# Louisville, KY

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## www.pecblessed.com

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PEACEMAKER

Caregiver Policies & Procedures Manual

ELDER CARE

Home Care How To, LLC.

This policy manual has been prepared to be used as a guide only.

The use by persons desiring to develop, update or add a private Home Care Agency Company policy manual should use diligence and care to adapt all aspects of specific state and federal regulations and accreditation standards, if applicable.

HomeCareHowTo.com assumes no responsibility for insuring this policy manual conforms to said standards and regulations and in no way warrants its accuracy or completeness to meet said standards or regulations. Specific attention is warranted regarding personnel policies and applicable laws governing employment in your state and should be updated to this policy manual accordingly. You are encouraged to consult with legal counsel and/or human resource specialists to review the foregoing proposed policies.

In numerous sections throughout the manual, the terms “Our Company” have been inserted to allow modifying to the individual Company’s name. It is recommended that during the creation and/or review process that company specific terms are changed and any other section be updated to meet the specific needs of your program. If a program does not meet the Individual Company plans to set forth, the program/policy should be adjusted to fit the need of the company.

In numerous cases terminology such as she / her / him / he are used interchangeably throughout the manual and if/when only one term is used, it should not be interpreted as discriminating against or excluding members of the opposite sex.

To Your Success!

For any questions, please contact:

Home Care How To, LLC

[www.HomeCareHowTo.com](http://www.HomeCareHowTo.com)

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ABC Home Care Company

Company Policies

& Procedures Manual

*Latest Revision: MM/DD/YYYY*

Policies & Procedures Manual & Its Contents are Property of ABC Home Care

ABC Home Care Company

**Welcome!**

We are excited you have decided to join our first-class Caregiver team to help those who need assistance live independently at home for as long as possible.

We believe each employee contributes to Our Company growth and success, as well as improving the quality of life for our clients. We expect you to take pride in being a member of our team.

This handbook contains the policies, procedures and orientation training materials for employees. It is policy that you familiarize yourself with all the information presented here before beginning service with a client. Upon employment, you are responsible for adhering to the guidelines and policies set forth.

Please note that as a condition of your employment we cannot assign you to a client until the documents such as a copy of your driver’s license and valid auto insurance, TB (Tuberculosis) Test and DMV report have been received for placement in your personnel file.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

Sincerely,

President

# FOREWARD

This manual includes statements of company policies and procedures. It was designed to be a reference for managers, supervisors and staff in the daily administration of the Company's operations.

Written policies increase understanding, decrease the need for individual decisions on matters of Companywide policy, and to help ensure uniformity throughout the organization’s systems of operations. It is the responsibility of each and every member of the management staff to administer these policies in a consistent and impartial manner.

Policies and procedures relating to personnel relations are subject to modification and ongoing development. Supervisors can assist in keeping the Company's personnel program up-to-date by notifying management whenever problems are encountered or improvements can be made in the administration of personnel policies.

In keeping with its anti-discrimination policy, the Company does not refuse service or employment or discriminate against any person because of age, race, color, creed, sex, national origin, or handicap(s), and shall comply with Title VI and Title VII of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination in Employment Act, the Americans with Disabilities Act, The Family Leave Act and Fair Labor Standards Act. In some cases, the number of employees determines whether a company must comply with certain acts.

This manual has undergone a comprehensive review in 2011. The included policies are consistent with effective management of a private Home Care Agency, however should be modified to conform to Company practices, federal, state and accreditation regulations (if applicable).

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# INTRODUCTION

This handbook is designed to familiarize you with Our Company and provide you with information about working conditions, employee benefit as well as the policies and procedures that affect your employment. It contains training material that should be referred to as needed. As a Representative and an Employee of Our Company, it is mandatory you read, know and understand every part, complying with all provisions, policies and procedures of the manual. It describes many of your responsibilities as an employee and outlines the programs and benefits developed by Our Company to benefit employees. It is each Employee’s responsibility to read, understand and follow the handbook as your guidelines to maintaining good standing as an employee.

No employee handbook can anticipate every circumstance or question about policy. As Our Company continues to grow, the need may arise and Our Company reserves the right, to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or Our Company to end our relationship with or without reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

# Section 1 - EMPLOYMENT

## 1-01 Nature of Employment

This handbook is intended to provide employees with a general understanding of our personnel policies and procedures. Employees MUST read and understand the contents of this handbook, as each Employee is responsible for following it and it will answer many common questions concerning employment with Our Company.

However, this handbook cannot anticipate every situation or answer every question about employment. It is an employment contract and is intended to create contractual obligations. Neither the employee nor Our Company is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, Our Company reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those authorized and signed by the CEO of Our Company.

## 1-02 Employee Relations

Our Company believes the work conditions, wages, and benefits it offers to its employees are competitive or above those offered by other employers in this area and in this industry. If employees have concerns about working conditions or compensation, they should voice the concerns immediately, openly and directly to their supervisors.

Employment with Our Company is at-will, a mutual consent between Our Company and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment is excellent, communications can be clear, and attitudes are positive. We believe that Our Company amply demonstrates its commitment to employees by responding effectively to employee concerns.

## 1-03 Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Our Company will be based on merit, qualifications, and abilities. Our Company does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Administration Office. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

## 1-04 Business Ethics and Conduct

The successful business operation and reputation of Our Company (Company) is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of professional conduct and personal integrity. We believe that ethical business practices provide the foundation upon which we build competitive excellence and business success. It is mandatory that each of us at Our Company understands and adheres to the Company’s commitment to ethics, integrity, and honesty. The Company’s steadfast commitment to these principles is essential to our continued success in a growing and increasingly competitive marketplace.

Continued success of Our Company is dependent upon our clients' trust and we are dedicated to preserving that trust. As *an Employee, you are a representative of Our Company*, in as much, you owe a duty to Our Company and its clients to act in a way that will merit the continued trust and confidence of the public, our clients and Our Company. Each employee shall also conduct their self in an ethical manner in all dealings with the Company, fellow employees, our clients, general public and other third parties. In a fundamental sense, this means practicing what is right and honest.

Our personal contact with the public, our manners on the telephone, and the communications we send to clients are a reflection not only of ourselves, but also of the professionalism of Our Company. Positive client relations not only enhance the public's perception or image of Our Company, but also pay off in greater client loyalty, stronger job security for employees and increased revenues for everyone.

