing formal services (e.g., therapists, teachers) and others important to the client (e.g., neighbors, ministers).

Conservator means an individual or corporation appointed by a court to manage the estate, property, and/or other business affairs of an individual whom the court has determined is unable to do so for him/her.

Credible evidence means information worthy of belief by a reasonable person.

Cruel punishment shall mean punishment which intentionally causes physical injury to a vulnerable adult.

Decision-Making Capacity means a non-legal judgment of a person's ability to make decisions and to understand and communicate regarding the nature and consequences of decisions relating to the person and relating to the person's property and lifestyle, including a decision to accept or refuse services. This judgment is based on observable behavioral, cognitive, and emotional characteristics.

Dementia means (a) an irreversible condition in which a person experiences memory and other losses in mental function; (b) a progressive mental decline due to organic brain disease, causing structural changes within the brain. Diseases that cause dementia include Alzheimer's Disorder, brain injury, vascular dementia, Parkinson's disease, or Huntington's disease. DHHS shall mean the Department of Health and Human Services.

Exploitation means the taking of property of a vulnerable adult by any person by means of undue influence, breach of a fiduciary relationship, deception, or extortion or by any unlawful means.

False imprisonment means knowingly restraining a person without legal authority; or restraining or abducting another person under terrorizing circumstances which expose the person to the risk of serious bodily injury; or with intent to hold him or her in a condition of involuntary servitude.

Incest means any person who knowingly intermarries or engages in sexual penetration with any person who falls within the degrees of consanguinity. The degree of consanguinity includes acts between parents and children, grandparents and grandchildren or every degree, between brothers and sisters of the half as well as the whole blood, and between uncles and nieces, aunts and nephews and includes children and relations born out of wedlock.

Isolation means intentional acts (a) committed for the purpose of preventing, and which do prevent, a vulnerable adult or senior adult from having contact with family, friends, or concerned persons, (b) committed to prevent a vulnerable adult or senior adult from receiving his or her mail or telephone calls, (c) of physical or chemical restraint of a vulnerable adult or senior adult committed for purposes of preventing contact with visitors, family, friends, or other concerned

persons, or (d) which restrict, place, or confine a vulnerable adult or senior adult in a restricted area for purposes of social deprivation or preventing contact with family, friends, visitors, or other concerned persons.

Mandated Reporter means a person who has regular contact with vulnerable people and is therefore legally required to ensure a report is made when abuse is observed or suspected.

Neglect means any knowing or intentional act or omission on the part of a Care Provider(s) to provide essential services or the failure of a vulnerable adult, due to physical or mental impairments, to perform self-care or obtain essential services to such an extent that there is actual physical injury to a vulnerable adult or imminent danger of the vulnerable adult suffering physical injury or death.

Physical injury means damage to bodily tissue caused by nontherapeutic conduct, including, but not limited to, fractures, bruises, lacerations, internal injuries, or dislocations, and shall include, but not be limited to, physical pain, illness, or impairment of physical function.

Report means any telephone call, personal contact, fax, email, or letter by an individual or entity to the Adult and Child Abuse and Neglect Hotline alleging abuse, neglect and exploitation of a vulnerable adult. (May also be referred to as an Intake).

Reporting Party means the person who submits information of abuse, neglect, or exploitation to the Hotline or law enforcement.

Self-neglect means that as a result of an adult's inability, due to physical and/or mental impairments or diminished capacity, s/he is unable to perform essential self-care tasks or obtain essential services to such an extent that there is actual physical injury or imminent danger of physical injury or death.

Sexual abuse includes sexual assault and incest.

Sexual Assault means any person who subjects another person to sexual penetration or sexual contact (a) without the consent of the victim, (b) who knew or should have known that the victim was mentally or physically incapable of resisting or appraising the nature of his or her conduct.

Sexual exploitation includes, but is not limited to, unlawful intrusion as described in section 28-311.08 and causing, allowing, permitting, inflicting, or encouraging a vulnerable adult to engage in voyeurism, in exhibitionism, in prostitution, or in the lewd, obscene, or pornographic photographing, filming, or depiction of the vulnerable adult.

Undue Influence means when a person uses their role, relationship, or power to exploit or knowingly assist or cause another to exploit, the trust, dependency, or fear of a vulnerable adult; or uses the person's role, relationship, or power to gain control deceptively over the decision making of the vulnerable adult.

