



## **Employee Handbook**

December 2024

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## 1. Welcome

Welcome to Greenwich Home Care! We are thrilled to have you as part of our team. This handbook serves as a guide to our policies, procedures, and the values that shape our workplace culture. We encourage you to familiarise yourself with its contents and reach out if you have any questions.

## 2. Company Overview

### Mission Statement:

Our mission is to provide compassionate, high-quality home care services that empower individuals to maintain their independence and dignity in the comfort of their own homes. We are dedicated to enhancing the quality of life for our clients and their families through personalised care, respect, and a commitment to excellence. We strive to create a supportive and nurturing environment, ensuring that every client receives the attention and care they deserve.

### Vision:

Our vision is to be a leading provider of home care services, recognised for our unwavering commitment to enhancing the lives of our clients and their families. We envision a future where every individual has access to compassionate, personalised care that fosters independence and well-being. By embracing innovation and nurturing skilled professionals, we aim to create a community where every client feels valued, supported, and empowered to thrive in their own home.

### Values:

- **Compassion:** We treat every client with kindness, empathy, and respect, understanding their unique needs and experiences.
- **Integrity:** We uphold the highest ethical standards, ensuring honesty, transparency, and accountability in all our interactions.
- **Excellence:** We are committed to providing the highest quality of care through ongoing training, best practices, and a focus on continuous improvement.
- **Dignity:** We honor the individuality of each client, promoting their autonomy and respecting their preferences and choices.
- **Collaboration:** We work closely with clients, families, and healthcare professionals to create tailored care plans that meet the holistic needs of our clients.
- **Empowerment:** We support our clients in maintaining their independence and achieving their personal goals, fostering a sense of control over their care.
- **Community:** We strive to build strong connections within our community, advocating for the needs of our clients and fostering a supportive environment.

### **3. Employment Policies**

#### Equal Employment Opportunity:

Greenwich Home Care is committed to equal employment opportunity for all employees and applicants.

#### At-Will Employment:

Employment at Greenwich Home Care is at-will, meaning either the employee or the employer can terminate employment at any time for any lawful reason.

#### Job Classification:

Employees are classified as full-time, part-time, or temporary.

### **4. Compensation and Benefits**

#### Salary Structure:

Band 1: < 2 years' experience £22,222.20 - 2+ years' experience £24,042.20

Band 2: < 2 years' experience £24,952.20 - 2+ years' experience £25,862.20

Band 3: < 2 years' experience £26,772.20 - 2+ years' experience £27,682.20

Band 4: < 2 years' experience £30,940.00 - 2+ years' experience £36,400.00

#### Pay Schedule:

Employees are paid monthly via bank payment

#### Benefits Overview:

Performance Bonuses: Incentives for outstanding performance or meeting specific goals.

Pension: Generous pension contribution.

Paternity Leave: 1 or 2 weeks'.

Maternity Leave: Statutory Maternity Pay (SMP) is paid for up to 39 weeks.

#### Paid Time Off (PTO):

Annual Leave: 28 days' paid holiday (pro-rata for part-time employees)

### **5. Workplace Conduct**

#### Code of Conduct:

Employees are expected to maintain professionalism at all times.

#### Anti-Discrimination and Harassment:

Greenwich Home Care prohibits any form of discrimination or harassment in the workplace.

Substance Abuse:

The use of illegal drugs or alcohol during work hours is strictly prohibited.

Dress Code:

Depending on your role, the company may provide you with a uniform. Employees are required to wear the provided uniform at all times during work hours, ensuring it remains clean and presentable.

For roles that do not require a uniform, business attire must be worn. This includes clothing that is professional and appropriate for a workplace setting.

## **6. Attendance and Leave Policies**

Work Hours:

Standard working hours per week are 35.

Attendance:

Employees are expected to arrive on time and adhere to their schedules.

Leave Types:

Employees are entitled to sick leave, vacation leave, personal leave, and family leave.

Requesting Leave:

Employees must submit leave requests 30 days in advance unless in emergencies.

## **7. Performance Management**

Performance Evaluations:

Employees will undergo annual performance reviews.

Goal Setting:

Employees should work with their managers to set SMART goals.

Feedback Mechanism:

Ongoing feedback will be provided throughout the year.

## **8. Health and Safety**

Safety Policy:

Greenwich Home Care is committed to providing a safe workplace.

Reporting Procedures:

Employees should report safety hazards immediately.

#### Emergency Procedures:

Training on emergency procedures and evacuation plans will be provided.

### **9. Employee Development**

#### Training Programs:

Employees will have access to training and development opportunities.

#### Tuition Assistance:

The company is committed to supporting the professional development of its employees through a Tuition Assistance program. This program aims to encourage continuous learning and enhance skills relevant to your role.

All full-time employees who have completed 2 years' of service are eligible to apply for tuition assistance. Courses must be related to the employee's current position or future career development within the company.

The company will reimburse up to 100% of tuition fees for approved courses. Upon completion of the course, submit proof of payment and a copy of your final grade or certificate to receive reimbursement. Employees must maintain a grade of Pass to qualify for reimbursement.

Participation in the program may require a commitment to remain with the company for 2 years' post-completion of the course.

For further details or to access application forms, please contact your manager

#### Mentorship Opportunities:

We believe in the power of mentorship to foster personal and professional growth within our organisation. Our Mentorship Opportunities Program is designed to connect employees with experienced mentors who can provide guidance, support, and valuable insights.

To learn more about the Mentorship Opportunities Program or to apply, please contact your manager.

### **10. Data Protection and Privacy**

#### Confidentiality:

Employee information will be treated with confidentiality.

#### Data Access:

Employees have the right to access their personal data.

Reporting Breaches:

Any breaches of data security must be reported immediately.

## **11. Grievance Procedures**

Filing a Grievance:

Employees can file a complaint regarding workplace issues.

Investigation Process:

All grievances will be investigated promptly and confidentially.

Non-Retaliation Policy:

Employees will not face retaliation for filing grievances.

## **12. Separation of Employment**

Voluntary Resignation:

Employees are requested to provide 4 week's notice.

Involuntary Termination:

Involuntary termination refers to the termination of an employee's employment by the company, often due to performance issues, violations of company policy, or organisational restructuring. Company property must be returned, and any outstanding obligations should be settled.

Exit Interviews:

Exit interviews may be conducted to gather feedback.

## **13. Acknowledgment of Receipt**

Employee Signature:

I acknowledge that I have received and read the Employee Handbook of Greenwich Home Care.

Date: \_\_\_\_\_

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