***As an employee and representative of Our Company, I will comply with all applicable laws and regulations and conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.***

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. Each employee shall avoid those situations which do, or which appear to, present a conflict between his or her personal interest and the best interest of the Company. Employees stand in a fiduciary relationship to the Company, and a conflict of interest will exist when the employee’s personal interest may influence his or her judgment in conducting the Company’s business, or may affect the employee’s duty to give undivided loyalty to the Company. To avoid potential problems, the channels of communications must be kept open between those who are in a position to know of questionable practices and their supervisory personnel. If a situation that isn’t covered in this manual arises and is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor, and, if necessary with the CEO for advice and consultation.

My signature below indicates that I will comply with this policy of business ethics and I understand that ethical conduct is mandatory and the responsibility of every employee of Our Company.

## 1-05 Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Our Company wishes the business to operate. The purpose of these guidelines is to provide general direction such that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Administration Office for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of Our Company's business dealings. This may include, but is not limited to, solicitation of products or services directly to clients that an employee would gain from the sale of; i/e multi-level marketing, direct-marketed products and/or services. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

***Employees are specifically prohibited from making private arrangements with, maintaining private contact with or provide care independently to any Our Company client, past or present, during their employment with Our Company and for one year after leaving the employ of Our Company. Any violation of this policy will result in the employee's financial liability to Our Company in the amount of no less than 75% of any monies received from these clients and/or immediate disciplinary action up to and including termination of employment and legal action.***

No "presumption of guilt" is created by the mere existence of a relationship with outside clients or senior care firms. However, if employees have any influence on transactions involving client care agreements, it is imperative that they disclose to an officer of Our Company prior to employment and/or as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

## 1-06 Confidentiality/Non-Disclosure of Proprietary Information

As a condition of your employment, you have signed and agreed to and adhere to maintaining confidentiality without disclosure of certain proprietary information, (See Confidentiality & Non-Disclosure Agreement)

The protection of confidential business information and trade secrets is vital to the interests and the success of Our Company. Such confidential information includes, but is not limited to, the following examples:

|  |  |
| --- | --- |
| * Pending services and proposals
* Referral source lists
* Compensation data
* Computer processes
* Computer programs and codes
* Client Care Plans
* Client Medical Information
 | * Customer lists
* Customer preferences
* Financial information
* Labor relations strategies
* Marketing strategies
* HIPPA Compliance Records
* Company Strategies
 |

**WHEREAS**, *Employee* agrees to review, perform, examine, learn, inspect or obtain such confidential information only for the purposes described above, and to otherwise hold such information confidential according to the terms of this Agreement.

**BE IT KNOWN**, that Our Company has or shall furnish to *Employee* certain confidential information and may further allow *Employee* the right to discuss or interview representatives of Our Company, on the following conditions:

1. *Employee* agrees to hold any and all confidential or proprietary information or trade secrets ("confidential information") in trust and confidence and agrees that it shall be used only for the contemplated purposes, and shall not be used for any other purpose, or disclosed to any third party.
2. No copies will be made or retained of any written information or prototypes supplied without the expressed written permission of Our Company
3. At the conclusion of any employment or discussions, or upon demand by Our Company, all confidential information, including prototypes, written notes, photographs, sketches, models, memoranda, handbooks or notes taken shall be returned to Our Company,
4. Confidential information shall not be disclosed to any employee, consultant or third party unless they have previously agreed to execute in writing and be bound by the terms of this Agreement, and have been approved by Our Company officer(s).

## 1-07 Disability Accommodations

Our Company is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

Our Company is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. Our Company will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. Our Company is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

# Section 2 - EMPLOYEE CONDUCT & ACTION

## 2-01 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, Our Company requires all employees to follow ethical, honest and professional rules of conduct that will protect the interests and safety of employees, clients and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. ***The following are infractions of rules of conduct that are taken VERY SERIOUSLY that may result in disciplinary action, up to and including termination of employment and could be punishable by law.*** As part of your employment you have signed and agreed to maintaining high standards of ethics and refraining from the following actions. *(See Employee Conduct Agreement)*

|  |
| --- |
| 1. Receiving gift(s) of any kind, monetary or otherwise from a client, family member or any individual who may offer the gift as a result of being employed with Our Company. Any and all gifts received from a client or family member of a client must immediately be returned to Our Company office.
 |
| 1. Making private arrangements, maintaining private contact with, soliciting or providing private care services at any time, for any reason, to Company clients or their family members.
 |
| 1. Failure to show up for work and/or failure to call the office is indication of your own resignation. Continual tardiness for an assignment
 |
| 1. Leaving a client’s home before the shift is over or before a replacement arrives.
 |
| 1. Non-clearance of reference, criminal or DMV background checks.
 |
| 1. Soliciting money at any time, for any reason, from clients or family members.
 |
| 1. Using the client’s home for personal use or abusing the use of a client’s home.
 |
| 1. Theft, fraud, inappropriate removal or possession of property, or any other unlawful act directed against, involving, or affecting Our Company, its’ clients or employees.
 |
| 1. Discussing wages and/or paychecks with a client. These matters must all be directed to your manager or the office.
 |
| 1. Sleeping on your shift unless your job description for overnight or Live-In care permits it.
 |
| 1. Inviting friends or family to your client’s home to stay during your shift.
 |
| 1. Using the client’s phone for personal use other than a family emergency.
 |
| 1. Canceling an assignment frequently or on short notice, without acceptable medical explanations.
 |
| 1. Falsification of or attempts to alter or commit fraud of timekeeping, mileage or employment records.
 |
| 1. Violation of personnel policies, Insubordination, dishonesty, unethical or other disrespectful conduct.
 |
| 1. Unauthorized disclosure of business secrets, client information to any 3rd party.
 |
| 1. Verbal, physical, emotional abuse to a client, their family, or in any way will not be tolerated.
 |
| 1. Unsatisfactory performances, conduct, or failure to follow any of our Policies and Procedures.
 |
| 1. I will **never** give my personal information, including my address and phone number, to any client or family member when asked. I will always refer them to the office and provide the company contact information.
 |

## 2-02 Drugs and Alcohol Use

It is Our Company's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on duty and conducting business-related activities, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment. Such violations may also have legal consequences.

Our Company reserves the right to require employees to undergo random drug and alcohol testing. To help ensure a safe and healthful working environment, employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment. Questions concerning this policy or its administration should be directed to your supervisor.

