



Employee Rights and Responsibilities

Policy

Hearts Open Home Care does not discriminate against clients or staff. There will be no interruption of services because of staff refusal to provide personal home care to the client. 455 IAC 2-15-2 (b) (6)

Procedure

1. All Hearts Open Home Care staff are oriented to the employee rights policy and policy of non-discrimination.
2. Prospective employees and Hearts Open Home Care representatives shall discuss performance expectations during the interview process. This would include rotating work schedules, weekend assignments, etc. If a prospective employee is not available for such a schedule, the employment offer may be deferred based on the inability to meet expected job requirements.
3. Employees will be informed of the availability of supervisors and the right to expect thorough orientation to all Hearts Open Home Care practices.
4. Employees will be given specific information about client requirements to ensure appropriate skills/equipment are present.
5. In the event an employee is not sure of their rights and responsibilities the agency supervisor will advise the employee of their employer handbook which will be given at orientation. If an additional copy is needed it will be provided upon request.
6. Any complaint an employee may have regarding a violation of any of the following employment rights will be directed to Hearts Open Home Care supervisor who will investigate and make all reasonable resolutions to said complaint.
7. If the complaint involves a Hearts Open Home Care supervisor, the employee shall direct the complaint to Hearts Open Home Care in writing or by phone via Hearts Open Home Care directory.
8. After an employment offer has been made and accepted by the applicant, Hearts Open Home Care representative may ask if, based on religious or cultural beliefs, there are client populations that they would not be able to provide services to.
9. Specific client care activities or procedures which conflict with religious belief or cultural practice may be refused by employees without fear of discrimination or reprisals.
10. Situations where employees request not to work in certain geographic areas or refuse to perform activities, they do not feel qualified for will be addressed in competency assessment and staff safety policies and procedures. Employee concerns will be addressed to their immediate supervisor.



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Employee Rights

- ❖ Employees have the right to be free from discrimination based on age, gender, race, national origin, or religion.
- ❖ Employees have the right to health and safety in the workplace under the safety health and welfare act 2005, and to a safe workplace free of dangerous conditions, toxic substances, and other potential safety hazards.
- ❖ Employees have the right to fair compensation, and fair wages of work performed according to employee signed acknowledgement of wages.
- ❖ Employees have the right not to participate in delivery of services that conflict with their cultural values or religious beliefs.
- ❖ Employees have the right to be treated with respect by Hearts Open Home Care staff, supervisors, and clients.
- ❖ Employees have the right to be free from harassment of any type of sexual, physical, and verbal abuse.
- ❖ Employees have the right to be free of retaliation for filing a claim or complaint against an employee of Hearts Open Home Care and/or the employer without fear of reprisal.
- ❖ Employees have the right to be informed of risks associated with client assignments.
- ❖ Employees have the right to an orientation and training specific to job functions and responsibilities.
- ❖ Employees have the right to have supervisory/management expertise available to them when they are working to address any of the employee's rights and/or clients services and rights.

Employee Responsibilities

- ❖ Employees are responsible for following all Hearts Open Home Care rules and guidelines and meet all upon hire and annual requirements.
- ❖ Employees are responsible for maintaining confidentiality in all aspects of the job.
- ❖ Employees are responsible for the safety and health of clients, report any hazards, injuries, illnesses, unusual occurrences, or any type of change in a client's health conditions to Hearts Open Home Care **IMMEDIATELY**.
- ❖ Employees are responsible to maintain a professional image.
- ❖ Employees are responsible for maintaining integrity and honesty when it comes to the client's financial information.
- ❖ Employees are responsible to be truthful on all paperwork including but not limited to application, visit records, and all required client care documentation.
- ❖ Employees are responsible to complete and document all pertinent information regarding the client and Hearts Open Home Care services.
- ❖ Supervising and management staff employees are responsible for ensuring said policy is enforced and maintained, documented, investigated, and resolved of any complaints or concerns of any infractions to the employees' rights.
- ❖ Further responsibilities are addressed in each respective candidate's job description.