Unlawful Intrusion means when any person knowingly intrudes upon any other person without his or her consent or knowledge in a place of solitude or seclusion by viewing or recording, either by video, audio, or other electronic means, of a person in a state of undress and have a reasonable expectation of privacy, including, but not limited to, any facility, public or private, used as a restroom, tanning booth, locker room, shower room, fitting room, or dressing room.

Unreasonable confinement means confinement which intentionally causes physical injury to a vulnerable adult or false imprisonment.

Vulnerable Adult means any person 18 years of age or older who has a substantial mental or functional impairment or for whom a guardian has been appointed under the Nebraska Probate Code.

23.2 Abuse Prevention

It is the responsibility of True North Home Care team members to do what they can to prevent abuse and neglect from occurring. True North Home Care takes measures to limit the exposure of vulnerable adults to individuals and situations that might cause them harm.

2.6.3 Background Checks and Hiring Policies

All team members of True North Home Care, LLC. will be subject to the following background check and registry checks. These checks will be done at time of hire and periodically during employment.

- **Felony/ Misdemeanor and Criminal Background Checks ran **at hire and annually****

True North Home Care, LLC. will not continue employment if there is a conviction for, admission of, or substantial evidence of

- **Any Felony Crimes (Permanently Excluded)**
- **Any Misdemeanor Crimes involving the physical abuse or Neglect of any vulnerable adult or child (Permanently Excluded)**
- **Homicide, manslaughter, child pornography, neglect, physical abuse, or sexual abuse, rape, or sexual assault (Permanently Excluded)**
- **Destruction of property Theft, burglary or fraud related misdemeanor crimes in the past 3 years**
- **Any Weapons Charge(s) (Permanently Excluded)**
- **Any Involvement in Human Trafficking (Permanently Excluded)**
- **Controlled Substance or Drug Related Misdemeanor Crimes in the past 3 years.**
- **Misdemeanor Crimes against a person including but not limited to assault, domestic violence, or terroristic threats in the past 3 years.**
- **Driving Under the Influence: Two of any combination of DUI pending charges or convictions in the past 5 years.**
- **Adult Protective Services/ Child Protective Services Registry check will be ran at hire and annually. (<https://ecmp.nebraska.gov/DHHS-CR/>)**
 - True North Home Care, LLC. will not continue employment with anyone found on this registry.
 - True North may help the individual apply for expulsion if warranted.
- **Sexual Offender Registry (<https://www.nsopw.gov/>) and (<https://sor.nebraska.gov/>)**
 - All team member names are checked through National Sex Offender Registry as well as the Nebraska State Patrol Sex Offender Registry at hire and monthly. True North Home Care, LLC. will not employ anyone found on these or any other sex offender registry.

- **OIG Registry** (<https://exclusions.oig.hhs.gov/default.aspx>)
 - All team member names are checked through the OIG registry at hire and monthly. This registry tracks individuals who have been charged for fraud against Medicaid or Medicare. *AxisCare* does this check automatically effective 4/1/2023.
- **Excluded Parties List System** (<https://sam.gov/content/exclusions>)
 - All team member names are checked through the EPLS website at hire and monthly. This list tracks the names of individuals that have been excluded from receiving payment from Medicaid or Medicare. *AxisCare* does this check automatically effective 4/1/2023.
- **Nebraska Medicaid Excluded Providers List**
 - All team members names are screened through this list at hire and monthly.

All True North Home Care Team members complete Client Rights, Privacy, and Protection Training at new hire orientation and periodically (annually) thereafter.

23.2.2 Mandatory Reporting: How to Make a Report to Adult Protective Services

Who is required to report?

- Physician, psychologist, physician assistant, nurse, nursing assistant or other medical, developmental disability, or mental health professional;
- Law enforcement personnel;
- Care Provider(s) or team member of Care Provider(s);
- Operator or team member of a sheltered workshop;
- Owner, operator or team member of any facility licensed by the Department of Health and Human Services (DHHS); and
- Human services professional or paraprofessional not including members of the clergy.

When is a report required and where does it go?

When is a report required?

- When a person required to report has reasonable cause to believe that a vulnerable adult has been subjected to abuse, neglect or exploitation; or

- Observation of an adult being subject to conditions or circumstances which reasonably would result in abuse, neglect or exploitation.

Where does it go?

- Telephone reports should be made to the Adult Protective Services Adult & Child Abuse & Neglect Hotline (1-800-652-1999) or an appropriate law enforcement agency (i.e., the police department or the town marshal in incorporated municipalities, the office of the sheriff in unincorporated areas, or the Nebraska State Patrol).
- Written reports, if requested, must be provided to the local Adult Protective Services Office, within **48 hours**. The person who takes the initial telephone report will provide information regarding if and where the written report should be sent.