## 2-03 Sexual and Other Unlawful Harassment

Our Company is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

* Any sexual advances.
* Offering employment benefits in exchange for sexual favors.
* Making or threatening reprisals after a negative response to sexual advances.
* Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
* Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
* Verbal sexual advances or propositions.
* Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations.
* Physical conduct that includes touching, assaulting, impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
2. Submission or rejection of the conduct is used as a basis for making employment decisions; or,
3. The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual harassment or other unlawful harassment in the workplace, immediately report it to your supervisor. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation. Any employee who becomes aware of possible sexual or other unlawful harassment must immediately advise the Administration Office or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

## 2-04 Attendance and Punctuality

To maintain a safe and productive work environment, Our Company expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on our clients, other employees and on Our Company. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

## 2-05 Personal Appearances

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Our Company presents to clients and visitors.

During business hours or when representing Our Company, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with clients or visitors in person.

If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

* Shoes must provide safe, secure, supportive footing, offer protection against hazards, cover the complete foot, toes, and heel. Sandals, Crocs, flip-flops are all examples of footwear that are unacceptable.
* Tank tops, tube or halter-tops, t-shirts, or shorts may not be worn under any circumstances. Torn or ripped clothing are unacceptable.
* Mustaches and beards must be clean, well-trimmed, and neat.
* Unnaturally colored hair and extreme hairstyles, such as spiked hair and shaved heads, do not present an appropriate professional appearance.
* Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.
* Excessive makeup is not permitted.
* Offensive body odor and poor personal hygiene are not professionally acceptable.
* Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
* Jewelry should not be functionally restrictive, dangerous to job performance, or excessive. Torso body piercing with visible jewelry or jewelry that can be seen through or under clothing must be concealed during work hours.
* Visible excessive tattoos and similar body art must be covered during business hours.

## 2-06 Solicitation

In an effort to ensure a productive and harmonious work environment, persons not employed by Our Company may not solicit or distribute literature in the workplace at any time for any purpose.

Our Company recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities to the client.

Examples of impermissible forms of solicitation include:

* The collection of money, goods, or gifts for community groups
* The collection of money, goods, or gifts for religious groups
* The collection of money, goods, or gifts for political groups
* The collection of money, goods, or gifts for charitable groups
* The sale of goods, services, or subscriptions outside the scope of official organization business
* The circulation of petitions
* The distribution of literature not approved by the employer
* The solicitation of memberships, fees, or dues

In addition, the posting of written solicitations on company bulletin boards is restricted. These bulletin boards display important federal, state, local employment information and company notices. Employees should check them often and know the contents for:

* Employee announcements
* Internal memoranda
* Job openings
* Organization announcements
* Payday notice
* Workers' compensation insurance information
* State disability insurance/unemployment insurance information

If employees have a message of interest to the workplace, they may submit it to the Office Manager for approval. The Office Manager will post all approved messages.

## 2-07 Progressive Discipline

The purpose of this policy is to state Our Company's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

Our Company's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with Our Company is based on mutual consent and both the employee and Our Company have the right to terminate employment at will, with or without cause or advance notice, Our Company may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

Our Company recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and Our Company.

## 2-08 Return of Company Property

Employees are responsible for all property belonging to Our Company as well as materials, or written information issued to them or in their possession or control including this Handbook. Employees must return property of Our Company immediately upon request or upon termination of employment. Where permitted by applicable laws, Our Company may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Our Company may also take all action deemed appropriate to recover or protect its property.

## 2-09 Workplace Etiquette

Our Company strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. Our Company encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Office Manager if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

**Personal/Client Environment**

* Refer to senior clients as "Mr." or "Mrs." and their last name unless they insist that you refer to them by their first name
* Take the time to get acquainted with your client.
* Review the Client Care Plan Book with the client if they are able and decide where to keep it in the house.
* Keep all client information confidential.
* Always arrive a few minutes early, and be neatly groomed according to our Dress Policy.
* In the infrequent event that you will be late, contact the office and the client to inform them.
* Never smoke in a client's house, even if the client smokes.
* In the event of a disagreement with a client, call the office immediately. **Do not walk off the job.**

# Section 3 - EMPLOYEE BENEFITS

## 3-01 Vacation Benefits

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Employees in the following employment classification(s) are eligible to earn and use vacation time as described in this policy:

1. Exempt full-time employees
2. Regular full-time employees

The amount of paid vacation time employees receive each year increases with the length of their employment as shown in the following schedule:

* Upon initial eligibility the employee is entitled up to 5 vacation days each year.
* After 4 years of eligible service the employee is entitled up to 10 vacation days each year.
* After 6 years of eligible service the employee is entitled to up to 20 vacation days each year.

After one full year of employment, the qualified employee’s hours worked begin to be eligible for vacation accrual. Following the first 12 months of employment provided the employee has entered an eligible employment classification, the employee’s total hours over the next 12 month period are calculated and the employee is eligible for paid vacation benefits based on the calculation. The calculation for Vacation time is calculated at the rate of .02 vacation hours for each hour worked and/or .02 vacation days for each “Live-In” day worked through the previous 12-month period.

Vacation time is calculated and available for use only in the year following the completion of the employee’s previous 12-month eligibility period and must be used as time off. Paid vacation time can be used in minimum increments of one day. Vacation time cannot be “rolled over”. All vacation must be taken within the year of the date the vacation time became available. In the event that an employee ceases their employment prior to using applicable vacation benefits or vacation benefits are not used by the end of the benefit year, employees will forfeit the unused vacation time.

The length of eligible service is calculated on the basis of a "benefit year". This is the 12-month period that begins when the employee’s hours worked is applicable to vacation time. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

To take vacation, time off, or any leave, (paid or unpaid) employees must fill out and submit a Time Off request at least two weeks in advance for proper approval from their supervisors. Requests may or may not be approved based on a number of factors, including business needs and staffing requirements.

Vacation time off is paid at the employee's base pay rate at the time of vacation. Hours the employee worked eligible for calculation does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

## 3-02 Holidays

Our Company recognizes holidays, in accordance with the Health Care Industry, listed below:

New Year's Day (January 1)

Easter Day

Memorial Day (Last Monday in May)

Independence Day (July 4)

Labor Day (First Monday in September)

Thanksgiving (Fourth Thursday in November)

Christmas (December 25)

Employees who are required to work a recognized holiday will be paid a rate one and a half times their normal hourly rate times actual hours worked (as of the date of the holiday). To be eligible for holiday pay, employees must work the last scheduled day immediately preceding, and the first scheduled day immediately following the holiday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), vacation time will be provided at the normal rate instead of the holiday pay benefit that would otherwise have applied, if the employee scheduled to work. Paid time off for holidays will be counted as hours worked for the purposes of determining whether overtime pay is owed.

## 3-03 Workers' Compensation Insurance

Our Company provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

**Employees who sustain work-related injuries or illnesses MUST inform their supervisor IMMEDIATELY. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.**

Neither Our Company nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Our Company.

