

# Endearing Home Services, LLC



## Handbook

## **Employer's Disclaimer**

Endearing Home Services, LLC is a home care agency that provides non-medical care, including, but not limited to, home help, personal care and companionship services. You are employed as a caregiver to provide non-medical services to the clients of Endearing Home Services, LLC For the purpose of this document, Endearing Home Services, LLC may be referred to as "The Agency", "we" or "our". The purpose of this Handbook is to provide you with an overview of the employment policies, procedures and benefits of Endearing Home Services, LLC... It is a summary only and, as such, is not meant to be all inclusive. This handbook is not to be viewed as an employment contract, express or implied, and it does not guarantee employment for any specific length of time. Employees are "per diem", meaning if a job is offered, it is typically for a set time frame, and all positions are temporary positions. While some positions will be available for extended periods, each job is considered "per diem" status. While it is hoped that our employment relationship will be long-term, either the Agency or the employee can end the relationship at any time, with or without notice, with or without reason, to the extent allowed by law. Endearing Home Services, LLC reserves the right to change employment policies, procedures, benefits or the Handbook at any time without notice. It is the responsibility of the employee to stay abreast of policy. The Agency will make every effort to notify employees of any policy changes, additions or deletions. All changes will immediately become a part of this Handbook.

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# Welcome

It is our pleasure to welcome you to Endearing Home Services, LLC We hope that you will find your time with us to be enjoyable and fulfilling and that your career proves to be a long and happy one. We are a non-medical home care agency dedicated to providing efficient, courteous and reliable service in a workplace that is friendly, respectful and safe. We look forward to having you on our Team and the valuable contributions you will, undoubtedly, make.

## Purpose of Handbook

This handbook is meant to familiarize you with Endearing Home Services, LLC and provide you with a summary of information regarding working conditions, benefits and policies & procedures affecting your employment. More details are provided in the Agency's *Policy & Procedure Manual*, which is located in the Agency Office. You may review the manual at any time during office hours and/or you may request copies of individual Policies & Procedures (P&Ps). In addition, selective P&Ps will be reviewed with you during Orientation, during training sessions and/or on an "as-needed" basis. Nevertheless, you are expected to be familiar with, and adhere to, all Agency policies and procedures.

The information provided in this handbook should not be considered as either an Offer-of-Employment or as a contract between the Agency and you. It represents conditions of ongoing employment but does not guarantee continued employment. You are responsible for reading, understanding, and complying with the terms of this Handbook. This way, you will know what the Agency expects of you and what you can expect from the Agency. You are encouraged to present any questions that you may have to your Supervisor or to the Agency Director

## Agency Overview

### History

Endearing Home Services, LLC was established in 2021 in O' Fallon, IL. We are a licensed, Non-Medical Home Care Agency serving the Madison and St. Clair County areas.

### Contact Information

Mailing Address: 1313 Camp Jackson Road,  
Cahokia, IL 62206

Email Address: [care@endearinghs.com](mailto:care@endearinghs.com)

Website Address: [www.endearinghs.com](http://www.endearinghs.com)

Office Telephone Number: 618-670-8558

Alternative Telephone Number: 618-857-2012

While we serve all segments of the population, the majority of our clients are seniors. We offer our clients the best of care in-home, which may include: Personal Care;

Homemaker/Home Management; Caregiver/Respite; Light Housekeeping; Cooking; Errands and Transportation; Companionship/Sitter and Live-in Care.

### **Governing Body**

The legal structure of Endearing Home Services, LLC is a Limited Liability Company.

The person or group of persons that has full legal authority for the operation of the Agency is the Jennifer Austin.

### **Organizational Structure**

Endearing Home Services, LLC organizational structure delineates what positions are utilized in the Agency, the roles and responsibilities of each position, the lines of communication and who is to be consulted on specific issues. It also clearly defines the responsibilities, accountability and relationships of all the employees.

### **Leadership Team**

The members of the Leadership/Management Team are:

- ◆ Director: Jennifer Austin
- ◆ Compliance: De Andre Long
- ◆ Office Supervisor: Journi Long
- ◆ Homemaker Supervisor: Cortillian Andrews

### **Communications**

Endearing Home Services, LLC values good communications to prevent mistrust and misunderstandings between management and employees. Not only does effective communication improve relations between the two groups but also it has demonstrated that employee input improves management decisions. Furthermore, employees' morale, performance and job satisfaction are enhanced when effective communication measures are available and utilized. Some of the communication methods that the Management Team may utilize to communicate with you involve face-to-face interactions, suggestion boxes, bulletin boards, staff meetings, written memorandums, texting, telephones and email.

### **Face to Face Interactions**

Endearing Home Services, LLC practices an “*Open Door*” approach to encourage you to discuss work-related and/or personal issues, which may affect your welfare. If the issue is not pressing or urgent, it would be best if you could schedule an appointment with your Supervisor in order that he/she can give you his/her full and undivided attention when you meet. The Director is also available, should you prefer to discuss the issue(s) with him/her.

## **Agency Aims and Objectives**

### **Mission Statement**

Endearing Home Services, LLC is committed to providing high quality, client-centered and affordable Home Care services to its clients to assist them to lead dignified, independent lives in the comfort and safety of their own homes. Their individual

needs are carefully assessed, understood and met through the selective assignment of qualified, trustworthy and compassionate personnel. We care for our clients and about them!

## **Vision**

Endearing Home Services, LLC aspires to consistently be known and valued for providing the highest standard of in-home care services; for being the provider-of-choice in the community; for being the employer-of-choice in the community; and for being a financially viable agency.

## **Values**

You can help Endearing Home Services, LLC achieve its missions and values by respecting and applying its core values, which include:

- ◆ keeping our client's health, quality of life and well-being central in the design and delivery of services;
- ◆ treating and interacting with our clients with respect, dignity, compassion, empathy, honesty, and integrity while recognizing and maintaining confidentiality of client information;
- ◆ being courteous and competent to clients, families, co-professionals and the community-at-large;
- ◆ showing respect for all cultures, religions, ethnicities; sexual orientation, ages, gender and disabilities;
- ◆ valuing, supporting, recognizing and appreciating other employees, as employees are the Agency's greatest asset;
- ◆ developing and maintaining positive relationships with the community, including local Home Care and Health Care personnel/organizations; and,
- ◆ adhering to the professional code of ethics of the Home Care industry.

## **Commitment**

Endearing Home Services, LLC is committed to maintaining and enhancing the attributes of its competent staff to ensure the ongoing provision of excellent quality care to clients in compliance with the Agency's mission statement, values and standards. It shall achieve this, in part, through staff development and training; enforcement of the Agency's policies and procedures; and, maintaining financial viability.

## **Equal Opportunity**

Endearing Home Services, LLC is an *Equal Opportunity Employer* and, as such, provides equal opportunity for you and all its employees and applicants for employment without regard to race, gender, color, creed, religion, gender, sexual orientation, National Origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. This applies not only to the hiring process but also to working conditions and privileges of employment.

## **Anti-Discrimination**

Endearing Home Services, LLC complies with U.S. anti-discrimination laws, which include, but are not limited to, the following:

- ◆ *Civil Rights Act of 1964* prohibits discrimination in employment on the basis of race, color, sex, or ethnic origin.
- ◆ *Age Discrimination in Employment Act (ADEA)* prohibits discrimination against employees 40 years and older
- ◆ *Non-discrimination Act (GINA)*, prohibits the use of using genetic information for hiring, firing, or promotion decisions and for any decisions regarding terms of employment, health coverage and employment on the basis of genetic information.

Anti-discrimination compliance measures are reflected throughout the Agency *Policies and Procedures Manual* and are also addressed in the *Standards of Conduct* that you are required to read and sign, as a Condition of Employment.

### Harassment

Endearing Home Services, LLC is committed to protecting your welfare and the welfare of its employees from all forms of sexual and job-site harassment including bullying, joking and/or commenting about sexual orientation, race, color, ethnicity, religion, gender, marital status, age, National Origin, status, physical/mental disability, pregnancy, military/veteran status, or any other basis, which is prohibited by state or federal law. Harassment compliance measures are reflected throughout the Agency *Policies and Procedures Manual* and are also addressed in the *Standards of Conduct* that you are required to read and sign, as a Condition of Employment.

### Reporting Discrimination and/or Harassment

Endearing Home Services, LLC requires that if you believe you are a victim of any form of discrimination or harassment or if you have information about another employee, who is a victim, you must report it to your Supervisor immediately. If you report alleged or real discrimination or harassment, you can do so without fear of reprisal.

### Cultural Diversity

Endearing Home Services, LLC recognizes and values the traditions and customs of others and, in so doing, practices an open and tolerant attitude towards different religions, cultures, ethnic groups, races and personal views. Special racial, religious, ethnic, cultural and linguistic needs of clients will be determined and documented during their initial assessment. Wherever possible, the Agency tries to assign employees who have similar backgrounds. The Agency also recognizes the cultural and religious obligations of its employees. You are expected to become more knowledgeable of, and sensitive to, other cultures and to recognize and support diversity.

### Disabilities

The *Americans with Disabilities Act (ADA)* prohibits discrimination in employment on the basis of disabilities and requires that employers reasonably accommodate individuals with disabilities who can otherwise perform a job. Endearing Home Services, LLC will reasonably accommodate qualified individuals, with known disabilities, unless doing so will cause the Agency undue hardship. This applies to employee selection, training, job assignment, compensation, benefits, discipline and

termination. It is your responsibility to notify your Supervisor of your special need(s). He/she may require input from you on the types of accommodation you feel is required or the functional limitations caused by your disability. When appropriate, we may need your permission to obtain additional information from your physician or other rehabilitation specialist(s).

## Employment Eligibility

### Legal Requirements

In accordance with the *Immigration and Nationality Act* (INA), Endearing Home Services, LLC only hires those individuals who may legally work in the United States (i.e., citizens and nationals of the U.S.) and aliens authorized to work in the U.S., in accordance with the U.S. Department of Labor (DOL) regulations. The Agency will verify your identity and employment eligibility, which includes completing the DOL's "*Employment Eligibility Verification Form (I-9)*". The completed I-9 will be kept in your Personnel File for at least three years, or one year after employment ends, whichever is longer.

### Employment of Relatives

Endearing Home Services, LLC may permit you and members of your "family" to work at the Agency, at the same time, providing the job-site relationship is not one of Supervisor/ Subordinate or providing a conflict of interest does not result.

For purposes of this practice, a "family member" is an individual who is related to you in one of the following capacities: spouse, sibling, parent, grandparent, aunt, uncle, cousin, any "in-law" relationship, any "step" relationship, a significant other, love interest or room-mate.

## Employment Process

Endearing Home Services, LLC makes all recruitment, selection, hiring and employment decisions on the basis of individual merit and objective job qualifications. Any training, which the Agency deems to be needed, is supplied on an on a non-discriminatory basis with the goal of obtaining the best-qualified individual to perform the duties of the position.

### Unsolicited Employment Applications

Endearing Home Services, LLC continually receives unsolicited applications from individuals who are seeking employment. Due to the high volume of such applications, the Agency will not be contacting these individuals unless it is interested in having them complete its *Application for Employment*. Once this form is completed and returned to the Agency, the Supervisor and/or Agency Director will review it to determine if the applicant appears to have the training and/or experience required for one of the positions the Agency utilizes. If it does, the application may be placed in the Agency's "*Potential Candidates*" file. Such files are usually kept for one year. During that period, should the Agency need to recruit new employees, the potential candidates' *Applications for Employment* will be reviewed and suitable candidates may be contacted for Personal Interviews.

## **Application for Employment**

Prior to making an offer of employment, Endearing Home Services, LLC requires all candidates to provide to the company with the following current information (some of this information will be provided to Endearing Home Services, LLC after a conditional offer of employment has been made):

- Completed Application for Employment
- Completed Standards of Conduct Statement
- Completed Non-Compete Agreement
- Completed Conflict of Interest Statement
- W-4 forms
- I-9 form
- Completed reference requests
- Fingerprinting through Healthcare Worker Registry

## **Conduct Personal Interview**

The Agency Director or Supervisor will schedule interviews with qualified candidates. Candidates called in for interviews should bring the documentation listed below with them. This documentation may not be reviewed during the actual interview but if the candidate proceeds beyond the interview stage, it will need to be verified at some point in the process.

1. Photo identification such as a driver's license, passport or student's card.
2. Proof of Car Insurance.
3. Social Security Card.
4. Three completed references, which are job related and, preferably, are from previous Supervisors. If Caregivers have recently attained accreditation but do not have three references, relative to the position they are applying for, they may submit three Supervisory references from previously-held job positions.

## **Select New Employee**

After the Personal Interviews have been conducted, the Supervisor and Director decide which finalist will receive the job offer. Then, they will rank the order of the other finalists, in case the chosen finalist declines the job offer.

## **Make Conditional Offer-of-Employment**

At this point in the Interview, the Agency's Supervisor or Director may make a Conditional Offer-of-Employment to the successful finalist.

## **Review of Completion of Employment File**

The Agency's Supervisor checks three (3) professional references, and three (3) personal references, and all employment records are reviewed to ensure they are complete and in full compliance with company policy.