What timing and procedural requirements apply to reports?

- Timing is not specified, except that if requested by the department, a telephone report must be followed by a written report within **48 hours**. **True North Home Care, LLC.**
- **Care Provider(s) will report suspected or witnessed events to their supervisor within 2 hours of becoming aware of the event.**

What information must be included in the report?

To the extent available, reports must include:

- The name and address of the reporter;
- The name, address, and age of the vulnerable adult;
- The address of the vulnerable adult's Care Provider(s)(s);
- The nature and extent of the alleged abuse, neglect, or exploitation or the conditions and circumstances which would reasonably be expected to result in such abuse, neglect, or exploitation;
- Any evidence of previous abuse, neglect, or exploitation, including the nature and extent of the abuse, neglect, or exploitation; and
- Any other information that the reporter believes may be helpful in establishing the cause of the alleged abuse, neglect or exploitation and the identity of the perpetrator(s).

23.2.3 Investigation Protocol

If a True North Home Care (TNHC) team member is accused of any form of abuse or neglect, the supervisor will initiate Investigation Protocol. Investigation Protocol is outlined below. If accusation is not about a TNHC team member, supervisor will collect statements and report to APS. If accusation occurred in a facility, supervisor will notify facility director of nursing and executive director of the accusation. For any accusations that a crime was committed including **sexual assault, assault, or theft**, the local police are to be notified by the TNHC team member immediately.

Investigation Protocol Flow Chart

TNHC team member is made aware of accusation/ incident and notifies TNHC supervisor within 2 hours.

TNHC supervisor initiates Investigation Protocol and places alleged team member on suspension pending investigation. The alleged team member may not work during this suspension.

TNHC team members are prohibited from discussing the investigation unless being questioned by the investigating supervisor. Investigating supervisor will notify family of the accusation/ incident and notify them of the investigation process, notifying them that the alleged team member is on suspension pending investigation. Alleged is not to have contact with any TNHC team members, clients, or families during investigation.

TNHC Nurse (if not alleged team member) conducts a head-to-toe assessment of client within 2 hours of being notified of the accusation/incident. Assessment goes in investigation file. Initial written report faxed to APS within 48 hours of initial phone call.

TNHC supervisor collects statements and conducts interviews of the client and any potential witnesses. Statements and interviews are also conducted with other vulnerable clients who the alleged team member is working with.

TNHC supervisor conducts interview and collects statement from the alleged TNHC team member.

TNHC supervisor reviews all collected statements, assessments, and interview notes and concludes that the accusation is **FOUNDED**. Alleged team member is terminated. Alleged team member is not paid for their suspension time. Family is notified of results. Final written report with findings and resolution is sent to APS within 5 days of initial phone call. Investigation is filed securely for at least 6 years.



TNHC supervisor reviews all collected statements, assessments and interview notes and concludes that the accusation is **UNFOUNDED**. Alleged team member may return to work and is paid for any scheduled shifts they missed during their suspension. Family is notified of results. Final written report with findings is sent to APS within 5 days of initial phone call. Investigation is filed securely for at least 6 years.

Closing Statement

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful Company and a safe, productive, and pleasant workplace.

Kayla Nelson, CEO/Owner

True North Home Care, LLC

Acknowledgment of Receipt and Review

By signing below, I acknowledge that I have received a copy of the True North Home Care, LLC Employee Policies & Procedures with Employee Handbook (handbook) and that I have read it, understand it, and agree to comply with it. I understand that the Company has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the CEO/owner of the Company. I also understand that any delay or failure by the Company to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the Company or affect the right of the Company to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by an authorized Company representative, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

If I am covered by a written employment agreement (signed by an authorized Company representative) or a collective bargaining agreement that conflicts with the terms of this handbook, I understand that the terms of the employment agreement or collective bargaining agreement will control.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA). This handbook is not intended to violate any local, state, or federal law. No provision or policy applies or will be enforced if it conflicts with or is superseded by any requirement or prohibition contained in federal, state, or local law, or regulation. Furthermore, nothing in this handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to, or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission (EEOC), National Labor Relations Board (NLRB), Securities and Exchange Commission (SEC), or any other federal, state, or local agency charged with the enforcement of any laws.

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by True North Home Care, LLC.

If I have any questions about the content or interpretation of this handbook, I will contact my supervisor.

Signature

Date

Print Name