Our Company, Inc. is active in educating employees on Work Environment Safety. Employee and client safety is a priority and as a result, any workplace injuries reported are taken very seriously. Thorough investigations to any injuries are conducted.

Any perpetrations of fraud, misconduct, or intent to mislead or falsely claim benefits will be punishable by disciplinary measures including termination and/or legal action pursuant to conviction of the fullest extent of law.

## 3-04 Sick Leave Benefits

Our Company provides unpaid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor as much in advance as possible, before the scheduled start of their workday. The direct supervisor must also be contacted on each additional day of absence. Any sick leave absences in excess of three days require a written note from a doctor before the employee can return to work. Sick leave is intended solely to provide time off in the event of illness or injury, and may not be used for any other absence.

## 3-05 Medical Insurance Benefits

Our Company does not currently offer Medical Health Insurance Plans.

# Section 4 - EMPLOYMENT STATUS & RECORDS

## 4-01 Employment Reference Checks

To ensure that individuals who join Our Company are well qualified and have a strong potential to be productive and successful, it is the policy of Our Company to check the employment references of all applicants. Some positions require that Motor Vehicle record checks, TB tests and Criminal Record investigations be conducted to maintain employment. Motor Vehicle records and TB tests will be provided by the employee and conducted at the employee's expense. In the event that a background investigation contain records inconsistent with Our Company’s high employment requirement standards, and/or if information provided by the employee proves to be false, disciplinary actions may be taken including termination of employment will be warranted.

Our Company will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by Our Company records.

## 4-02 Personnel Data Changes

It is the responsibility of each employee to promptly notify Our Company of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Administration Office.

## 4-03 Introductory/Probationary Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve an acceptable level of performance and to determine whether the new position meets their expectations. Our Company uses this period to evaluate an employee’s actions, capabilities, work habits, and overall performance. Either the employee or Our Company may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days following their first assignment. Each employee is expected to attend an Orientation Meeting within this 90 day period. Any significant authorized absence will automatically extend an introductory period by the length of the absence. If Our Company determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

During the introductory period new employees are eligible for those benefits required by law including Workers Compensation Insurance and Social Security.

Upon satisfactory completion of the introductory period, employees enter the “regular” employment classification and become eligible to begin on any benefits available to them in accordance with each benefit as described in the manual.

## 4-04 Employment Applications

Our Company relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## 4-05 Performance Evaluations

Supervisors and employees will discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Our Company awards merit-based pay increases in an effort to recognize truly superior employee performance. The award of such increase is based upon numerous factors, at the company's discretion and includes information obtained from clients and other sources.

# Section 5 TIMEKEEPING & PAYROLL

## 5-01 Timekeeping

Accurately recording time worked is the responsibility of every employee. Federal and state laws require Our Company to keep an accurate record of time worked in order to calculate employee pay. Time worked is all the time actually spent on the job performing assigned duties.

Employees MUST accurately record the time they begin and end their work using The Company’s Telephony dial-in System properly. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed or overtime benefits will not be paid.

Altering, falsifying, attempting to cheat or defraud, tampering with the Telephony system or timecards, or recording time to another employee's time record will result in disciplinary action, up to and including termination of employment.

It is the employees' responsibility to call to clock-in and call to clock-out, entering any mileage or other expenses when prompted within the Telephony system. Employees who fail to clock-in or clock-out will not be paid. If you forget to clock-in or clock-out, call the office immediately. If continual failure to clock-in or out on time persists, in excess of 3 times per quarter, disciplinary action may be taken and you will be paid solely for the time that you called in. No adjustments made.

If your position doesn’t allow for Telephony to be used, it is the employee’s responsibility to complete and turn in their Timecards each week by the scheduled deadline, which is Monday by 12:00pm of each week. Timecards received late will result in delayed payment of hours until the employees next scheduled paycheck. The supervisor will review and then initial the time record before submitting it for payroll processing.

## 5-02 Reimbursable Mileage & Expenses

Employees MUST accurately record any miles they incur while using their own car for the client’s benefit while working.

Altering, falsifying, attempting to cheat or defraud, tampering with the Telephony system or mileage, or recording miles to another employee's time record will result in disciplinary action, up to and including termination of employment.

It is the employees' responsibility to call to enter any mileage or other expenses when prompted within the Telephony system. Employees who fail to enter mileage within the system and fail to call within 24 hours of incurring the mileage will not be paid. If you forget to enter mileage incurred call the office immediately. If continual failure to enter proper mileage persists, adjustments will not be made and you will not be paid.

Miles can be accumulated in two different ways:

1. **Errand Mileage** is calculated as all miles incurred while you’re working, using your own vehicle, solely for the purpose of a client’s needs, beyond 10 miles within a given client visit. Errand mileage that exceeds 10 miles must first be approved by the Home Office and must be entered in Telephony when you end a shift.

1. **Reimbursable Mileage** is calculated as any miles incurred between more than one visit in one day on a single shift. For example, if you have 4 visits to 4 different clients, each at different locations in one day, the distance from visit #1 to Visit #2 and visit #2 to visit #3 is considered Reimbursable mileage. There is no reimbursement for traveling to your first assignment or from your last assignment of the day.

***Reimbursable Mileage must be pre-approved by your supervisor in advance*** of incurring the mileage and is approved only on a case-by-case basis since most assignments don’t exceed that amount of distance. If approved, remember that this reimbursement is a benefit, not a right. Most employers won’t even consider requests to reimburse staff for commuting to work. As with Errand Mileage, any mileage incurred should be reported the same day that the mileage is incurred. If you fail to enter the mileage and/or don’t to call it in within 24 hours, you lose the reimbursement.

To reduce the confusion and maintain the integrity of increased mileage requests, we audit mileage inputs using door-to-door mapping using Mapquest.com, Google Maps or otherwise similar mapping program, which is accurate to a tenth of a mile. For any questions about this policy, please call the office.

## 5-03 Paydays

Employees are paid bi-weekly on every other Friday. Each paycheck will include earnings for all hours of work and reimbursable mileage calculated according to the Telephony System through the end of the previous payroll period, unless an employee’s timecard is received after deadline.

In the event that a regularly scheduled payday falls on a holiday, employees will be paid on the first day of work following the regularly scheduled payday.

Paychecks will be mailed to the current address of record submitted by the employee on their Federal W2 Form.

## 5-04 Pay Advances

Without exception, Our Company does *NOT* provide pay advances on unearned wages to employees.