## Accept Offer-of-Employment & Complete Paper Work

The chosen applicant formally acknowledges the job offer verbally or in writing. The Agency begins the paperwork required to hire the finalist on the agreed upon start date. The Agency Director will give the new employee(s) the forms to complete, which include, but are not limited to:

1. *The "I-9"*, which is the United States Department of Justice Immigration and Naturalization Service Employment Eligibility Verification form.
2. *The W-4*, which is the Employee's Withholding Allowance Certificate. This form states the correct amount to withhold for Federal Income Tax.
3. *Selective Service*: In the United States, male citizens, between the ages of 18 and 25, must register with the Selective Service.
4. *Fingerprinting through Healthcare Worker Registry*, form will be issued through the Agency.
5. Any additional forms, as mandated by State/Federal Regulations.

## Background Checks/Fingerprinting

As a condition of employment, and in compliance with state regulations, successful candidates will be asked to be fingerprinted, if a record does not already exist in the Illinois Healthcare Worker Registry.

The Health Care Worker Registry lists individuals with a background check conducted pursuant to the Health Care Worker Background Check Act. It shows training information for certified nursing assistants (CNA) and other health care workers. Additionally, it displays administrative findings of abuse, neglect or misappropriations of property. It is maintained by the Department of Public Health.

The Health Care Worker Background Check Act applies to all unlicensed individuals employed or retained by a health care employer as home health care aides, nurse aides, personal care assistants, private duty nurse aides, day training personnel, or an individual working in any similar health-related occupation where he or she provides direct or has access to long-term care residents or the living quarters or financial, medical or personal records of long-term care residents. It also applies to all employees of licensed or certified long-term care facilities who have or may have contact with residents or access to the living quarters or the financial, medical or personal records of residents. Individuals with disqualifying convictions, as listed in the act, are prohibited from working in any of the above positions unless a waiver has been granted by the Department of Public Health. Endearing Home Services, LLC must verify registry status of an individual applying for the above positions prior to employment.

The Agency reserves the right to make employment decisions arising out of any and all of the Pre-Employment Checks.

All employment with the Agency is totally voluntary. You are free to resign at any time, with or without cause. Likewise, Endearing Home Services, LLC is free to terminate your employment at any time, with or without cause.

# Other Conditions of Employment

## Compliance

It is your responsibility to comply with federal, state and local laws, professional standards and the policies/regulations of relevant federally funded health care programs to ensure that care provided to Agency clients and business interactions reflect integrity and ethical conduct. You will be asked to sign a *Standards of Conduct*, attesting to the fact that you have read it, that you have received a copy of it and that you agree to comply with it.

Your signature also confirms that if you learn that there has been a violation of these standards, you will contact the Compliance Officer, the Director and/or Supervisor immediately. No retaliation measures such as firing, demotion, reduction in hours and/or punishment of any form will be taken against you, as a result. In the event that you fail to report known offenses, the Agency may take disciplinary action up to and including termination of employment.

## Confidentiality/Non-Disclosure of Information

You are expected to preserve and protect confidential Agency, client and employee medical, personal and business information and, therefore, shall not disclose such information except as authorized by law, client or individual.

Confidential Client Information includes, but is not limited to any identifiable information about a client's and/or his/her family including, but not limited to:

- ◆ mental, or physical condition;
- ◆ treatments and medications;
- ◆ medical history;
- ◆ test results;
- ◆ conversations;
- ◆ financial information; and,
- ◆ Household possessions.

Confidential Employee information includes, but is not limited to:

- ◆ contact information i.e. telephone number(s); address, email address;
- ◆ names of spouse and/or other relatives;
- ◆ Social Security Number;
- ◆ compensation/salary;
- ◆ performance appraisal information;
- ◆ health status and treatments; and,
- ◆ other information obtained from their personnel files which would be an invasion of privacy e.g.
  - date of birth;
  - place of birth;
  - traditional password identifiers;
  - bank account numbers;
  - income tax records;

- driver's license numbers;
  - credit card numbers; and,
  - Passport numbers.
- ◆ Other information obtained from their personnel files which would be an invasion of privacy.

Confidential business information includes, but is not limited to:

- ◆ client lists;
- ◆ security data and credentials such as passwords,
- ◆ proprietary secrets;
- ◆ any information that, if released, could be harmful to the Agency; and,
- ◆ any financial information including accounts receivable, accounts payable and payroll.

You are further required to sign a *Confidentiality/Non-Disclosure Statement*. By signing it, you acknowledge that you have read and understand the statement's content and your agreement to comply with its terms. Failure to comply with the "*Confidentiality/Non-Disclosure Statement*" may result in disciplinary action and/or termination.

### **HIPPA Privacy Rule**

Endearing Home Services, LLC complies with the *Health Insurance Portability and Accountability Act of 1996* (HIPPA), *Privacy Rule*, which protects the privacy and security of medical/health information that is held or transmitted by the Agency whether electronic, paper or oral.

Protected Health Information (PHI) includes:

- ◆ a person's name, address, birth date, age, phone and fax numbers, e-mail address;
- ◆ medical records, diagnosis, x-rays, photos, prescriptions, lab work, test results; and,
- ◆ Billing records, claim data, referral authorizations, explanation of benefits and research records.

PHI may be looked at, given away or shared with others only to carry out your job duties. At all other times, you must protect a client's information, as if it were your own. You may not use or disclose PHI, except either as outlined in the Agency's HIPAA Policy or as the individual, who is the subject of the information (or the individual's personal representative), authorizes in writing. Protected health information may only be disclosed in two situations:

1. Individuals (or their personal representatives) request access to their protected health information or request an accounting of disclosures of their PHI. Signed authorization must be obtained from the individuals or their personal representative prior to the disclosure of their PHI.
2. The U.S. *Department of Health and Human Services* (HHS) is undertaking a compliance investigation, a review or an enforcement action.

## **Conflict of Interest**

It is your responsibility to recognize and avoid any situation involving a business conflict of interest. Employees are expected to promptly disclose any known relationships or activities that may result in real or apparent conflicts of interest. This information should be disclosed to your Supervisor and/or the Agency Director to allow issues to be worked out before they develop into a problem. Through this action, you protect your own interests, as well as those of the Agency.

Endearing Home Services, LLC considers working for another homecare agency a conflict of interest, and therefore it is understood and agreed that employees of The Agency will not work for other home care agencies while employed with Endearing Home Services, LLC.

## **Absence of Communicable Diseases**

Before being allowed to work with clients, you may be required to sign a statement, and proof may be requested, that you are free of communicable disease(s) and you are able to meet the physical requirements of the job.

## **Personal Information**

If you are hired, you are required to submit personal information for placement in your Personnel File, which will be treated as confidential and be maintained in a secure location in the Agency Office. It is important that your files are kept current so please advise the Agency Director of any changes that you have in regards to the following personal information:

- ◆ legal name;
- ◆ address;
- ◆ telephone number;
- ◆ dependents;
- ◆ marital status;
- ◆ insurance beneficiary;
- ◆ military status; and/or,
- ◆ Emergency contact.

## **Employee Personnel Files**

When you are hired by Endearing Home Services, LLC., your employment application and/or resume becomes a permanent part of your Personnel File. It is used to determine eligibility for employment and promotion. All information provided in the application must be accurate and true. Should misrepresentation or false information be submitted, it could result in failure to hire or in termination.

This Personnel File is a confidential file that is set up and maintained in a secure location in the Agency Office. In addition to your employment application and resume, your Personnel File stores documentation, which includes job application, certification records, job description, résumé, training record, and salary history, records of disciplinary action performance reviews, coaching, and mentoring. These files belong to the Agency and access to them is confined to individuals who may legitimately review it, usually the Agency Director, the Supervisor and the Employee.

Should you wish to access your file(s), you should contact your Supervisor to arrange a time for you to do so. File reviews must be conducted in the Agency office, in the presence of your Supervisor or Agency Director.

Before any of your information is released to a third party, a written “*Release of Information*” consent will be obtained from you, unless the request is due to a subpoena or other legal requirement.

## **Hours of Work**

### **Work Day**

The Agency delivers service to its clients 24 hours a day, 7 days a week and 365 days per year, including Statutory Holidays. Scheduled hours of service for clients are determined on a case-by-case basis, depending on the needs and wishes of the individual client. Should employees request a change in their established schedules, the requests must be referred to the Supervisor.

### **Weekend Work Hours**

The Agency provides services 24 hours a day, 7 days a week and 365 days a year. Therefore, employees will be required to work weekends, when needed. Weekend assignments are issued on a rotational basis and employees are expected to take their turn. Anyone who refuses a weekend assignment will be required to make it up the next weekend. Repeated refusal of weekend assignments may result in termination of employment since availability for shift and weekend work is one of the conditions of employment with the Agency.

### **Shift Work Hours**

Shifts can vary from 2 hours to 24 hours, depending on the services provided. A Supervisor is available to support you at all times. During office hours, phone the Agency Office if you wish to contact either the Supervisor.

During non-office hours, a Supervisor is also on-call, for urgent and emergency calls. The Agency has a dedicated cell phone for this support. If on-call personnel are rotated, calls will be forwarded to the person who is currently on-call. To get supervisory support during non-office hours:

- ◆ Contact the Supervisor on call, by phoning: 618-670-8558

## **Work Assignments**

### **Work Assignments in Clients' Homes**

Work assignments for Caregivers are scheduled by the Office Manager/Secretary. They are offered on the basis of services required, qualifications/expertise needed and availability of employee(s).

If a client receives large hours of service per week, he/she might have more than one worker assigned. This means that a client is a client of the Agency and not a client of any one particular employee.

When you receive and accept an assignment, you agree to the hours that the job requires. Should the requirements of that particular job change, you will be given first option of keeping that assignment, if you are willing to work within the changes. On the other hand, if you are not able to work within the new changes, another employee will be assigned.

You may refuse an assignment but doing so does not mean a replacement assignment will become available; or, if one does, it doesn't mean that the replacement assignment will be given to you. There is no guarantee of work assignments, as requests for service are unpredictable and can be sporadic.

Sometimes assignments come up on very short-notice. Being willing to accept these last-minute assignments and/or being available to cover for sick employees, will increase your chances of receiving assignments

### **Employee Work Assignment Responsibilities**

Keep your contact information current with the Agency office. We must be able to reach you easily and often on short notice. We will not be responsible for any loss of hours or other inconveniences or hardships you incur because we were not able to contact you. When you receive your work schedules for the current time period, you are responsible for immediately reviewing the schedule and notifying the office of any problems or conflicts.

#### **Viewing Past & Future Schedules:**

Once you receive your schedule, you are responsible to be at your assigned and accepted shifts. To review your schedule at any time, you may go to <https://app.joinhomebase.com/accounts/sign-in>. Set up an account, and then login any time to see past or future schedules. This should also help you clarify scheduling questions when you forget what you worked, etc.

Be on time for your assignments. Not only is this being courteous to the client but also to another employee who may be working the shift previous to yours and may need to get to his/her next one. Unless an emergency situation arises, and you are not able to make your assignment, you should advise the office well in advance of any schedule changes you require, i.e., If you know you have an appointment, give the office at least one week's notice.

If you do need to change your schedule for any reason, do not work it out with the client(s). You must notify the office and let the office revise the schedule, as it sees fit. Neither are you to ever swap assignments or shifts with other workers. Instead, notify the office and the office will determine if the swap will be permitted. Only the office is aware of the "whole picture" and other factors that could influence the swap.

### **When Unable to Make Work Assignment**

When you are not able to work because of short-term illness or other reasons, you must contact your Supervisor, as soon as you are aware that you cannot report for duty, in order that a substitute can be arranged, if necessary. As a minimum, you are required to give at least 3 hours' notice. If you become aware, during non-office hours, that you cannot cover your assignment(s), you must contact the Supervisor on call. If you do not contact a Supervisor and fail to report for your assignment, you will be considered a "no-show" and will be subject to termination.

You must call a Supervisor directly. During non-office hours, you can phone the on-call Supervisor. Do not leave telephone messages, as it may be imperative that arrangements be made immediately for a substitute for you. If you get the On-Call Individual's voice mail, don't leave a message but continue to call back, until you reach him/her. The Supervisor may already be on the phone or could temporarily be in a position that prevents him/her from taking your call at that moment. In any event, it is your responsibility to keep phoning back until you get a live answer.

Call-offs will be recorded in your file, and will factor in to future shifts being assigned. Excused absences are non-emergency situations that the office received a 1 week's notice for, and absences due to true illness that the office is notified at least 3 hours ahead, and a doctor's note is provided if the absence is longer than 3 days. If less than a 3-hour notice, a doctor's note is required for the absence to be excused. If a doctor's note is required, the statement should also indicate when you can be expected to resume your duties. You are not paid for hours that you do not work unless you are eligible for approved and documented leave benefits.

**Absences/policy violations:** The office documents all absences, policy violations, misconduct, etc. This is a reminder that three violations of any kind in a six-month period is grounds for termination. Example: 3 late arrivals in a six-month period; or 1 late arrival, 1 uniform violation, 1 unexcused absence. See the handbook for more detailed information. Certain policy violations are grounds for immediate termination without prior violation.

**Excused/unexcused absences:** This is a reminder that some absences are excused and some are unexcused. We expect employees to be at work on all accepted shifts. Any changes once shifts are accepted may be considered unexcused. See the handbook for more on excused and unexcused absences, but below are a few common examples.

**Excused absences examples are:**

- Shifts that are requested off at least seven days ahead and receive office approval are excused. While requests off are not guaranteed, we do our best to accommodate these requests with sufficient notice. We will work with you to accommodate requests off so that you can be at necessary appointments, child events, or anything else that life brings your way, but we need sufficient notice so that our clients can continue to receive excellent care. Please call the office a minimum of seven days ahead if you need off work and it is of a non-emergency nature. Again, we cannot guarantee this request, but the sooner we know, the more likely it is we can accommodate schedule changes. Keep in mind that if you have a set schedule, please make appointments outside of work hours.