## 5-05 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

* **Resignation** - voluntary employment termination initiated by an employee.
* **Discharge** - involuntary employment termination initiated by the organization.
* **Layoff** - involuntary employment termination initiated by the organization for non-disciplinary reasons.
* Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from work/and the organization.

Our Company will schedule exit interviews at the time of employment termination. The exit interview provides an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to Our Company, or return of property owned by Our Company. Suggestions, complaints, and questions can also be voiced at the Exit Interview.

Since employment with Our Company is based on mutual consent, both the employee and Our Company have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state and federal laws. In the state of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, employees are required to receive final pay within \_\_\_\_\_\_\_\_\_ hours/days of employment termination.

# Section 6 - WORKING CONDITIONS

## 6-01 Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, Our Company has established a Workplace Safety Program. This program is a top priority for Our Company. The Administrative Office has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Our Company provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Administrative Office or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

## 6-02 Smoking and/or Smokeless Tobacco Usage

In keeping with Our Company's intent to provide a safe and healthful work environment, smoking and/or the use of smokeless tobacco products is prohibited within the home of clients. If an employee uses tobacco products, prior to their use, they must first ask each Client they serve if they mind if they can smoke outside.

If the client smokes within their own home, employees are still required to smoke outside. Every effort will be made to avoid assigning non-smoking Caregivers to smoking clients by request of the employee. In the event that a client smokes, it is not the role of or responsibility of the Caregiver to reprimand or discriminate the client.

## 6-03 Rest and Meal Periods

Each workday, full-time employees are provided with 2 rest periods of 10 minutes in length. To the extent possible, rest periods will be provided in the middle of work periods. Since this time is counted and paid as time worked, employees must not be absent from their workstations beyond the allotted rest period time.

All full-time employees are provided with one meal period each workday. In the event that an employee works a live-in shift or 12-hour shift, a second meal period will be allowed. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

Each workday, all employees who work a shift of more than 4 hours are entitled to a rest period of 10 minutes in length, typically in the middle of the shift. Additionally, all employees who work more than 6 hours are provided with a half hour meal period.

Employees who provide service to a client that falls within a meal period, the general rule is that the Employee is to bring their own food and is not to sit down and eat with the client unless the client specifically requests the Employee to do so. Unless the client also specifically insists to provide the food for the employee, the employee is still required to provide his or her own food and take the proper time for mealtime rest.

## 6-04 Overtime

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Compensation for any overtime hours is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Live-In assignments are paid overtime in accordance with the terms and statutes set forth by the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_State Labor Law, under the classification of Personal Attendant Care.

# Section 7 – EMAIL & INTERNET USAGE

All employees, contractors, and temporary workers of Our Company who use the Company’s computer, e-mail or Internet system are required to comply with The Company’s Email & Internet Usage policy. Please request a copy of this policy from the Office Manager.

**7-01 Business Use & Ownership**

**Business Use**

The computer and e-mail system is to be used solely for business purposes of the Company and not for personal purposes of the employees.

**Ownership**

All information, documents, logs and messages that are created, sent, received or stored on the Company’s computer and e-mail system is the sole property of the Company.

**E-Mail Review and Internet Usage**

All e-mail and Internet usage is subject to the right of the Company to monitor, access, read, disclose and use such e-mail without prior notice to the originators rand recipients of such e-mail. E-mail may be monitored and read by authorized personnel for the Company for any violations of law, breach of Company policies, communications harmful to the Company, or any other reason.

**No Presumption of Privacy**

E-mail and internet communications should not be assumed to be private.

## 7-02 - IT Security & Content

**Security**

The e-mail system is only to be used by authorized persons, and an employee must have been issued an e-mail profile and/or password in order to use the system. Employees shall not disclose their codes or passwords to others and may not use some else’s profile, codes or passwords without express written authorization from the Company. The Company will keep copies of all passwords to use email and access the Internet. Employee should know that passwords provide no assurance of confidential communications.

**Prohibited Content**

E-mails created or websites visited may not contain statements or content that is libelous, offensive, harassing, illegal, derogatory, or discriminatory. Foul, inappropriate or offensive content or messages such as racial, sexual, political or religious slurs or jokes are prohibited. Sexually explicit content, messages or images, cartoons or jokes are prohibited. Access to any web site that is discriminatory or offensive is prohibited.

**Certain Prohibited Activities**

Employee may not, without the Company’s express written authorization, transmit trade secrets or other confidential, private or proprietary information or materials through e-mail. No employee may use company Internet access to post opinions on the Internet, particularly any opinion of a political or discriminatory nature.

**Viruses**

Any files downloaded from e-mail received from non-Company sources must be scanned with the Company’s virus detection software. Any viruses, tampering or system problems should be immediately reported to IT.

## 7-03 - Internet, Email Protocols & Restrictions

**Creating New E-mail Profiles**

All requests to create new e-mail profiles are to be submitted to your supervisor. Requests should include the name of the email address (i.e., payroll@tval.net), names of employees to have full or limited access rights to the e-mail profile, and the general purpose of the e-mail profile.

**Message Retention and Creation**

Employees should be careful in creating e-mail. Even when a message has been deleted, it may still exist in printed version, be recreated from a back-up system, or may have been forwarded to someone else. Please note that appropriate electronic messages may need to be saved. And, the Company may be required to produce e-mail in litigation.

**E-mail Attachments**

All e-mail attachments received from non-Company sources should be saved prior to being opened. This allows the Company’s virus software to scan for viruses in the attached file.

**Auto Preview and Preview Pane**

The Auto Preview and Preview Pane options are to be disengaged in the Inbox, Draft, Sent and Delete folders within Microsoft Outlook, the Company’s e-mail system. Failure to do so risks the spread of viruses. Within each file – Inbox, Draft, Sent and Delete – deselect Auto Preview and Preview Pane from the View drop down menu.

**Out of Office Assistant**

All employees are required to activate the Out of Office Assistant if the employee is out of the office for more than one full work day. This feature is to be deactivated when the employee returns to work. The auto-reply message is to include the following content:

* Optional - Reason employee is out of the office (business trip, vacation, ill, etc.)
* Date(s) employee is out of the office
* Forwarding email address and phone number (i.e., cell phone) for reaching employee (if applicable)
* Timeframe when sender can expect a response
* Name, title and phone number on who to contact if immediate assistance is needed

**Timeframe for Responding to Emails**

Unless the employee is out of the office and the Out of the Office Assistant is activated, employees are to adhere to the Company’s customer service policies and respond to emails within 24 hours of receipt (i.e., one business day).

**Email Signatures**

Email signatures created in Outlook (Tools/Options/Mail Format/Signatures) are to be consistent throughout the organization. Each employee’s email signature is to follow the appropriate format for every department.

|  |  |
| --- | --- |
| Font: ArialFont Size: 10 pointFont Color: Black/Automatic | Employee NameABC Home Care1234 We Care StreetCare Town, State 12345*“Our Company Slogan”* Main: 123.456.3333 Mobile: 000.000.0000 Fax: 123.456.3334Email: yourname@OurCompany.com Web: [www.OurCompany.com](http://www.OurCompany.com) |

# Section 8 - CAREGIVER SPECIFIC GUIDELINES

## 8-01 List of Home Care Services

All of our services are non-medical in nature. The following is a list of services that Caregivers may routinely perform, however, it is not exclusive of other reasonable requests. Ours is a service business. Always check with your supervisor if you are unsure about whether or not you can perform a service.

|  |  |
| --- | --- |
| **Light Housekeeping*** Dust
* Vacuum
* Clean kitchen & bathroom
* Organize closets
* Change the linen
* Laundry
* Light ironing
* Sweeping floors.

**Errands & Transportation*** Grocery and clothes shopping
* Pick up prescriptions
* Take client to the bank
* Theater and movie events
* Dine out for lunch or dinner
* Drive to family gatherings
* Handle dry-cleaning
* Buy stamps, mail packages
* Attend church services

**Sleep Over Services*** Sleep or stay awake overnight
* Prepare breakfast in am
* Medications Reminders
 | **Miscellaneous*** Companionship
* Conversation
* Play board games
* Read
* Watch TV
* Do crossword puzzles
* Arts and Crafts projects
* Cook together
* Pet Care
* Supervise home maintenance such as housecleaning, etc.
* Medication Reminders
* Monitor bathing for safety
* Mend clothes
* Answer the phone
* Sort bills for paying/Read Mail

**Live-in Services*** Include all the above
* Hospice patient care, follow Hospice Directives
* Continence care
 |

## 8-02 Prohibited Services

Our Company provides Non-Medical services which requires strict adherence to state licensing laws. State licensing regulations dictate what services are licensed or considered “medical” in nature and cannot be performed by non-licensed providers of in-home care. Always check with your supervisor/manager if you are unsure as to whether or not a task can be performed. As a rule, unless otherwise indicated, we cannot do the following:

# STRICTLY PROHIBITED SERVICES

##### We Do NOT Perform Any:

**HEAVY LIFTING**: Do ***NOT*** lift dead weight. We can assist clients who use walkers or wheelchairs but we cannot lift dead weight.

**MASSAGE**: Do NOT perform any type of massage therapy. We can escort the client to a certified massage therapist or physical therapist.

**ADMINISTER OF MEDICATION**: We cannot touch medications. We can only remind them to take prescribed medications.

**NAIL TRIMMING OR HAIR CUTTING**: Do **NOT** cut hair, fingernails or toenails. We can escort the client to a manicurist, podiatrist or hair salon.

**SHAVING:** We can help clients shave with *electric shavers*. Do NOT shave them with a bladed razor.

**MEDICAL EMERGENCIES**: We will call 911 and stabilize the surroundings to avoid further injury.

Financial Affairs: If a client requests that you perform any tasks involving their personal finances, you must decline. While Our Company provides these services, they are performed by staff who have been authorized specifically to handle financial services. Any caregiver that performs these activities that has not been authorized to perform these services is subject to immediate termination.

## 8-03 The Client Care Plan Book

The Client Care Plan Book is a vital component of the caregiving process. It is the foundation of all client-related information and communication and it is your reference in the event of emergency. Every client will be provided with a Care Plan Book on his or her first day of service. It should be kept in the same location at all times**. If the Care Plan Book is lost or misplaced, you are expected to notify the administration office immediately.**

The Care Plan Book is a communication tool created specifically for the client's family and you. You will review its contents on the first day with a new client as part of your familiarization routine. You **must** document in it every day that you provide service. As a rule, if the notes don’t make it to the log, it didn’t happen.

Home health or hospice nurses who seek clear communication of the client’s daily situation can also use and review it. For these reasons you must keep the book neat, up to date and complete. This book represents Our Company as much as you do and it contributes to the client's well being.

Each Care Plan Book contains the following sections:

|  |  |
| --- | --- |
| * Emergency Procedures
* Assessment of the Client's Needs
* The Care Plan
 | * Documentation Log
* Check List of Home Safety
 |

## 8-04 Emergency Procedures

The emergency procedures page is always the first page in the Care Plan Book. It is a step-by-step list of your responsibilities in the event your client suffers an emergency. You are expected to be familiar with the procedure, remain calm and stay with the client until emergency personnel place the client in an ambulance. **If during an emergency you have any question about how to proceed, open the Care Plan Book, take a deep breath and follow the instructions.**

The emergency personnel will have some basic questions about your client: His/Her name, age, a brief description of what happened, what time it happened, what medications he/she is taking and if you are aware of any allergies. They will ask if he/she has a "DNR" or Do Not Resuscitate Order. Much of this information is provided in the Care Plan Book. If you don't know the answer to a question, say so. If your client takes a lot of medications, put them in a bag and give it to the rescue team to sort through.

**Stick to the relevant facts.** For example, if the client choked on popcorn while watching TV, they don't care what show she was watching. If she fell, knocking a glass to the floor, had a seizure and cut herself on the broken glass in the process, they may arrive after the seizure ends and simply see an unconscious woman bleeding on the floor. You need to say, " she fell and cut herself on glass during a seizure." If you are not sure what happened, describe the symptoms you observed, for instance, “she complained of an ache in her arm and then slumped forward. She hasn’t responded to me since”.

##### Emergency Procedures:

1. **Ensure the area is secured.**
2. **Caregiver will call 911 (and/or Hospice if applicable)**
3. **Caregiver will call Our Company**
4. **Our Company will call the family with status and disposition of the emergency. (This is why the client’s family information MUST remain current both in the Care Plan and with our office records!)**
5. **Licensed personnel, such as Licensed Practical Nurses (LPN, LVN) working in this non-medical caregiving capacity may fulfill the dictates of their license to perform CPR, or First Aid etc., however, they do so under the authority of their license and not under the authority of Our Company.**

**NOTE:** DNR (Do Not Resuscitate) Orders should be prominently displayed and made available to emergency and hospice personnel immediately upon their arrival.