- Sick call-offs with at least a three-hour notice, that do not exceed two per month or 6 per year, will be excused. If you cannot give a three-hour notice or exceed 2 sick call offs in a month, or 6 in a year, documentation will be required for this to be excused.

### **Schedule Changes**

If a client sends you home early from an assignment, you must notify the office before leaving the client's home. If a client requests any other type of schedule change (i.e. staying late, coming early, coming a different day, etc.), the client or client representative must contact the office before the change is made.

Failure to properly contact the office about schedule changes may result in disciplinary action up to and including suspension and/or dismissal.

### **Services Provided**

Service is delivered and coordinated with other community services and monitored, so we know that the client's needs are met. A care plan is kept in your client's home (and a copy at the office) so that you know what you are meant to do. You may not undertake any tasks that are not listed on the care plan.

### **Client Activity Log**

Per State Standards, all information that should be documented in the Client Activity Log:

- Visit times (start and end)
- Information regarding activities that were performed (e.g. cleaning, cooking, running errands, playing cards, etc.)
- Information regarding personal care provided (e.g. hands-on assistance for: mobility, showering, dressing, grooming, continence care, toileting, etc.)
- Information regarding medications that were taken by client (including times)
- Information relevant to the care of the client
- Any money withdrawn by a client on an outing

Notes should be taken at a minimum of every 2 hours, whether or not any status with the client has changed.

Often times family members, doctors, as well as the office staff will review a client's activity log for various reasons, including health concerns, emotional stability, and to ensure that we are meeting the needs of the client. The Client Activity Log will also be used by other Caregivers to review work that was performed during previous visits and to determine routines.

Do not correct from other Caregivers, throw away documentation, or express personal opinions. All documentation should be factual and be done objectively.

## Human Resources Issues

### Job Descriptions

Caregivers, Homemakers, Personal Care Aid, or in-home services workers, will provide services in accordance with the policies and requirements of The Agency, as well as the service arrangements spelled out in the contract.

Duties of home services or in-home services workers may include the following:

- Observation of client functioning and reporting changes to his/her supervisor or employer;
- Assistance with household chores, including cooking and meal preparation, cleaning and laundry;
- Assistance in completing activities such as shopping and appointments outside of the home;
- Companionship;
- Completion of appropriate records documenting service provision; and
- Assistance with activities of daily living and personal care.

To delineate the types of services that can be provided by a home services worker, the following are examples of acceptable tasks and also limitations when a more medical model of assistance would be needed to meet the higher needs of the client.

- **Skin Care.** A home services worker may perform general skin care assistance. Skin care may be performed by a home services worker only when skin is unbroken, and when any chronic skin problems are not active. The skin care provided by a home services worker must be preventative rather than therapeutic in nature, and may include the application of non-medicated lotions and solutions, or of lotions and solutions not requiring a physician's prescription. Skilled skin care must be provided by an agency licensed as a home health or home nursing services agency. Skilled skin care includes wound care, dressing changes, application of prescription medications, skilled observation and reporting.
- **Ambulation.** A home services worker may assist clients with ambulation. Clients in the process of being trained to use adaptive equipment for ambulation, such as walkers, canes or wheelchairs, require supervision by an agency licensed to provide home health or home nursing services during the period of their training. Once the prescribing individual or the health care provider responsible for the training of the client is comfortable with releasing the client to work on his or her own with the adaptive equipment, a home services worker may assist with ambulation.
- **Bathing.** A home services worker may assist clients with bathing. When a client has skilled skin care needs or skilled dressings that will need attention before, during, or after bathing, the client shall be in the care of an agency licensed as a home health agency or a home nursing agency to meet those specific needs.
- **Dressing.** A home services worker may assist a client with dressing. This may include assistance with ordinary clothing and application of support stockings of the

type that can be purchased without a physician's prescription. A home services worker may not assist with application of an Ace bandage that can be purchased only with a physician's prescription (the application of which involves wrapping a part of the client's body) or with application of a sequential compression device that can be purchased only with a physician's prescription.

- **Exercise.** A home services worker may assist a client with exercise. Passive assistance with exercise that can be performed by a home services worker is limited to the encouragement of normal bodily movement, as tolerated, on the part of the client, and to encouragement with a prescribed exercise program. Passive Range of Motion may not be performed by a home services worker.
- **Feeding.** A home services worker may provide assistance with feeding. Home services workers can assist clients with feeding when the client can independently swallow and be positioned upright. Assistance by a home services worker does not include syringe, tube feedings, and intravenous nutrition. Whenever there is a high risk that the client may choke as a result of the feeding, the client shall be in the care of an agency licensed as a home health or home nursing agency to fulfill this function.
- **Hair Care.** As a part of the broader set of services provided to clients who are receiving home services, home services workers may assist clients with the maintenance and appearance of their hair. Hair care within these limitations may include shampooing with non-medicated shampoo or shampoo that does not require a physician's prescription, drying, combing and styling hair.
- **Mouth Care.** A home services worker may assist in and perform mouth care. This may include denture care and basic oral hygiene, including oral suctioning for mouth care. Mouth care for clients who are unconscious shall be performed by an agency licensed as a home health agency or home nursing agency.
- **Nail Care.** A home services worker may assist with nail care. This assistance may include soaking of nails, pushing back cuticles without utensils, and filing of nails. Assistance by a home services worker may not include nail trimming. Clients with a medical condition that might involve peripheral circulatory problems or loss of sensation shall be under the care of an agency licensed as a home health agency or home nursing agency to meet this need.
- **Positioning.** A home services worker may assist a client with positioning when the client is able to identify to the personal care staff, either verbally, non-verbally or through others, when the position needs to be changed, only when skilled skin care, as previously described, is not required in conjunction with the positioning. Positioning may include simple alignment in a bed, wheelchair, or other furniture.
- **Shaving.** A home services worker may assist a client with shaving only with an electric or a safety razor.
- **Toileting.** A home services worker may assist a client to and from the bathroom; provide assistance with bed pans, urinals, and commodes; provide pericare; or change clothing and pads of any kind used for the care of incontinence.
  - i) A home services worker may empty or change external urine collection devices, such as catheter bags or suprapubic catheter bags. In all cases, the insertion and removal of catheters and care of external catheters is considered skilled care and shall not be performed by a home services worker.
  - ii) A home services worker may empty ostomy bags and provide assistance with other client-directed ostomy care only when there is no need for skilled skin care or for observation or reporting to a nurse. A

home services worker shall not perform digital stimulation, insert suppositories, or give an enema.

- Transfers. A home services worker may assist with transfers only when the client has sufficient balance and strength to reliably stand and pivot and assist with the transfer to some extent. Adaptive and safety equipment may be used in transfers, provided that the client is fully trained in the use of the equipment and can direct the transfer step by step. Adaptive equipment may include, but is not limited to, wheel chairs, tub seats, and grab bars. Gait belts may be used as a safety device for the home services worker as long as the worker has been properly trained in their use. In general, a home services worker may not assist with transfers when the client is unable to assist with the transfer. Home services workers may assist clients in the use of a mechanical or electrical transfer device only when the following conditions are met:
  - i) The home services worker must have been trained in the use of the mechanical or electrical transfer device by the licensed agency;
  - ii) The client or client representative must be able to direct the transfer step by step; and
  - iii) The agency must have conducted a competency evaluation of the worker using the type of device that is available in the home.
- Medication Reminding. A home services worker may assist a client with medication reminding only when medications have been pre-selected by the client, a family member, a nurse, or a pharmacist and are stored in containers other than the prescription bottles, such as medication minders. Medication minder containers shall be clearly marked as to day and time of dosage. Medication reminding includes: inquiries as to whether medications were taken; verbal prompting to take medications; handing the appropriately marked medication minder container to the client; and opening the appropriately marked medication minder container for the client if the client is physically unable to open the container. These limitations apply to all prescription and all over-the-counter medications. The home services worker shall immediately report to the supervisor, or, in the case of a placement worker, to the client or the client's advocate or designee, any irregularities noted in the pre-selected medications, such as medications taken too often or not often enough, or not at the correct time as identified in the written instructions.
- A home services worker shall not provide respiratory care. Respiratory care is skilled and includes postural drainage; cupping; adjusting oxygen flow within established parameters; nasal, endotracheal and tracheal suctioning; and turning off or changing tanks. However, home services workers may temporarily remove and replace a cannula or mask from the client's face for the purposes of shaving or washing a client's face and may provide oral suctioning.

In addition to the exclusions prescribed in subsection, home services workers shall not act in the following capacities:

- Become or act as a Power of Attorney;
  - Be involved in any financial transactions of the client outside of contracted services.
- In such cases, the home services worker shall follow agency policies in regard to securing receipts for items purchased and ensuring both client and worker signatures documenting those expenditures;
- Perform or provide medication setup for a client; and
  - Other actions specifically prohibited by agency policy or other State laws

## Employee Skills

Endearing Home Services, LLC has certain skills that it considers essential for its employees to have, regardless of the position they hold. It is vital that you utilize skills, which include, but are not limited to the ability to:

- ◆ perform duties competently;
- ◆ be aware of other people's reactions and understand why they react, as they do;
- ◆ establish and maintain relationships;
- ◆ teach others;
- ◆ apply reason and logic to identify strengths and weaknesses of possible solutions;
- ◆ identify problems and determine effective solutions;
- ◆ understand written and oral instructions;
- ◆ communicate information orally and in writing so others understand;
- ◆ listen and understand the spoken word;
- ◆ work independently and in cooperation with others;
- ◆ determine or recognize when something is likely to go wrong;
- ◆ suggest a number of ideas on a subject;
- ◆ perform activities that use the whole body;
- ◆ handle and move objects and people;
- ◆ provide advice and consultation to others;
- ◆ observe and recognize changes in clients;
- ◆ establish and maintain harmonious relations with clients/families/co-workers;
- ◆ be flexible; and,
- ◆ be loyal to the Agency, co-workers and clients.

## Employee Qualifications

The Agency complies with federal and state standards and regulations to ensure that competent, effective and efficient service is delivered to its clients. The Agency applies qualification criteria established by the state for its Home Care Workers.

### **Qualifications and Requirements for Home Services Workers**

The Agency shall ensure and maintain documentation in the employee file that all persons employed or providing services as an in-caregiver, and who are not otherwise licensed, certified or registered in accordance with Illinois law to render such care, comply with the following conditions:

- Does not have a disqualifying background check under the requirements of the Health Care Worker Background Check Act without a waiver;
- Has a copy of the Social Security card; and
- Has visa or proof of citizenship in compliance with federal requirements for employment.

## Yearly Evaluations

Not including the hiring process, you are required to undergo Competency Evaluations at designated times – upon completion of the Probationary Period, annually and on an as-needed basis.

These evaluations are usually completed by the Supervisor and are conducted to determine your competency in performing and rendering services, according to Agency Policies & Procedures and Standards of Practice. If there appears to be a performance problem, these Competency Evaluations will help the Supervisor to assess the problem and ensure training is provided, which will help you to improve your efficiency. Copies of your Competency Evaluations will be filed in your Personnel File.

### **Performance Appraisals**

Endearing Home Services, LLC appraises and develops employee performances regularly through the use of informal and formal evaluation approaches. This enables you to receive feedback on your job performance, to assist you to become more effective in carrying out your duties and enables the Agency to ensure that its quality service standards are maintained.

On-site supervision shall take place at a minimum of every 90 days or more often if the plan of service requires it. The supervisory visits may be made when the caregiver is present so that the supervisor may observe, or when the caregiver is absent so that the supervisor may assess relationships and determine whether the service plan is being met. This will provide an opportunity to assist you in improving your performance, if needed, before the formal appraisal is conducted. The content and results of your discussions with your supervisor will be documented and placed in your Personnel File.

### **Performance Issues**

In the event that you demonstrate unacceptable behavior or have difficulty competently performing all of the duties, as assigned, the Supervisor will work with you to improve job performance. This can be accomplished via a discussion and/or through the provision of training. When a minor violation in an Agency Policy or substandard job performance occurs, the Supervisor will give a Verbal Warning by discussing the issue(s) with you. This discussion will be documented in your Personnel File. After a Verbal Warning is issued, if there is no improvement in job performance or if the undesirable behavior continues, the Supervisor may give you a Written Warning, which states the details of the policy violation or poor job performance. You will be advised that you may be subject to termination if there is no improvement. A copy of the Written Warning will be given to the Agency Director for review and signature and then will be placed in your Personnel File.

### **Disciplinary Action**

In accordance with its *Disciplinary Action Policy*, Endearing Home Services, LLC is committed to establishing and maintaining a formal system of employee discipline, which ensures that the rules of the workplace and the standards of conduct are adhered to by all employees; and, that discipline is equitably and uniformly administered. Disciplinary action is administered in a systematic order and may

consist of one or more the following: Verbal Warning; Written Warning; Suspension; and/or Termination.

Three written warnings (for any violations) in any 6-month period will be grounds for immediate suspension and/or termination.

If any of the following are violated, you may be subject to Disciplinary Action, up to and/or including Termination of Employment:

- ◆ practicing unethical behavior;
- ◆ displaying professional misconduct;
- ◆ being negligent;
- ◆ being incompetent;
- ◆ being dishonest;
- ◆ showing insubordination;
- ◆ noncompliance;
- ◆ conducting illegal activity;
- ◆ being absent from work without reason;
- ◆ breaching confidentiality;
- ◆ being willfully disobedient;
- ◆ causing willful damage to property;
- ◆ having poor job performance;
- ◆ violating the Human Rights Code;
- ◆ creating a disturbance in the Agency's office or in a client's home;
- ◆ being idle;
- ◆ being in possession of intoxicants or non-prescription narcotics;
- ◆ being under the influence of intoxicants when reporting for duty or when on duty;
- ◆ falsifying employment records;
- ◆ falsifying job-related documentation such as payroll cards, billing records and/or client records;
- ◆ stealing;
- ◆ misusing the Agency's or client's property deliberately or negligently;
- ◆ not following the Agency's policies and procedures;
- ◆ altering the Agency's policies and procedures;
- ◆ displaying obscene or indecent conduct;
- ◆ smoking in the Agency's office or in the client's home;
- ◆ soliciting;
- ◆ possessing weapons or explosives;
- ◆ threatening or interfering with the work of others;
- ◆ being excessively absent from work or late for work;
- ◆ endangering the welfare of others;
- ◆ divulging confidential information concerning clients/families/other employees/the Agency;
- ◆ client dissatisfaction of employee actions or conduct
- ◆ leaving work without authorization; and/or,
- ◆ other actions deemed subject to discipline by Agency Management.

## Termination

Endearing Home Services, LLC utilizes a formal and just process for both voluntary and involuntary terminations. Either the Agency or the employee may terminate the relationship with no liability, if there is no express contract for a definite term.

If you are terminated, you are required to return the following to the Agency Office: you're Identification Badge, uniform (if applicable), all client information and time sheets. Final payment for all wages will be made no later than the next, regularly scheduled payday.

There are 4 main reasons for discharge:

## Voluntary Termination or Resignation

A minimum of two weeks, written notice, is required for resignations. Should you be absent without notifying your Supervisor or the Agency Director, you will be considered to have resigned. Usual practice is that if you resign, without providing appropriate written notice of your intent to leave, you will not be re-hired.

## Retirement

The Agency does not have a mandatory retirement age and adheres to all federal and state requirements regarding retirement. If you are considering retirement, you should discuss your intentions with your Supervisor in order to determine a date for retirement; work out the appropriate termination notice; and, arrange for the timely completion of any required documentation.

## Layoff

The Agency will try its best to keep you employed. However, should there be a reduction in the demand for services, it may become necessary to lay you off. Whenever possible, you will be given at least one week's notice. You will be given a current Performance Appraisal and be offered references, where applicable.

## Involuntary Termination or Dismissal

The Agency has unilateral authority to terminate you for reasons, other than your explicit request, even if you are willing and able to continue performing your duties. Reasons that could lead to your dismissal include, but are not limited to the following:

- ◆ inability to fulfill one or more of the job duties/ responsibilities during the Probationary Period of 360 worked hours;
- ◆ failure to achieve a satisfactory rating after two successive, unsatisfactory, Probationary Periods are completed;
- ◆ failure to attain the given standards during probation or inability to maintain these given standard(s), after the Probationary Period;
- ◆ being consistently absent;
- ◆ being habitually late;
- ◆ not remaining on the job site for the entire hours scheduled OR clocking in and not working for the client;
- ◆ not having a valid driver's license, good driving record, appropriate vehicle insurance, and/or safe vehicle when job duties require the use of a vehicle;

- ◆ not getting along with, and/or being disruptive towards, co/workers/clients/families;
- ◆ having verbally, emotionally, physically and/or sexually abused co-workers, clients/ families;
- ◆ having been grossly negligent, which did, or could have, endangered the health and/or safety of co-workers/clients/families;
- ◆ being guilty of misconduct e.g. not applying common sense, not conforming to professional standards; not complying with policies and procedures; and/or, being insubordinate;
- ◆ engaging in illegal activities on the job (such as embezzlement or harassment);
- ◆ providing, or arranging to provide service privately to Agency clients; and,
- ◆ having other shortcoming(s), as determined by the Supervisor or Agency Director.

## Staff Development

### Orientation

Endearing Home Services, LLC shall provide or arrange for a minimum of eight hours of training for each caregiver. Four hours of training shall be provided prior to the caregiver's first assignment, and the remaining four hours shall be provided within the worker's first 30 days after employment. The training shall include the components listed below in this section.

The Agency may accept proof that the worker has successfully completed a training program at or through another licensed home services agency within the prior year (previous 365 days) in lieu of providing or arranging for training. The Agency shall give no worker an assignment until the worker has first passed a competency evaluation given by the agency of the topics included in the first four hours of training. The competency evaluation shall ensure that the caregiver is competent to provide the services required in his or her first assignment. The workers shall be similarly tested following the remaining four hours of training.

The competency evaluation or proof of prior training at a licensed home services agency within the prior year shall address each of the following subjects:

- 1) The employee's job responsibilities and limitations;
- 2) Communication skills in areas such as with persons who are hard of hearing, have dementia, or have other special needs;
- 3) Observation, reporting and documentation of client status and the service furnished, including changes in functional ability and mental status demonstrated by the client;
- 4) Performance of personal care tasks for clients, including: bathing; skin care; hair care; nail care; mouth care; shaving; dressing; feeding; assistance with ambulation; exercise and transfers; positioning; toileting; and medication reminding;
- 5) Performance of ability to assist in the use of specific adaptive equipment, such as a mechanical lifting device, if the worker will be working with clients who use the device;

- 6) Basic hygiene and basic infection control practices;
- 7) Maintenance of a clean, safe and healthy environment;
- 8) Basic personal and environmental safety precautions;
- 9) Recognizing emergencies and knowledge of emergency procedures, including basic first aid and implementation of a client's emergency preparedness plan;
- 10) Confidentiality of client personal, financial and health information;
- 11) Behaviors that would constitute abuse or neglect and the legal prohibitions against such behaviors, as well as knowledge and understanding of abuse and neglect prevention and reporting requirements; and
- 12) Any other task that the agency may choose to have the worker perform.

## Probation

When you are first hired, you are assigned Probationary Status for a period of 360 worked hours. This status enables your Supervisor to closely evaluate your progress, determine appropriate assignments and monitor other aspects such as how well you interact with co-workers, Supervisors and/or Clients. As a Probationary Employee, you are being considered for permanent status and, thus, you have no seniority privileges or status. The Agency reserves the right to terminate you at any point during the Probationary Period, should it be determined that you are not doing well at the job or are otherwise deemed to not be suitable for a particular position. This discharge may be without cause, unless such discharge will violate affirmative action laws. You may also be placed on Probationary Status, if your performance is below a set standard or if probation is deemed to be appropriate for disciplinary reasons. In these instances, you are usually given a period of time to either improve your performance or to modify your behavior before more severe measures are taken. Additionally, Probationary Status may be applied to you, if you are promoted to another position.

As a worker on probation, you will not lose your rights to the protection of federal and state labor laws such as discrimination and harassment. Your work hours and wages, including pay rate, regular and over-time pay will still comply with the *Fair Labor Standards Act* (FLSA). If you are injured on the job, you are protected by the regulations of the *Occupational Safety and Health Administration* (OSHA) and are entitled to *Workers' Compensation* coverage. However, you are not you entitled to job protection under the *Family and Medical Leave Act* (FMLA), if you have not worked for 12 months and at least 1,250 hours as required by FMLA.

Employees on Disciplinary Probation retain their employer-sponsored benefits and FMLA rights.

## Training

Endearing Home Services, LLC recognizes various types of training, which include those obtained through formal programs; certification programs; short-term programs, in-services, workshops; seminars; committee involvement, distance training; on-line training, self-study and so on.

All caregivers will complete a minimum of twelve hours of training during each year of employment based on either a calendar year or an anniversary date basis, whichever

is selected by The Agency. The initial eight hours of training required shall satisfy the annual training requirement for the home services worker's first year of employment. The annual training can include self-study courses with demonstration of learned concepts that are applicable to the employee's responsibilities.

Training shall include:

- Promoting client dignity, independence, self-determination, privacy, choice and rights;
- Disaster procedures;
- Hygiene and infection control; and
- Abuse and neglect prevention and reporting requirements.

All training will be documented with the date of the training; starting and ending times; instructors and their qualifications; short description of content; and Supervisor's signature.

## Seniority

Seniority is applied consistently when used to give preference to employees. It is based upon service as a Part-time or Full-time Employee. Casual time and Temporary time are not used when calculating seniority except when they are used for "tie-breaking" purposes. Seniority starts with the date of hire as a Regular Part-time or Full-time Employee and continues to accrue until employment is terminated. It will also continue to accrue during Agency-approved leaves of absences. If you cease working at the Endearing Home Services, LLC for a period of 366 days or more, and are re-hired, you lose your seniority. However, if you are re-hired within 365 days of termination, your seniority will remain intact. You are limited to one opportunity only to keep your seniority if you are re-hired within 365 days of termination of employment.

## Promotion

Endearing Home Services, LLC., may promote deserving employees without influence, either positively or negatively, of age, gender, race, color, religion, sexual orientation, national origin or disability. Such considerations are generally based on abilities, qualifications, merit and/or seniority. If you have successfully completed the Probationary Period, you are eligible to be considered for promotion. As such, you are encouraged to review posted job vacancies. In order to be considered "promotable", you only need to satisfy the qualifications, as specified in the Job Description – you are not required to have the qualities, skills or knowledge of the incumbent.

The Agency uses fair and unbiased criteria when considering employees' qualifications for promotion. A number of factors are examined to determine the best qualifications and capabilities for promotions including experience, past performance, job-related, educational background, ability, qualifications, attendance record and, seniority.

The Agency may award you a promotion if your position is re-classified after an audit confirms that a higher degree of responsibility and complexity is being performed or you fill a job vacancy that has a higher classification than your previous position had.

## Complaints or Grievances

Endearing Home Services, LLC has a process in place to deal with discrepancies rising from working relationships, working conditions, employment practices, interpretation differences, discrimination and the like, in order that prompt and equitable resolution of grievances/ complaints can be promoted. You have the right to file a grievance or complaint without fear of retaliation, discrimination or interference. If you choose to file a grievance or complaint, you should prepare a written submission within one week of the incident/issue. The submission should contain the following information:

- ◆ your name and job position;
- ◆ reason for and details of the grievance/complaint;
- ◆ corrective action desired;
- ◆ date grievance or complaint is submitted;
- ◆ name of the Supervisor to whom the grievance or complaint is first submitted;
- and,
- ◆ your signature.

The Supervisor will discuss the grievance or complaint with you within one week of receiving it. Should you and the Supervisor have unresolved issues, a written report of the unresolved issues and the original grievance or complaint should be submitted to the Agency Director, who will review it and respond to you within one week. If the Agency Director involvement fails to bring a resolution to the grievance/complaint, you have the right to consult with an external body. You also have the right to withdraw your grievance or complaint at any stage of the process.

## Payroll Procedures

Endearing Home Services, LLC.'s payroll procedures are outlined its Policy & Procedure Manual. The following sub-headings summarize the payroll process:

### Pay Period

The Agency's pay period covers a 14-day timeframe, which starts at 12:01 am on the first Sunday and ends at 11:59pm on the second Saturday. Payday is every second Friday and occurs 26 times a year.

**Direct Deposit/Pay Stubs:** Endearing Home Services, LLC offers the benefit of Direct Deposit to all employees. It is highly recommended, so as to avoid any pay delays. You must fill out a Direct Deposit form and provide the office with accurate banking information and a voided check in order to receive Direct Deposit. It is your responsibility to notify the office of accurate banking information and/or changes, as the office will not be responsible for delays/errors due to incorrect banking information. If you take advantage of Direct Deposit,

paystubs will not be mailed. You may login at **TBD** and set up an account to view all current past paystubs, or you may request your paystub to be emailed to you.

**Paper Checks:** If you do not sign up for Direct Deposit, you will be issued a paper check. Paper checks will be mailed by 4pm the Wednesday before Payday, unless you have made prior arrangements to pick up your check. Endearing Home Services, LLC is not responsible for late checks due to mail delays. If your check does not arrive by Payday and you request a duplicate check, you will be required to pay a \$36 stop payment fee on the original check.

### **Rounding Off Hours**

Hours worked are tracked in 15 minute increments. Time ranging from 1-7 minutes is rounded down whereas time ranging from 8-14 minutes is rounded up, in accordance with, *Fair Labor Standards Act (FLSA)* regulations. You are paid only for the hours you work. If you are required to stay after your assigned shift time, you are required to notify the office of this change, so that you can be paid accordingly. Otherwise, all hours shall be recorded as the hours you were scheduled to work.

If the client allows you to leave before your shift time, you may still record your hours as up to the time you were scheduled to work. However, you are never allowed to leave any earlier than 15 minutes before your shift time ends. If the client requests you leave any earlier than 15 minutes than your scheduled time to leave, you must call the office with the reason why you left early, and your paid time will be adjusted accordingly.

### **Time Reporting**

**Clock-in/out Policy:** Employees must clock in and clock out using the Telephony system or agency software. All timekeeping is tracked and recorded through the Electronic Visit Verification (EVV) System. All employees are required to input the actual tasks performed on each shift worked AND clock in and out electronically at the client's home.

If a clock in or out is missed, you must notify your supervisor, immediately clock out and notate in the system the reason that you missed the clock in or clock out and note the actual time you left the client's home.