## 8-05 The Care Plan

The Care Plan contains some basic information about the client including name, birth date, address, and family members' contact information. It also outlines the specific services the client has requested and the schedule agreed to between Our Company and the client. This document will be completed prior to placing the Care Plan Book in the client's home. If you hear anything from the client or a family member that suggests the contact information has changed for someone listed, ask for the new information to update the Care Plan. Since this is the reference page for family contacts, it is very important to keep it current. Please notify the office of contact changes as well.

## 8-06 Client Assessments

The Assessment is the document used by the owner to report the client's current physical, behavioral, emotional and social conditions. It will inform you of what is "normal" for your client. You should review the assessment on your first day and refer to it if you notice anything in the client's behavior or routine that seems different from his usual behavior or activities.

## 8-07 Documentation Notes

The documentation log serves three functions. First, it provides a centralized place for you to document what you do and what the client's day is like. Second, it serves as a place for you and the family to communicate with one another. Third, it allows you to communicate with other Caregivers on the same assignment.

You should take the first 5 minutes of each shift to check the log for messages from the family or other Caregivers to you. If they want something special done, such as "pick up the bedspread from the dry cleaners" you will be able to work it into your day's schedule. If you don't check until the end of the shift, you won't get it done that day. **Treat every message as time sensitive!**

Take the last 10 minutes of each shift to note in the log what tasks you performed such as making lunch, vacuuming the house, taking the client to the doctor's office, or playing a board game. When noting the client's meals, it is important to report what they ate and in what quantities. If the client is concerned about what day he is scheduled for his dental exam, leave a note clearly marked for the family member who checks in on him regularly to write it in the log.

Please remember that detail is necessary. If the notes don’t make it to the logbook, then the event didn’t happen. Protect yourself and your client. By providing accurate documentation each visit, you and the family can watch for trends in changed behaviors and health such as headaches, decreased appetite or fatigue. These trends can signal serious health problems that are best caught early.

**1) Check the log for information upon arrival.**

**2) Document in the log before leaving.**

## 8-08 Checklist of Home Safety

The Checklist of Home Safety is a questionnaire designed to evaluate conditions within the home as safe or unsafe. It is a service provided by Our Company to inform the senior of potential hazards such as frayed electrical wires and unstable stair rails. The evaluation should be performed on the first day of service as part of the "get acquainted" process. Be sure to ask the client's permission to perform the evaluation. (If she says no, that's all right. You can ask again in a few weeks after you have developed a more trusting relationship.) Ask the client to show you around the house and help you look for the items listed.

If you are replacing a previous Caregiver and the Checklist is complete, perform a new check of your own. You are ultimately responsible for maintaining that safety check. Doing another checklist – even if it was done only two weeks ago – shows you’re responsible and you’re your accountability seriously.

## 8-09 Caregiver Professionalism

Caregivers come from a wide range of backgrounds and frequently Caregivers consider their services common. The truth is that only a select few individuals have the emotional strength and personal confidence necessary to be a Caregiver. It is important that you realize you are a professional and as such need to act in a professional manner. There are 5 behaviors that will promote your success as a Caregiver and in all else that you pursue:

* Punctuality
* Courtesy
* Clear Communication
* Professionalism
* Honest & Ethical in All Your Actions

Punctualityis the key to making a good impression and building respect especially when working with clients. Clients expect timeliness and it is a basic professional courtesy. Clients view lateness as a sign of disrespect and laziness so first and foremost, arrive on time! A good rule of thumb to live by is:

***If you're early, you're on time. If you're on time, you're late. And if you're late, you've lost all credibility!***

It means that if you're early, you took the time to prepare yourself, overcome any unforeseen obstacles along the way and arrive calm and ready to begin work in a professional manner without fuss. In short, your heads in the game as soon as you walk up to the client's door.

If you're on time, you got there by the skin of your teeth or were lucky enough not to have any problems but you walk in thinking, "I made it!" and you get your head in the game within a couple of minutes.

If you arrive late, you failed to plan, failed to prepare and are so busy thinking up excuses that you don't get your mind on the job for some time, if at all. That means you do your job poorly and likely won't make the client happy regardless of how good a Caregiver you are.

When assigned a new client it is a good idea to drive the route and locate the house before your scheduled introduction. Since you are not going up to the door you can take all the time you need to get lost, get found, check out alternative routes and no one will know. Then on the day of introduction, that stress will be eliminated.

**Be consistently early to make a good impression.**

Courtesy is the language of respect, deference and civility.

"Please", "Thank you", You're welcome", "excuse me", "do you mind if I”, "allow me", "sir", "Ma'am", and many others are common courtesy phrases that have become truly uncommon in today's informal society but they are cherished by seniors.

Even if your client insists you use his or her first name it is very important that you do not forget to use these courtesy phrases. And SMILE! Without a smile, you may look disinterested or even angry. If you are not used to smiling, get used to it. It can mean the difference between a client trusting you and being afraid of you.

**Tip:** When giving up an assignment or leaving the employment of Our Company please give the office the respectful and courteous 2-week notice. The Care Manager will find a replacement Caregiver who can go to the client's house with you at least once to introduce the new Caregiver to your client and show your replacement how your client likes things done.

**Smile and be polite to show respect for your elders.**

Clear and Open Communication is part of respect and courtesy. It is the only way we can be sure that everyone shares the same expectations. So communicate regularly with the office, other Caregivers, family members and your clients.

Seniors tend to be modest and can feel self-conscious about their disabilities especially concerning personal care such as incontinence, bathing and dressing. Warm the bath water before undressing a senior to reduce the time they are exposed to the cold air. When you help a client get undressed for his bath, speak conversationally and let him know you are going to take off his shirt *before* you reach for the buttons.

If your arrival schedule varies from day to day or if you share the job with another Caregiver, be sure you remind your client what day and time she will see you again or who will be with her as you leave for the day. If her memory is poor, leave a note where she will find it, perhaps on the calendar or telephone.

The client is one of many people relying on you for good communication. If the client's daughter tells you she's taking Mom out to lunch tomorrow and wants you to reschedule your shift, call the office. Sometimes good communication requires you to do several things like document the visiting nurse's orders in the care plan book, call the office and tell the son when he gets home. Be sure you let everyone involved know what the nurse ordered.

In case of emergency, always have change handy, enough for 2 phone calls, even if you have a cell phone. Unexpected things happen. Tires go flat; cell phone batteries run out of power, road maintenance slows traffic. If anything unusual comes up or if you have any questions, call the office. That's what the administrator is here for. Just like in school, the only dumb question is the one not asked. It's okay to have a question… we're here to help.

No one can read your mind - communicate in every way necessary.

##### Professionalism

Professionalism is how you perform each of your actions, speak your words and handle all the various situations you will encounter with each client. It involves you maintaining calm, collective attitudes and communication in all you do. By following the Policy & Procedure manual, you’ll find that professionalism is a by-product of doing what’s ethical, honest and along policy.

##### Honest & Ethical in All Your Actions

This has been covered throughout the Policies & Procedure manual. If there are questions about honesty & ethics, set some time with your supervisor or manager. Chances are, you know what this is or you would not be on Our Company’s first-rate team!

# Gift Policy Acknowledgement Agreement

As providers of home care, I understand that I may be working with elderly who have varying diseases including memory loss, dementia, Alzheimer’s disease, or any one of many varying illnesses.

As a representative and employee of Our Company, It is my commitment as signed below,
***that I WILL NOT ACCEPT ANY GIFT(s)***, monetary or otherwise, from clients or family members in any shape or form, at any time. I understand and agree that by accepting gift(s) of any form; property, monetary, possession, or otherwise, my employment may be immediately terminated in addition to formal investigations regarding the actions.

Client’s may from time to time, desire to show their appreciation for the assistance you provide them in form of gifts. We believe that receiving gifts is a conflict of interest, unprofessional and creates suspicions of theft, amongst other illegal activity. While a simple gift may seem innocent, family or other associated individuals of clients may understand it differently.

In the event that any gifts are received upon insistence of a client, monetary, or in any form, the gift MUST be immediately reported to and turned in to Our Company office. Failure to report a gift may result in a complete civil investigation and may lead to suspension and/or termination employment, and if investigations deem warranted, legal or criminal charges may be sought.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EMPLOYEE'S NAME (printed)

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

EMPLOYEE'S SIGNATURE

# Employee Adherence to Policies & Procedures Agreement

The employee handbook describes important policies and procedures about Our Company’s non-medical home care services. I understand that I should consult my supervisor or management team regarding any questions not answered in the handbook. I understand that I have entered into my employment at-will relationship with Our Company voluntarily and acknowledge that there is no specified length of employment. Accordingly, either Our Company or I can terminate the relationship at will, with or without cause, at any time, as long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to Our Company's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of Our Company has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that I have received the Employee Orientation & Policy Manual and each policy has been reviewed and explained in entirety. I understand and accept as part of my employment, that it is my responsibility to read, know, understand and comply with all the policies and procedures contained in the Manual, and any revisions made to it.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EMPLOYEE'S NAME (printed)

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

EMPLOYEE'S SIGNATURE

# Confidentiality/Non-Disclosure Agreement

The protection of confidential business information and trade secrets is vital to the interests and the success of Our Company. Such confidential information includes, but is not limited to, the following examples:

|  |  |
| --- | --- |
| * Pending services and proposals
* Referral source lists
* Compensation data
* Computer processes
* Computer programs and codes
* Client Care Plans
* Client Medical Information
 | * Customer lists
* Customer preferences
* Financial information
* Labor relations strategies
* Marketing strategies
* HIPPA Compliance Records
* Company Strategies
 |

**WHEREAS**, *Employee* agrees to review, perform, examine, learn, inspect or obtain such confidential information only for the purposes described above, and to otherwise hold such information confidential according to the terms of this Agreement.

**BE IT KNOWN**, that Our Company has or shall furnish to *Employee* certain confidential information and may further allow *Employee* the right to discuss or interview representatives of Our Company, on the following conditions:

1. *Employee* agrees to hold confidential or proprietary information or trade secrets ("confidential information") in trust and confidence and agrees that it shall be used only for the contemplated purposes, shall not be used for any other purpose, or disclosed to any third party.

2. No copies will be made or retained of any written information or prototypes supplied without the permission of Our Company

3. At the conclusion of any employment or discussions, or upon demand by Our Company, all confidential information, including prototypes, written notes, photographs, sketches, models, memoranda, handbooks or notes taken shall be returned to Our Company,

4. Confidential information shall not be disclosed to any employee, consultant or third party unless they agree to execute and be bound by the terms of this Agreement, and have been approved by Our Company.

5. This Agreement and its validity, construction and effect shall be governed by the laws of the State of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ County.

**AGREED AND ACCEPTED BY:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**EMPLOYEE Date**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OUR COMPANY Date**

# Employee Conduct and Work Rules Agreement

I accept, understand and agree to be bound by adherence to the Policies & Procedures Manual..I also understand that it is not possible to list all the forms of behavior that are considered unacceptable in the workplace. ***The following infractions of rules of conduct are taken VERY SERIOUSLY that I understand will result in disciplinary action, up to and including termination of employment and legal action.*** My initials next to each item indicates I understand the seriousness of the infractions:

|  |  |
| --- | --- |
|  | Receiving gift(s) of any kind, monetary or otherwise from a client, family member or any individual who may offer the gift as a result of being employed with Our Company . Any and all gifts received from a client or family member of a client must immediately be returned to Our Company office. |
|  | Making private arrangements, maintaining private contact with, soliciting or providing private care services at any time, for any reason, to Our Company clients or their family members. |
|  | Failure to show up for work and/or failure to call the office is indication of your own resignation. |
|  | Continual tardiness for an assignment |
|  | Leaving a client’s home before the shift is over or before a replacement arrives. |
|  | Non-clearance of reference, criminal or DMV background checks. |
|  | Soliciting money at any time, for any reason, from clients or family members. |
|  | Using the client’s home for personal use or abusing the use of a client’s home. |
|  | Theft, fraud, inappropriate removal or possession of property, or any other unlawful act directed against, involving, or affecting Our Company, its’ clients or employees. |
|  | Discussing wages and/or paychecks with a client. These matters must all be directed to your manager or the office. |
|  | Sleeping on your shift unless your job description for overnight or Live-In care permits it. |
|  | Inviting friends or family to your client’s home to stay during your shift. |
|  | Using the client’s phone for personal use other than a family emergency. |
|  | Canceling an assignment frequently or on short notice, without acceptable medical explanations. |
|  | Falsification of or attempts to alter or commit fraud of timekeeping, mileage, employment records or within the realm of my employment with Our Company. |
|  | Violation of personnel policies, Insubordination, dishonesty, unethical or other disrespectful conduct. |
|  | Unauthorized disclosure of business secrets, client information to any 3rd party. |
|  | Verbal, physical, emotional abuse to a client, their family, employee, co-worker or in any way will not be tolerated. |
|  | Unsatisfactory performances, conduct, or failure to follow any of our Policies and Procedures. |
|  | I will NEVER give my personal information, including my address and phone number, to any client or family member when asked. I will refer them to the office. |

**AGREED AND ACCEPTED BY:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Date