If you fail to clock in, weekly time sheets will be required to be physically dropped off every Monday, and violations will be documented, as accurate records are necessary for billing and payroll, so we appreciate your cooperation.

**Mileage:** All mileage must be reported when clocking out either through the telephony system or phone app. Mileage is a benefit that Endearing Home Services, LLC pays at .25/mile per round trip, over 30 miles round-trip per day. Mileage is calculated as the shortest distance from your home, to the client, and back to home. You may call the office and inquire about the mileage to/from your client and we can map it for you, if needed. Mileage is paid at a max of \$10/day. When clocking out you may report any mileage over the 30 miles per day. Do not report the first 30 miles. Mileage is a benefit that will be removed if records are falsified. Mileage that is not

reported at clock-out will not be paid.

**Telephony & Technological Issues:** Occasionally the system has problems at clock-in/out, or with reporting mileage. If you do have problems, it is your responsibility to message the office what didn't work, and we will fix it once we are back in the office, and we will confirm we got the message.

Your Supervisor will review your *clock in/out records* before it is forwarded to payroll for processing. Falsifying or altering data are grounds for immediate Termination of Employment.

### Payroll Deductions

There are some mandatory payroll deductions that Endearing Home Services, LLC is obligated by law to deduct from your paychecks. These include federal income tax, state income tax; and FICA (social security and Medicare). When required by law, deductions may also need to be made for local taxes and child support. Voluntary payroll deductions may be made for certain employee-related benefits if they are available through the Agency and if you authorize them. (E.g. Retirement, Health Insurance, Life/Disability Insurance, etc.)

## Employee Compensation and Benefits

Endearing Home Services, LLC provides mandated benefits and compensation to you, in compliance with State, Federal, *Department of Labor* and/or other regulations. Discretionary benefits may also be made available for you, if the Agency is able to offer them to you.

Mandatory contributions for Social Security, Medicare and Unemployment Insurance, shall be deducted from your compensation, in accordance with federal and state regulations. The Agency will contribute the regulated employer payments for Social Security, Medicare, Unemployment Insurance, and Workers' Compensation.

### Regular Compensation

Endearing Home Services, LLC pays its employees at rates which meet or exceed the amounts stipulated by federal, state and/or other jurisdictional laws for hours worked up to, and including, 40 in a given work week. Wages are based on hours worked and the type of work being performed. Compensation is generally based on, but not limited to, one or more of the following:

- experience;
- regulated pay rates;
- task difficulty;
- days of week worked;
- industry wage standards;
- statutory holidays;
- shift differentials; and,
- education.

If you are a Regular Full-time employee, your wages will be reviewed after your initial 360 worked hours Probationary Period, then annually to coincide with your Performance Appraisal. Should you assume a different position or should you be promoted between Performance Appraisal periods, a wage review will be conducted at

that time. Wage increases are based on performance, adherence to Agency policies & procedures, and meeting or exceeding job requirements. Increases are not given to augment cost-of-living increases.

The Agency keeps all remuneration information confidential and expects its employees to do the same. Wage specifics must not be disclosed to, or discussed with, others.

## Over-Time Compensation

### Non Exempt Employees

Endearing Home Services, LLC pays over-time to its Non Exempt Employees, in accordance with federal, state and/or hour restrictions. Non-Exempt employees are paid at a rate not less than 1 ½ times their regular rate of pay for all hours worked in excess of 40 in a given week. The Agency does not consider personal time off, holiday time or any leave of absence as hours worked when calculating over-time.

### Statutory Holidays

You will only receive Statutory Holiday pay, if you actually work on a Statutory Holiday. If clients' schedules fall on a statutory holiday and they want service that day, you will be paid at 1 ½ times your regular rate of pay, with the exception of Christmas Day, which is 2 times your regular rate of pay.

Endearing Home Services, LLC recognizes the following statutory holidays:

- ◆ New Year's Day
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Veteran's Day
- ◆ Thanksgiving Day
- ◆ Christmas Day

### Assignment of Wages

Should a wage reassignment be levied against your earnings, the Agency will comply with state and federal regulations. You will be advised, immediately, if such levies are placed.

### Paid Days Off

#### Regular, Full Time Employees

If you are a Regular Full-time employee, as defined by The Agency's *Policies & Procedures*, and have worked at least three (3) years as a full-time employee, you are entitled to paid vacation as per the following years of employment:

- ◆ 3 - 5 years: one week (40 hours)
- ◆ 6 years +: two weeks (80 hours)

## Conditions for Paid Days Off

Endearing Home Services, LLC policy allows you to take Paid Days Off (PDO) in half- days or segments, which will total 40 hours for 1 week, and 80 for 2 weeks' vacation. For clarification on how vacation time will work for your specific assignment, please contact the Director. PDO cannot be taken before it is accrued and approved. You may not carry over PDO to the next calendar year. If you terminate your employment with the Agency or the Agency terminates your employment, you are not eligible for accrued paid time for the month of termination. If you give written notice of termination, you must work up to and including the last date of the notice in order to be eligible for Paid Time Off. You must also have completed the 360 worked hours Probationary Period. Should you be terminated as a result of Disciplinary Action, you lose all unused PDOs.

## Unpaid Leave

### Unpaid Days Off

If you must request time-off, you may do so 7 days or more in advance, and the office will let you know if we can accommodate your request. Requested time-off cannot be granted for personal appointments or other events that you can work around your schedule.

To request time off:

- ◆ You must have had at least one year of continuous employment with the Agency.
- ◆ The Agency Director must authorize the leave.

If you need to take Unpaid Time Off and/or miss work due to illness, you may ask your Supervisor if you can make up the lost hours. However, we cannot guarantee that replacement hours can be provided to you.

The *Fair Labor Standards Act* (FLSA) does not require payment for time not worked, such as vacations, sick leave, federal or other holidays. These benefits are matters of agreement between an employer and an employee (or the employee's representative). If you need to take Unpaid Time Off and/or miss work due to illness, you may ask your Supervisor if you can make up the lost hours. However, we cannot guarantee that replacement hours can be provided to you.

### Personal Leave of Absence

Unpaid Leave of Absence may be authorized, on a case-by-case basis, to Full-time Employees for periods between 4 weeks and 10 weeks. All requests for leave will be considered on an individual basis and will be dependent, in part, on the affect your absence may have on Agency operations, performance, length of service and responsibility level. Conditions include, but are not limited to, the following:

- ◆ You must have had at least one year of continuous employment with the Agency.
- ◆ The Agency Director must authorize the leave.
- ◆ The request must be submitted in writing, with proposed start and end dates specified.
- ◆ Requests for leave extension(s) must be made in writing and be submitted at least 5 working days before the end of your approved leave period.

During this leave, any available benefits, which you have, will not accrue. If you are participating in any Health Insurance Plan, you are responsible for the total monthly health insurance premiums, during your absence, unless otherwise prohibited by law. The Agency will attempt to return you to the same or similar job that you held prior to your Leave of Absence but it cannot guarantee the availability of any assignments.

### **Family and Medical Leave (FMLA)**

Employers that employ 50 or more employees in 20 or more weeks in the current or preceding calendar year, are subject to U.S. *Family and Medical Leave Act* (FMLA). Regulations. To be eligible for FMLA benefits, you must:

- ◆ work for an employer that fits in the above described category (i.e. be a "covered employer");
- ◆ have worked for the employer for a total of 12 months;
- ◆ have worked at least 1,250 hours over the previous 12 months; and,
- ◆ work at a location in the U.S. or in any of its territories/possessions, 50+ employees are employed by the employer within 75 miles.

While presently not bound by FMLA regulations, Endearing Home Services, LLC may consider requests for Unpaid Leave, as described under "Personal Leave of Absence" above.

If you want further information about your rights and responsibilities under the FMLA, contact your Supervisor or the Agency Director.

### **Sick Leave**

All sick time must be limited to valid reasons. Please inform the office at least 3 hours in advance if you cannot attend work due to illness, or you must provide a doctor's note for this absence to be excused.

No more than 2 sick days per month, and 6 sick days per year, without a doctor's note.

### **Bereavement Leave**

Endearing Home Services, LLC may grant 3 days of unpaid Bereavement Leave to Full-time Employees, who have completed their 360 worked hours Probationary Period, should death occur to a member of their immediate families. Immediate family refers to the spouse, parents and/or children.

### **Jury Duty**

Endearing Home Services, LLC does not provide Paid Days Off for Jury Duty.

If you receive a summons for jury duty, you are to notify your Supervisor immediately in order that time away can be scheduled. You must also submit a copy of the affidavit from the Court Clerk and other related paperwork to your Supervisor or Agency Director. After reporting for Jury Duty, if you are excused, you are required to contact your Supervisor for direction and/or possible re-assignment of duties.

## **Military Leave**

Endearing Home Services, LLC may grant Military Leave to you if you are absent from work because of service in the U.S. Armed Forces, Reserves, National Guard or other “uniformed services”. State and Federal regulations including, the *Uniformed Services Employment and Reemployment Rights Act (USERRA)*, will be complied with.

Whenever possible, you are required to give written, Advance Notice of your intention to take Military Leave. The date that your absence will commence must be stated. While Military Leave is Unpaid Leave, you have the option of applying any unused time towards this leave. Continuation of Health Insurance Benefits is available, as required by USERRA, based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans, for which you are otherwise eligible. Benefit accruals will resume upon your return to active employment. The Agency will not permit any discriminating practices against you, as a result of your service in the Uniformed Services.

When your Military Service is finished, you may request re-employment with the Agency if your absence is less than 5 years, if you re-apply to the Agency, in writing, within the established time limits and if you were released from Military Service under honorable conditions. We will attempt to reinstate you to your old job; however, your physical and/or mental ability to perform the duties of your former position could impact your re-assignment.

In the event that a new position is offered to you, we will provide similar status, seniority, benefits and pay. This position would be one that you could have attained, had you remained continuously employed or, it could be a comparable one, depending on the length of your Military Service, in accordance with USERRA. Here, again, your physical and/or mental ability to perform its duties could impact what position you acquire.

You will be treated as though you were continuously employed for determining benefits based on length of service. You can be absent for up to 5 years and still have re-employment rights. The 5 years is a cumulative total and includes both past and present military service.

## **Performance Standards**

Endearing Home Services, LLC takes pride in selecting employees who will meet the Agency's high standards, as the Agency recognizes that it is only as good as its employees. You were selected because the Management Team has faith in your ability and willingness to meet and maintain its high performance standards. Some of the Agency's performance standards are summarized in the following sub-headings; others can be found in the Agency's Policy & Procedure Manual.

## Work Ethics and Standards of Conduct

Standards of Conduct are formal guidelines for ethical behavior.

Work ethics are moral codes, which guide you in the proper conduction of your duties and obligations. They deal with behavior that is right or wrong and involve applying judgment and making choices about what to do and what not to do. They reflect how you conduct yourself on the job site in respect to your appearance; what you say, how you behave, how you treat others and how you work with others.

You are expected to clearly understand these standards, their importance to the community and their relationship to the delivery of service. Information will be given to you during Orientation with refresher sessions being given on an as-needed and/or annual basis.

During Performance Appraisals, you will be evaluated on how well you respect and work within these standards. Any complaints of violations of these standards will be investigated with all proceedings being documented, including notations in your Personnel File. Failure to adhere to the *Standards of Conduct* may result in Disciplinary Action up to and including Termination of Employment.

Some of the standards, which you are expected to follow, are outlined below. Additional ones are delineated in the *Standards of Conduct*, located in the Agency's Policy & Procedure Manual, and may also be provided to you in the *Employee Rules*, which you signed at the time of employment.

You are expected to:

- ◆ ensure that your actions do not have a negative impact on the Agency;
- ◆ only relay/distribute information that is accurate;
- ◆ avoid promising care/services, which the Agency doesn't provide;
- ◆ avoid borrowing money from clients/families or lending money to them;
- ◆ ensure your quality of work is of a high standard and expect only your best from yourself;
- ◆ keep all obligations and promises;
- ◆ be cooperative by displaying leadership skills and maintaining appropriate relationships with other employees;
- ◆ be considerate to clients, families, friends, colleagues and professionals;
- ◆ display loyalty, honesty, trustworthiness, dependability, reliability, initiative, self-responsibility and self-discipline;
- ◆ respect the rights of others;
- ◆ be a cooperative and participative team member;
- ◆ keep information confidential and not gossip about the affairs of others;
- ◆ be polite and courteous to clients, families, friends, colleagues and professionals;
- ◆ follow instructions and utilize all knowledge and skills;
- ◆ give your best effort at all times;

When you are providing service in clients' homes, you must never:

- ◆ discuss client names or particulars with anybody other than co-workers, who are in a need-to-know position;
- ◆ discuss Agency and/or office matters with anybody other than co-workers, who are in a need-to-know position;
- ◆ give them your home/cell phone numbers;
- ◆ give personal opinions;
- ◆ offer medical advice;
- ◆ smoke in their homes;
- ◆ use their telephone except in cases of emergency or to call the office;
- ◆ take anyone, including pets, into their homes;
- ◆ neglect safeguarding their valuables;
- ◆ use their vehicle or other property for personal reasons;
- ◆ consume alcohol or use medication/drugs except for a medical reason(s) in their homes;
- ◆ accept meals from them, or offer them food your brought for yourself;
- ◆ take advantage of their hospitality;
- ◆ participate in physical confrontations;
- ◆ be idle while on the job;
- ◆ report for duty while under the influence of intoxicants; and/or,
- ◆ be involved in legal matters.

### **Punctuality & Attendance**

You are expected to attend work during your scheduled hours. You should arrive at your assignment before your scheduled start time. Not only are clients relying on you but also you and/or your co-workers may have other assignments booked. Just one person being late can throw off several schedules. Be sure to arrive in sufficient time to prepare yourself for duty (i.e. remove outer clothing, put on proper shoes, do any grooming touch-ups, ensure hair is neatly back from face, wash hands, etc.). It is also expected that you complete the entire shift, as scheduled. If you are going to be late, phone your supervisor and provide the reason(s) for the delay. He/she will contact your client. Habitual tardiness will not be tolerated and may result in Disciplinary Action, up to and including Termination of Employment.

As your employer, Endearing Home Services, LLC has a right and responsibility to know where you are during scheduled hours of work. All time off must be requested in advance and submitted in writing to your supervisor with the exception of Sick Leave. If you are absent without leave or are late, appropriate deductions may be made from your pay. We view attendance as an important facet of your Job Performance Review. All unapproved absences will be noted in your personnel file. Excessive absences, including Sick Leave, may result in Disciplinary Action, up to and including termination.

If you cannot complete an assigned or accepted shift, your absence will be unexcused, except for the following reasons:

- Illness-See Sick Leave Policy
- Death-See Policy on Bereavement Leave

All unexcused absences will be written up, and retained in your file.

### **Dress Code**

In accordance with Endearing Home Services, LLC policy, you are expected to maintain a professional appearance. The following guidelines outline what the Agency considers to be acceptable and appropriate attire:

- ◆ If you work with clients, you are to wear Agency provided/approved uniforms, neat and clean attire, or nursing scrubs.
- ◆ You must use good judgment when choosing appropriate attire to wear, when on duty.
- ◆ Attire, which is deemed to be inappropriate includes, but is not limited to, the following:
  - clothing in disrepair;
  - leggings/tights;
  - jogging suits/sweatpants;
  - clothing with inappropriate language;
  - shorts;
  - fishnet stockings;
  - tank tops;
  - revealing or tight clothing;
  - open-toed footwear; and,
  - artificial or long fingernails.
- ◆ Clothing shall be kept in good repair, be of an acceptable length and fit properly.
- ◆ Only clean and/or polished, closed toe shoes may be worn.
- ◆ You must be well groomed and have good personal hygiene and cleanliness.
- ◆ Fingernails are to be short, clean and neatly kept.
- ◆ Earrings and rings are limited and restricted to those that will not snag on equipment, injure a client/employee or impede your job performance.
- ◆ Long hair should be pulled back and secured, when on duty.
- ◆ Perfumes, scented body lotions and/or aftershave lotion should be avoided in respect of clients with sensitivities and/or allergies.

### **Identification Badge**

In accordance with Endearing Home Services, LLC policy, you are required to wear an Identification Badge and Lanyard, which is provided to you by the Agency, whenever you are delivering services on behalf of the Agency. These badges display your name and the Agency's name. It must be clipped to the front of your clothing in a manner that makes it visible to onlookers. ID badges must be worn into the client's home; at which time you can remove during your shift. ID badges must be always worn when working with a client in a facility. Identification Badges are issued upon employment, and will be reissued yearly, upon request. If you lose yours, you will be charged a replacement fee. If it is lost or stolen, you must advise your Supervisor

immediately. Upon Termination of Employment, you are required to return your Identification Badge and Lanyard to the Agency.

### **Phone Calls & Texting**

You are not permitted to make or accept telephone calls or texts while you are on duty at clients' homes, unless they are to/from Managerial Staff, Administration Staff, a Supervisor, or an emergency/urgent situation develops. If you carry a cell phone with you, when you are on duty, be sure to either turn it off or put it on "vibrate" to ensure clients are not disturbed. Advise others to phone the Agency Office and leave a message, should they need to reach you, while you are on duty. The Agency Office will contact you with the message. Personal phone calls and/or texting may be done on your breaks or between assignments. Long distance calls may not be made using a client's phone.

### **Secondary Employment**

You are not restricted from working elsewhere, at the same time you are working for us. However, Secondary Employment must not present a Conflict of Interest, interfere with your work at the Agency or put clients at risk. As stated in the *Conflict of Interest* section, Endearing Home Services, LLC., does consider working for another agency a conflict of interest, and therefore it is prohibited.

We ask you to advise your Supervisor if you have another job(s) to enable contingency plans to be developed, should conflicts arise. If your other position(s) interferes with your duties at this Agency, you may be asked to reduce your other hours or resign from your other position(s).

### **Privately Servicing Agency Clients**

You may not provide service privately to existing Agency clients. If you do so, your employment with the Agency may be terminated. A Non-Compete Agreement will be signed at the time of employment, which also restricts working privately for Agency clients that have had service with Endearing Home Services, LLC within the last 12 months. A finder's fee will be incurred for any violations.

### **Drug, Alcohol & Illegal Substance Abuse**

Endearing Home Services, LLC Has zero tolerance for employees who arrive for work while under the effects of drugs/alcohol; whose ability to perform their duties is even slightly affected because drugs/alcohol; and/or, who consume drugs/alcohol while at work. If you arrive for work under the influence or, are in possession of, drugs/alcohol, you will be terminated immediately.

Supervisors or Managers, who suspect that your ability to perform your duties is affected because of drugs/alcohol, are required to immediately remove you from the job-site.

You must not ignore situations wherein drugs/alcohol are being used in the workplace. If you see, or become aware of, such activity, you must contact the

Supervisor immediately. If you violate this policy, you will be disciplined and terminated.

## **DRUG-FREE WORKPLACE POLICY PURPOSE OF THE POLICY**

Endearing Home Services, LLC values its employees and recognizes their need for a safe and healthy work environment. Furthermore, employees abusing drugs and alcohol are less productive and are often a risk to the safety and productivity of our Company. The establishment of a Drug-Free Workplace Policy is consistent with this Company's desire to promote a safe and accident-free workplace.

**DRUG AND ALCOHOL POSSESSION AND USE PROHIBITED** 1. Endearing Home Services, LLC. Prohibits the use, possession, sale, manufacture, and/or distribution of alcohol and illegal/controlled substances and/or drug-related paraphernalia on Company premises or while performing duties for Endearing Home Services, LLC while away from Company premises, and/or during working hours. 2. For purposes of this policy, the term "Company premises" or "Company property" includes all property owned, leased, used or under the control of Endearing Home Services, LLC including but not limited to Endearing Home Services, LLC plant, offices, facilities, parking areas, land, buildings, structures, all work locations, vehicles, and equipment. 3. The substances prohibited by this policy include such items as: any illegal or unlawfully obtained drugs or controlled substances; "designer" or synthetic drugs; "over the counter" or prescribed medications not being used for purposes or in the manner intended; mood or mind-altering substances; and alcoholic or intoxicating beverages.

4. Compliance with this policy will be required by Endearing Home Services, LLC as a condition of employment for qualified applicants or for continued employment of current employees. The presence of a detectable amount of any prohibited substance in an employee while working and/or during working hours may be deemed a violation of this policy, regardless of when or where the substance entered the employee's system.

**PRE-EMPLOYMENT SCREENING** 1. Offers of employment with Endearing Home Services, LLC may be conditioned on proper cooperation with and participation in a drug and controlled substance screening test. Following a conditional employment offer, applicants may be asked to sign a form consenting to a screening test as part of the application process. Failure to sign the consent form will be considered a withdrawal of the application. This is provided as a sample only and should be reviewed by your legal counsel 2. Applicants who test positive without a legitimate medical reason will be denied employment. In appropriate circumstances, Endearing Home Services, LLC may, in its sole discretion, authorize a retest.

**TESTING OF EMPLOYEES** 1. Endearing Home Services, LLC may request current employees to submit to a drug/controlled substance test in certain circumstances, including: a. When an employee's conduct, actions or behavior reasonably leads management to suspect that the employee may be using or under the influence of drugs or alcohol on Company premises or while performing duties for Endearing Home Services, LLC while away from Company premises and/or during working hours; b. When an employee has a prohibited substance in his or her possession (actual or constructive) while on Company premises or while performing work duties for Endearing Home Services, LLC.; and c. When an employee has experienced an on-

the-job injury or accident or is involved in an incident which Endearing Home Services, LLC believes may have resulted from impairment due to drug or alcohol use. d. Endearing Home Services, LLC may, in its sole discretion and at any time, require an employee to undergo tests to determine the presence and/or amount of alcohol and/or drugs in his/her system. 2. An employee who has tested "positive" on a test pursuant to this policy and who is not terminated, may be retested by Endearing Home Services, LLC at periodic intervals, as determined by Endearing Home Services, LLC., for up to twelve (12) months after the positive test result, even without new evidence of "reasonable belief" of drug or alcohol abuse. If an employee tests "positive" on any retest or refuses to promptly submit to a test in a fully cooperative manner, including signing any required forms, the employee may be subject to immediate termination. 3. An employee's refusal to submit to a requested test may be considered an act of insubordination justifying discipline, up to an including immediate termination.

**USE OF LEGAL AND PRESCRIPTION DRUGS AUTHORIZED BY A PHYSICIAN** certain legal and prescription drugs can produce changes in persons that might indicate intoxication or illegal drug use and could result in a "positive" result on a substance abuse screening test. Employees may continue to work for Endearing Home Services, LLC while taking prescription drugs at the direction of a doctor for the treatment of an illness or non- This is provided as a sample only and should be reviewed by your legal counsel prescription drugs used for the purposes and in the manner intended, provided the medication does not adversely affect the employee's ability to perform his or her work in a safe and efficient manner. Each employee is responsible for being aware of and following all cautions associated with the use of prescription or non-prescription drugs. If any prescription or non-prescription drugs being taken by an employee could have side effects which could affect the employee's job performance, the employee must advise his or her supervisor of the drug being taken and the potential side effects. Endearing Home Services, LLC has the right to determine whether an employee who is receiving legal medication should be allowed to continue working during his or her treatment due to possible safety and/or performance problems that could arise from certain legal drug use.

**CONVICTION OR PROBATION UNDER a CRIMINAL DRUG LAW** Employees must notify Endearing Home Services, LLC within five days of any conviction or entry of a guilty plea resulting in incarceration or probation under any criminal drug statute, law, regulation, or ordinance. Failure to report a conviction or guilty plea will result in termination of employment.

**TESTING PROCEDURES** 1. When feasible, the employee asked to submit to testing will be informed of the reasons, cause or action leading to the request. 2. Employees will complete a consent for testing form. The refusal to do so will be considered a violation of this policy, and the employee may be subject to disciplinary action up to and including termination. 3. Testing will be conducted by an appropriate testing facility designated by Endearing Home Services, LLC Applicants and employees must cooperate fully with reasonable procedures and requirements of the testing facility. 4. Each employee and applicant who is to be tested will be asked by Endearing Home Services, LLC designated testing facility to list all legal and prescription drugs consumed during the past thirty days, and will have an opportunity to explain the use of each such drug. Applicants or employees who do not report the use of any such

drugs and who subsequently test “positive” on any required screening or other test, will not be hired if not yet employed, or if hired, may be subject to immediate discharge. 5. Positive test results will be given a second verification test by Endearing Home Services, LLC designated testing facility. Employees who test positive on the second verification test will be subject to discipline up to and including immediate termination for violation of this policy. Applicants who test positive on the second verification test will not be employed. This is provided as a sample only and should be reviewed by your legal counsel 6. Test results will be returned to Endearing Home Services, LLC for review with the applicant or employee. Test results will be maintained in a confidential manner in a separate file not part of the employee’s personnel file. Test results of applicants will be maintained in a separate file, not part of the application. 7. Endearing Home Services, LLC will endeavor to keep the results of any drug, substance abuse or other such test confidential. Test results and voluntary reports of drug and alcohol problems will not be revealed by Endearing Home Services, LLC to any person except those persons whom Endearing Home Services, LLC believes have a need to know because of such reasons as supervision of the employee involved, personnel administration or as otherwise deemed necessary or proper by Endearing Home Services, LLC or as required by law.

**PENALTIES FOR VIOLATING POLICY** 1. Failure to comply with the provisions of this policy will be grounds for disciplinary action up to and including immediate discharge. Furthermore, employees found to have alcohol or illegal drugs in their systems, under the WC Law may receive a 50% reduction to total forfeiture of workers’ compensation benefits. 2. If an employee voluntarily reports a substance abuse problem before any circumstances warranting testing and/or disciplinary action occurs, the employee may request leave time or a leave of absence under appropriate Company leave policies for a period not to exceed twelve weeks. An extension of the leave may be granted, within the exclusive discretion of Endearing Home Services, LLC The cost and expenses of any treatment or any counseling program will be the sole responsibility of the employee, subject to benefits available, if any, under any applicable employee benefit program. Endearing Home Services, LLC may request certification that the employee has continued in treatment during the granted leave period. If the employee does not continue proper treatment during the granted leave, the employee will be subject to disciplinary action up to and including immediate termination. Any employee who does not fully comply with Endearing Home Services, LLC requirements for a leave that is granted may be subject to immediate termination. Employees who return to work following such voluntary treatment may be tested periodically by Endearing Home Services, LLC to ensure that they stay drug-free. If they subsequently have a positive test for controlled substances, they will be subject to discharge.

**OFF-THE-JOB ILLEGAL DRUG USE, POSSESSION, SALE OR OTHER SUCH ACTIVITY** Off-the-job illegal drug use, possession, sale or other such activity could adversely affect an employee’s job performance, jeopardize the safety of other employees, and jeopardize Company equipment, property and reputation, as well as endanger the general public. This is provided as a sample only and should be reviewed by your legal counsel accordingly, such off-the-job conduct or activity may be deemed a violation of this policy and could result in disciplinary action against the employee by Endearing Home Services, LLC., up to and including discharge. In

deciding the appropriate disciplinary action to take in regard to such off-the-job drug use, possession, sale or other such activity, management will take into consideration the nature of the activity charged, the employee's total record with Endearing Home Services, LLC And other factors deemed relevant by Endearing Home Services, LLC., for the protection of Endearing Home Services, LLC business and total operation.

WORKPLACE SEARCHES AND INSPECTIONS to help ensure a safe and healthy work environment and to accomplish the objectives of this policy, Endearing Home Services, LLC., reserves the right to condition entry upon Company premises, including any parking areas and all grounds and work areas to which Endearing Home Services, LLC employees are assigned, upon Endearing Home Services, LLC right to search the person and personal property of any entrant before entry or at any timewhile on the premises or in work areas, for illegal and unauthorized drugs, drug paraphernalia, controlled substances, alcoholic beverages and unauthorized weapons. Such searches may include but are not limited to automobiles, tool boxes, lunch kits and purses, employee lockers, desks, or other property under the control of the employees. Refusal to permit a search may subject an employee to immediate discipline up to and including discharge. Searches and inspections will be performed with concern for the individual's privacy, dignity and confidentiality. Illegal substances, drugs, and other prohibited items discovered through these searches and inspections may result in law enforcement authorities being advised in this regard consistent with the law.

### **Gifts, Gratuities & Business Courtesies**

Endearing Home Services, LLC discourages you from accepting gifts, gratuities and business courtesies but will, in some cases, permit the occasional acceptance providing: it does not compromise your, or the Agency's integrity; it is not given in an attempt to influence conduct or decision making; and, a rejection of the gift will negatively affect the giver. In addition, gifts may not be made in cash, may not exceed \$20 in value and may not be given on a regular basis.

If you are given a gift or are offered a gift, you shall report it to your Supervisor, who will determine whether it can be accepted or whether it should be politely refused. Consideration is given on a case-by-case. All gifts are documented in an Agency log. Gifts to employees are not only noted in the Agency log but also are recorded in the recipient's Personnel File. You may not give gifts to clients or their families without first obtaining authorization from your supervisor.

## **General Policies and Guidelines**

### **Former Clients**

When a client ceases to be a fee-paying client of Endearing Home Services, LLC., the Caregiver contact with that client must cease.

Endearing Home Services, LLC may find itself at risk because of an action by the Caregiver. Thus, our reputation may be placed at risk. This is regarded as a serious

breach by the Caregiver, and disciplinary action will be taken.

### **Vehicle Usage**

Endearing Home Services, LLC policy requires that employee-owned and Agency-owned vehicles carry adequate vehicle insurance (full Comprehensive, Liability and Personal Injury Protection) and that all employees, who operate vehicles for the conduction of Agency business, have and maintain valid Drivers' Licenses.

Before you are authorized to operate a motor vehicle, as part of your duties, you must prove that your Driver's License is valid in the state; that it is current; and, that it meets State requirements for transporting clients (if transporting clients is one of your duties). If your Driver's License is suspended, revoked or restricted and, thus, may affect your job duties, you must advise your supervisor immediately.

If you require medication that might impair your ability to drive, you must obtain written confirmation from your Physician, which states that you can safely operate a motor vehicle. You must never operate a vehicle while under the influence of alcohol and/or drugs. Should you receive a parking ticket, speeding ticket and/or other traffic violation; or, if you are arrested for driving-related offences, you assume total responsibility for any resulting fines. You are expected to respect traffic laws, ordinances and regulations; and, use reasonable and safe traffic practices. You are also expected to adhere to the stipulations stated in the vehicle operations policies. Any violation of these stipulations, may result in Disciplinary Action, up to and including Termination of Employment.

### **Distracted Driving Policy**

Use of electronic devices prohibited while driving. The safety of our employees and others is of paramount importance to Endearing Home Services, LLC Therefore, Endearing Home Services, LLC prohibits the use of cellular phones or other electroniccommunication devices by its employees when driving any vehicle while on Company business or while traveling to or from work. If you need to use your cellphone or other electronic communication device, you must first pull over to a safe location before using the device for either oral or written communications. Furthermore, if Endearing Home Services, LLC has issued a cellular phone or other electronic communication device to you or otherwise pays for your cellular phone or other electronic communication device, you may not, at any time, use either while driving. Endearing Home Services, LLC will maintain a zero tolerance policy with respect to violations of this section and violations will result in discipline or termination, at Endearing Home Services, LLC Homecare's discretion. Endearing Home Services, LLC retains the right to terminate employment at any time.

### **Seat Belt Usage Policy**

Endearing Home Services, LLC recognizes that seat belts are extremely effective in preventing injuries and loss of life. All employees of the Agency must wear seat belts when operating a company-owned vehicle, or any vehicle on company premises or on company business; and all occupants are to wear seat belts or, where appropriate, child restraints when riding in a company-owned vehicle, or in a personal vehicle being used for company business. All employees and their families

are strongly encouraged to always use seat belts and the proper child restraints whenever they are driving or riding in any vehicle, in any seating position.

### **Personal Vehicle Usage for Client Service**

If you use your own automobiles in the delivery of services, other than for transporting clients, (e.g. shopping or running errands for clients), you must inform your insurance company that you will be using your vehicle for work/business purposes, to ensure their coverage is adequate to meet any claims. You need to provide your Supervisor with copies of your Driver's License and insurance coverage, which will be kept in your Personnel File. Furthermore, copies of all renewals for expired Driver's Licenses and expired insurance coverage must be given to your Supervisor, as soon as the renewals become effective.

If you are involved in a Motor Vehicle Accident, in the course of your duties, you must report the accident and/or related injuries to the proper authorities, as regulated by law; and, to the Agency office as soon as possible. A written report of the incident must be given to your Supervisor within 24 hours.

You must report any citations or charges against their Driving Record to the Supervisor.

### **Client Health Insurance within Transporting Vehicle**

When you transport clients, you must ensure that a copy of their Health Insurance information is in the transporting vehicle, in case of an emergency.

### **Transporting Clients in Employee Vehicles**

If you are going to transport clients in your privately-owned vehicle, you must adhere to Endearing Home Services, LLC policy, including the requirements for adequate insurance and a valid Driver's License. You must also undergo a Driving Record Check and demonstrate that you have had a clean Driving Record for the last three years. Transporting clients, in private vehicles, is done at your own risk.

### **Transporting Clients in Private Vehicles Provided by Clients**

If you are asked to drive a client's vehicle or another vehicle, which has been attained or provided by the client, you must ask to see proof of valid, vehicle insurance before you drive the vehicle. In addition, you must inquire about, and/or observe the vehicle to ensure its safety equipment is in good operating condition. If the vehicle is not in good working condition, you must refuse to drive it. All trips must be pre-approved, and mileage must be reported upon return. Mileage will be reimbursed at .56 for client errands in your private vehicle, provided it was reported upon return.

### **Compensation for Private Vehicle Usage**

In-home Care Workers are not paid the first 30 miles of round trip mileage per day. After 30 miles round trip, mileage may be reported through the telephony clock-out system, or on paper, and must be received by 3pm the Wednesday prior to Payday, or mileage will not be paid. Report only the miles over 30 per day, and calculate from

the employee' home address on file with the office, to the client's home, and back to their home address, if going to another client before returning home, report mileage as home-to client A-to client B-back to home address on file with office. Mileage will be reimbursed at .25 per mile for miles over 30/day with a max of \$10/day. The Agency reserves the right to re-evaluate it at any time.

The Agency does not cover, or contribute towards, the costs of vehicle insurance for private/ personal vehicles. \*\*Endearing Home Services, LLC does NOT currently allow transporting clients or transportation per Agency contract with ILDOA.\*

### **Media Inquiries**

If you receive an inquiry from any member of the media, regardless of the type i.e. TV, radio, newspaper or Social Media such as Facebook, Twitter and YouTube etc., you should refer the inquiry to the Agency Director, regardless of how trivial the question appears to be. At no time, are you permitted to speak to the media on behalf of the Agency. This is to ensure there is a single point of contact for all media inquiries.

If you provide input through *Editorials, Letters to the Editor* and/or *Social Media*, you must make it clear that your comments are strictly personal and do not represent the opinions of Endearing Home Services, LLC Furthermore, any correspondence that reflects you, personally, may not be provided on Agency Letterhead.

### **Breast-feeding**

Endearing Home Services, LLC will attempt to accommodate the milk-expression needs of its breast-feeding employees for a minimum of one year following the birth of the baby, providing undue hardship is not caused to the Agency, its staff and/or its clients.

Wherever possible, provisions will be made for adequate space, storage and privacy to support milk expression activities. While we will work with breast-feeding employees to establish mutually agreeable schedules to express milk, we encourage the use of break times as the first option. Should insufficient break time exist, employees may utilize their accumulated Annual Leave, Over-time or other leave for this purpose. Employees, who want to express milk during their working hours, should discuss their wishes, as soon as possible, with their Supervisor, in order that the details can be worked out.

### **Employee Personal Property**

You are requested not to bring unnecessary or inappropriate personal property to work. While the Agency recognizes that employees may need to bring certain personal items to work, personal property that is not related to your job performance may disrupt work or pose a safety risk to others. Furthermore, the Agency recommends that you don't carry unnecessary amounts of cash, or other valuables, to the job-site.

Endearing Home Services, LLC will not be responsible for the loss, damage, or theft of personal property located at its work-sites or which accompanies, is worn, or otherwise used by you, during the course of your work. If you choose to bring personal property with you to the job site, you do so at your own discretion and at your own risk.

## Health and Safety

Endearing Home Services, LLC strives to ensure that work environments are as safe and healthy, as Agency authority limits can influence. While it has control over its own property, the Agency is restricted when service is delivered in clients' homes or out in the community. Nevertheless, the Agency will do its best to provide safe environments, where possible, and educate clients/others about safety issues, as outlined in its health and safety policies.

The Agency will not deliver any service likely to cause an accident or generate an exposure that may result in personal injury or damage equipment in the process. You are expected to protect your own health and safety by working in compliance with the law, by applying safe work practices and by adhering to Agency procedures. It is in the best interest of all parties involved that everyone applies health and safety measures in all activities.

You will receive adequate training in your work tasks to protect your health and safety. In addition, the Agency will provide you with information about workplace safety and health issues through ongoing, internal communication including bulletin boards, memos/other forms of written communication, staff meetings and training sessions.

You are expected to obey safety rules and exercise caution and common sense in all work activities. You must immediately report any unsafe conditions to your Supervisor. Should you violate safety standards, cause hazardous or dangerous situations, fail to report safety issues or remedy such situations, where appropriate, you may be subject to Disciplinary Action including Termination of Employment.

### Safety in the Home Environment

Endearing Home Services, LLC is committed to ensuring the safety of its clients/families/ employees in the home environment. In keeping with that policy, at the initial assessment, the Supervisor will complete a "*Home Safety Checklist*" for all new clients and will review any safety factors with them. By doing so, the Supervisor is not only protecting clients but also is ensuring the environment that you are going to be working in is as safe as possible.

You still have responsibilities for home safety, as well. You are expected to continually assess the family's compliance to home safety measures and, if necessary, provide more instruction. Each time you enter a client's home you need to be alert for new hazards and take actions, should any be detected. You are

responsible for taking reasonable care for your and others health and safety. Equipment, including personal protective equipment, should be used correctly and when required. If you think there is a health and safety problem in your workplace, you should first discuss it with your Supervisor. If a problem appears to persist and there is a risk of injury and you still have doubts or questions, you should contact the Agency Director.

## Emergency Preparedness

In accordance with Endearing Home Services, LLC.'s *Emergency Preparedness*, you should always be ready for emergencies and the unexpected, whenever you get a new client, ensure that information on the client is written out and posted near a phone and/or on a bulletin board or refrigerator: telephone number, address, directions to the home and the nearest intersection. If a life threatening emergency arises, call 9-1-1 and give the specifics to the Operator.

Be prepared for non-life-threatening emergency situations by ensuring that telephone numbers are recorded and posted for the following: hospital, doctor, poison control, police, ambulance, protective services, family, neighbors and Case Director.

If the client does not have a home evacuation plan, help him/her to create one taking into consideration the physicality of the home and any limitations the residents may have. Practice routines for fire eruptions and using exit routes. Ensure that a temporary relocation site(s) is determined and that all residents and workers are aware of its location.

Encourage and assist your clients to create an Emergency Kit, which contains survival basics, first aid supplies, medications, and other provisions. Residents and workers should know where the Emergency Kit is kept.

## Violence

Endearing Home Services, LLC is committed to ensuring safety in the workplace through the implementation and maintenance of a harmonized plan to handle all violence and threats of violence with composure, effectiveness and speed. Wherever possible, every effort will be made to prevent and minimize violence. If you have not previously received instruction on how to deal with violence, you will be trained to do so. All reports of violence will be kept confidential, as much as possible; be investigated promptly; and, be documented.

As an employee you must adhere to all aspects of this Policy. You are responsible for calling the emergency number if you believe there is an immediate danger to someone's safety. Try to avoid physical and/or verbal confrontations with potentially, violent individuals. You must report all violence or threats of violence, which you observe, or are involved in, to your Supervisor immediately. Your cooperation is also required in any investigations of such violence. At no time shall you imply or express threats of any kind to an individual's safety. Should your behavior be found to be violent and/or cause threat to others during the performance of your duties, appropriate Disciplinary Action(s) will be taken, up to and including termination.

## Environmental Disasters and Emergencies

Endearing Home Services, LLC has several policies & procedures, which cover environmental disasters and emergencies. You will be given training in them, as you need to know what to do in each situation.

In order to reduce risk, prevent injury and promote safety in the home and/or office when an emergency/disaster arises, you need to identify and respond to the situation quickly and take immediate actions for the protection of clients, families and others. Actions you can take vary depending on the type of environmental disaster that is occurring.

There are some preliminary, basic actions you can take, regardless of the type of emergency that may arise. You can ensure that clients/families know what needs to be done in each disaster. Everyone should know where to meet and who to call in case they are separated. Determine, in advance and at the time of the emergency, who may need assistance. If there is time, when you are evacuating, tell others where you are going. If you are able to communicate, use whatever you have at your disposal i.e. phone; email, or radio/ television broadcasts.

## Inclement Weather and Hazardous Community Conditions

Endearing Home Services, LLC makes every effort to deliver client services during inclement weather conditions without putting the health and safety of its staff and/or clients at risk. Local weather reports shall be utilized to make decisions on road conditions. It is your responsibility to contact your Supervisor to discuss options for safe transportation and/or to determine if service needs to be re-scheduled.

Should weather conditions be really severe, the Agency may find it necessary to cancel your work assignment(s). If this happens and you are an hourly paid employee, you may use accrued vacation, discretionary holidays or time off without pay to cover the absence; or, with prior approval from your Supervisor, you may be permitted to make up missed work time within 3 months of the severe weather day(s), providing assignments are available.

## Food Safety

You are required to take a “*Food Safety*” course preferably prior to employment or as soon after employment commences, as possible. Furthermore, when working in clients' homes, you are also required to comply with the standards established through *Universal Precautions* and the *US Food and Drug Administration's* guidelines for handling, cooking, and chilling food. Your practices and techniques for food safety will be monitored regularly and policies and procedures will be modified as required. Refreshers on food safety will be provided to you both annually and on an “as-needed” basis.

## Health Issues

For your protection, if you develop any health issues or become pregnant, you should advise your Supervisor. A doctor's note is required, as soon as possible, which specifies whether you are able to perform your regular duties, as described in your Job Description. A *Leave of Absence* may be granted on a case-by-case basis.

## Medical Attention

If you are injured or become ill while on the job and medical attention is indicated, your Doctor must be contacted immediately. Should it be necessary for you to either visit your Doctor or go to the hospital, a family member or the ambulance should transport you.

Because of possible liabilities, employees of Endearing Home Services, LLC are not permitted to transport you. If an emergency arises, which requires Emergency Medical Services (EMS) to evaluate your injury or illness on-site, you will be responsible for any transportation charges. A physician's "Return to Work" notice may be required. This requirement will be made on a case-by-case basis.

## Workers' Compensation

On- the-job Injuries are covered by *Workers' Compensation Insurance*. If you are injured while working, report the injury to your Supervisor, immediately, regardless of how minor your injury appears to be. Your Supervisor will provide instruction and give you the proper forms. If you are not able to contact your Supervisor, designate another individual to do so on your behalf, if you are able. If you are deemed eligible for *Workers' Compensation*, you may receive medical expenses and a portion of your lost wages. Any medical bills you incur, as a result of the injury, should be submitted, unpaid, to your Supervisor. Medical clearance is required before you will be permitted to return to work.

## Reporting Incidents

Endearing Home Services, LLC requires that all incidents, which result in personal injury or illness and/or property damage, be properly reported and investigated. This is to ensure that incidents are reported in a timely manner, that all are thoroughly identified and that appropriate corrective actions are taken. If there is an incident in the client's home, in the Agency Office or out in the community, while you are performing services for/with a client, you must initiate an "*Incident Report*", if you were involved in/were a witness to the incident. If more than one employee witnesses or is involved in, the incident, each individual is required to complete his/her own *Incident Reports* as soon as possible, but no later than the end of the regular work shift. If you are involved in the incident, you are required to provide an explanation and a rationale to the Supervisor, as to why the incident occurred.

## Abuse of a Client

Endearing Home Services, LLC does not tolerate any hint or form of client abuse by anyone and thus will document, investigate and/or report all suspected cases. Abuse includes various types of mistreatment, including physical emotional financial,

neglect, abandonment and self-neglect. If you suspect abuse, you must report it to the Supervisor. Try to get the client's written consent to report the alleged abuse. If he/she is not willing to cooperate, you should still report it. In cases of immediate danger, you should call 9-1-1 the police emergency number or, the hospital emergency room.

If you are suspected of client abuse, you will immediately be removed from the client's vicinity. An investigation will be launched, and, depending on the circumstances, local law enforcement may be contacted. Should you be found guilty of abuse, your employment with the Agency will be terminated.

Similarly, if you have been found guilty of having misused clients' finances or property, you will be terminated immediately, and local law enforcement will be notified.

### **Death of a Client**

The caregiver will determine that the (possible) cause of death does not pose a threat to their own safety i.e. electric shock, or fire.

- If the death is not expected, Call 9-1-1.
- If Hospice is involved, but the Hospice Worker is not in the home at the time of death, contact Hospice. EMS is not usually contacted when Hospice is involved.
- Contact the office immediately to inform the Supervisor or Director. The Supervisor or Director will be responsible for notification of the next of kin or other contact person.
- Leave the deceased undisturbed until the Police have seen him/her.
- Staff must stay on duty until seen by the Police. The staff member is to be provided with support and back up when in the home alone with a deceased client.
- Ensure all documentation is available. This may be required by the Police
- It will be the responsibility of the Police to uplift the body in the event of a post mortem. They will do this through a contracted funeral director.

You should provide information, as required, to EMS, Hospice, and/or local law enforcement.

If you are the last Endearing Home Services, LLC employee on duty in a client's home, when death occurs, you are responsible for returning the client's record/chart to the Agency office.

### **Infection Control**

Endearing Home Services, LLC requires that infection control measures be taken, when providing service to clients, in order to minimize the risk of infections to employees, clients and the community-at-large. You will be given training on infection control including Personal Protective Equipment and proper hand-washing techniques, in accordance with these Agency policies. You will be required to

demonstrate your ability to utilize infection control measures before you assume care responsibilities for clients with infectious diseases.

If you notice that another employee/ individual is not following infection control policies and procedures, you must advise your supervisor.

### **Infectious/Communicable Diseases in the Community**

The Agency is committed to protecting your and others health and safety by educating you about infectious/communicable diseases and by establishing guidelines and procedures, which are in accordance with federal, state and local law authorities. You are responsible for reporting any suspected infectious/communicable diseases to your Supervisor and for knowing and following all infection control policies and procedures. Additional and/or refresher training may be required.

### **Employees with Infectious/Communicable Diseases**

Endearing Home Services, LLC requires that if you acquire an infectious/communicable disease, you must follow strict procedures to minimize, as much as possible, susceptible persons being exposed to you. You will receive training on some of the more common communicable diseases in order that you are familiar with: what actions are required; when you will not be permitted to provide direct client care; when working restrictions will be imposed; when a physician's input is needed; and, other stipulations.

If you acquire an infectious/communicable disease, consult with your Physician for advice and advise your supervisor as soon as possible. Follow your Physician's orders; obtain the recommended immunizations; maintain strict personal hygiene; follow procedures for infection control; and, obtain a doctor's certificate stating that you are no longer contagious.

Your supervisor will determine, and follow *Center for Disease Control & Prevention* (CDC) requirements to report the infectious/communicable disease to the local Health Authority(ies). He/she will also ensure your privacy is protected.

### **Clients With Infectious/Communicable Diseases**

If you become aware that one of your clients has acquired an infectious/communicable disease or is suspected of having contacted an infectious/communicable disease, you are required to report it to your supervisor immediately. You must ensure that infection control measures are practiced; and, you may be asked to demonstrate your ability to apply them. You must closely follow any special instructions. You may be advised to be immunized and you will be required to maintain strict, personal hygiene. Any, and all, recommended training should be taken.

Infected clients are not to be discriminated against and their conditions must be kept confidential.

## Blood-borne Diseases

Endearing Home Services, LLC attempts to minimize the chances of blood-borne diseases being transmitted to others by practicing *Universal Precautions* and other infection control measures when providing direct care to clients. Your responsibilities include:

- ◆ utilizing *Universal Precautions* in the performance of your duties;
- ◆ following the Agency's policies specific to personal protective equipment, blood-borne diseases;
- ◆ knowing your individual status regarding blood-borne diseases;
- ◆ understanding the Agency's policy on *Immunizations*;
- ◆ treating all body fluids and materials, as if they are infectious;
- ◆ making every effort to protect yourself from splashes, sprays and other means that could expose you to these diseases;
- ◆ adhering to work restrictions based on infection control concerns;
- ◆ reporting health symptoms and/or exposure to any blood-borne or infectious disease;
- ◆ ensuring food and beverages are not kept in areas where blood and other potentially infectious materials are present such as cabinets, refrigerators, countertops or benches; and,
- ◆ not handling blood or other potentially infectious substances, if you have skin sores, which are actively seeping.

## Exposure Plan for Blood-borne Diseases

If you are exposed to a blood-borne pathogen, you must follow Agency procedures. In summary: be sure to wash any cuts and skin with soap and water; rinse your nose and mouth; flush your eyes with clean water, if you were not wearing goggles; and, remove any contaminated clothing. Report the incident to your supervisor immediately, as medical follow-up may be required.

You must complete an *Incident Report* anytime you are exposed to a blood-borne pathogen.

## Personal Protective Equipment (PPE)

Endearing Home Services, LLC requires that its employees, who are at risk for exposure to blood and other potentially infectious materials, wear Personal Protective Equipment (PPE), in accordance with *Occupational Safety and Health Administration* (OSHA) standards. You are responsible for wearing PPE to prevent infections in yourself and other individuals.

Protective wear includes gloves, masks, eye protection, plastic aprons, shields, resuscitation bags and the like. The Agency has a number of policies on gloves, gowns, aprons, masks and goggles, which detail how the protective equipment is to be utilized. In addition, you will be educated and trained on PPE usage including: when PPE is to be used; what type of PPE is indicated; how to properly put on, take off, adjust, and wear PPE; what the limitations of PPE are; and, the proper care, maintenance and disposal of PPE.

You will be required to demonstrate your knowledge and ability to use PPE appropriately, before being permitted to conduct job duties, which require the use of PPE. You are not required to wear PPE when conducting routine client care providing you only conduct activities, which involve touching the client's skin such as assisting a client to walk.

You will be provided with PPE either before you get to a client's home or when you arrive there.

### **Sharp Objects**

Endearing Home Services, LLC requires you to know how to handle sharp objects. Some clients may be receiving care that involves the use of sharp objects, such as syringes, IVs, etc. Unless you are a Registered Nurse, or are otherwise qualified to administer/handle injections and IV needles, you must not administer or care for them. However, since you are in the home, you may come into contact with sharp objects and thus should know how to manage them.

Syringes should be picked up by their barrels and discarded immediately into a puncture-resistant container. Caution must be taken in situations where sharp objects may be hidden somewhere such as in the laundry or garbage. Used, sharp objects should be handled with care to prevent accidental cuts or punctures. Contaminated, broken glassware or dropped sharp objects should be picked up by mechanical means such as with a broom and dustpan, tongs or forceps. Hands should never be inserted into a container that contains sharp objects. All containers, with sharp objects, should be kept out of reach of children and pets. Whenever hazards, involving sharp objects, are noted, you should report the danger to the Supervisor who shall ensure the hazard is eliminated.

In the event that you receive a penetration injury from a sharp object that has been used on/in a client, you should immediately wash your wound with soap and water and encourage it to bleed. You must report the injury to your supervisor. A "*Post Exposure Incident Report for Blood-borne Diseases*" must be completed if your eye(s), mouth, other mucous membrane or non-intact skin has come in contact with a sharp object.

## Handbook Revisions

Endearing Home Services, LLC reserves the right to revise this handbook, as it deems necessary. When revisions are made, you will be advised of the changes and given copies or information on where you can get copies of the change details.

## Acknowledgment of Handbook

I have been oriented to Endearing Home Services, LLC.'s *Employee Handbook*. I understand the Agency's policies and procedures and hereby agree to abide by them. I also understand that all jobs are "Per Diem" positions and, being such, are not permanent.

I have received a copy of the Agency Employee Handbook (the "Handbook") [or Manual]. I understand that the Handbook contains important information about the Agency's policies, work rules, and my benefits. I understand that the Handbook outlines my responsibilities as an employee of the Agency. I understand that I have the responsibility to read and understand the information in the Handbook, and to ask my manager clarification of any information I do not understand. I promise to read the entire Handbook, including but not limited to, the introductory section discussing "employment at will," the Agency's unlawful harassment policy and complaint procedure, the Agency's policy against the use of cell phones and electronic communication devices while driving, and the policy governing use of Agency electronic systems, including e-mail.

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Employee' Name (Print)

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Employee's Signature

Date

Witnessed by:

---

Agency Representative

Date

(A copy of this signed acknowledgment shall be kept in the employee's Personnel File.)