

CityCARE Home Care



Employee Handbook

Employer's Disclaimer

The purpose of this Handbook is to provide you with an overview of the employment policies, procedures and benefits of CityCARE Home Health. 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 to be on a "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. CityCARE Home Health 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.

Table of Contents

Welcome	1
Purpose of Handbook	1
Agency Overview	1
History	1
Location and Contact Information	1
Governing Body	2
Organizational Structure	2
Leadership Team	3
Communications	3
Agency Aims and Objectives	4
Mission Statement	4
Vision	4
Values	4
Commitment	5
Equal Opportunity	5
Anti-Discrimination	5
Harassment	6
Reporting Discrimination and/or Harassment	6
Cultural Diversity	6
Disabilities	6
Employment Eligibility	7
Legal Requirements	7
Employment of Relatives	7
Employment of Minors	7
Employment Process	8
Unsolicited Employment Applications	8
Post Position	8
Screen Applicants	9
Create Short-List	9
Conduct Personal Interview	9
Select New Employee	10
Make Conditional Offer-of-Employment	10
Conduct Background Checks	10
Evaluate Competency	10
Obtain Additional Information	10
Determine Immunizations and Testing Requirements	11
Issue Written Offer-of-Employment	11
Accept Offer-of-Employment & Complete Paper Work	11
Notify Unsuccessful Candidates	12
Background Checks	12
Licensure, Certification and Registration	12
Renewal of Licensure, Certification and Registration	13
CPR and First Aid	13
Criminal Convictions	13

Other Conditions of Employment	14
Per Diem Status	14
Compliance	14
Confidentiality/Non-Disclosure of Information	15
HIPAA Privacy Rule	16
Conflict of Interest	17
Absence of Communicable Diseases	17
Immunizations	17
Employee Immunization Responsibilities	19
Personal Information	19
Employee Personnel Files	19
Employee Medical Files	20
Classification of Workers	20
Full-time Employee	20
Part-time Employee	21
Full-time Salaried Employee	21
Part-time Salaried Employee	21
Temporary Employee	21
Casual Employee	21
Shift Employee	21
Per Visit Employee	21
Probationary Employee	22
Independent Contractor	22
Exempt Employee	22
Non-Exempt Employee	23
Volunteer	23
Standard Work Week	23
Agency Office Hours	23
Client Services Hours	23
Weekend Work Hours	23
Shift Work Hours	24
Work Assignments	24
Work Assignments in the Office	24
Work Assignments in Clients' Homes	24
Employee Work Assignment Responsibilities	25
When Unable to Make Work Assignment	25
Human Resources Issues	26
Job Descriptions	26
Employee Skills	27
Employee Qualifications	28
Routine Competency Evaluations	28
Performance Appraisals	29
The Appraisal Process	29
Performance Issues	30
Disciplinary Action	30
Termination	31
Voluntary Termination or Resignation	32
Retirement	32
Layoff	32

Involuntary Termination or Dismissal	32
Staff Development	33
Orientation	33
Probation	34
Training	34
Seniority	35
Promotion	35
Complaints or Grievances	36
Working Hours for Pay and Benefit Purposes	36
Working Hours	36
On-Call Hours	38
Payroll Procedures	38
Pay Period	38
Rounding Off Hours	38
Time Sheets	38
Payroll Deductions	39
Employee Compensation and Benefits	39
Regular Compensation	39
Over-Time Compensation	40
Statutory Holidays	40
Assignment of Wages	41
Eligibility for Benefits	41
Dental and Health Insurance	42
Continuing Health Coverage (COBRA)	42
Individual Retirement Arrangement (IRA)	42
Temporary Disability Insurance	43
Paid Days Off	44
Conditions for Paid Days Off	44
Employee Perks	44
Referral Bonus	44
Profit Sharing Plan	45
Stock Options	45
Personal Leave of Absence	46
Family and Medical Leave (FMLA)	46
Bereavement Leave	47
Jury Duty	47
Military Leave	48
Performance Standards	48
Work Ethics and Standards of Conduct	49
Punctuality & Attendance	50
Dress Code	51
Identification Badge	51
Phone Calls & Texting	52
Secondary Employment	52
Privately Servicing Agency Clients	52
Drug, Alcohol & Illegal Substance Abuse	52
Gifts, Gratuities & Business Courtesies	53
Solicitation & Distribution	53

Federal Civil False Claims & Deficit Reduction Acts	53
The Federal Civil False Claims Act	54
Examples of Fiscal Abuse & Fraud Practices	54
Deficit Reduction Act of 2005 – Section 6032	55
Reporting Suspected False Claims	56
“Qui-Tam” (Whistleblower) Protection	56
Measures for Detecting and Preventing Fraud, Waste, & Abuse	57
General Policies and Guidelines	57
Red Flag Compliance	57
Vehicle Usage	58
Agency Vehicle Usage	58
Personal Vehicle Usage for Client Service	58
Transportation Waiver	59
Client Health Insurance Within Transporting Vehicle	59
Transporting Clients in Employee Vehicles	59
Transporting Clients in Private Vehicles Provided by Clients	59
Compensation for Private Vehicle Usage	60
Media Inquiries	60
Breast-feeding	60
Employee Personal Property	61
Agency Property	61
Automation Systems	62
Personal Usage of Automation Systems	62
Social Media	63
Securing Electronic Devices and Confidential Data	63
Purchases and Expenditures	64
Health and Safety	64
Safety in the Home Environment	64
Emergency Preparedness	65
Violence	65
Environmental Disasters and Emergencies	66
Inclement Weather and Hazardous Community Conditions	66
Food Safety	67
Health Issues	67
Medical Attention	67
Workers' Compensation	67
Reporting Incidents	68
Client Abuse	68
Reporting Child Abuse	69
Death at Home	69
Infection Control	70
Infectious/Communicable Diseases in the Community	70
Employees with Infectious/Communicable Diseases	70
Clients with Infectious/Communicable Diseases	71
Blood-borne Diseases	71
Exposure Plan for Blood-borne Diseases	71
Personal Protective Equipment (PPE)	72
Sharp Objects	72

Financial & Legal Issues	73
Managing Client's Finances/Property	73
Assuming Legal Responsibility for Clients	73
Exploitation of Client's Finances /Property	74
Handbook Revisions	74
Acknowledgment of Handbook	74

Welcome

It is our pleasure to welcome you to CityCARE Home Care. 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 CityCARE Home Care 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 Manager.

Agency Overview

Location and Contact Information

Physical Address: 2494 Whitney Ave, Hamden, CT 06518

Email Address: hello@ctcarehomehealth.com

Website Address: www.citycarehomecare.com

Office Telephone Number: (203) 677-0707

While we serve all segments of the population, the majority of our clients are seniors. We offer our clients quality in-home services, which include: Personal Care; Homemaker/Home Management; Caregiver/Respite; Intermittent Chores/Home Maintenance; Friendly Reassurance; Companionship/Sitter and Live-in Care.

Communications

CityCARE Home Care 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

CityCARE Home Care 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 Manager is also available, should you prefer to discuss the issue(s) with him/her.

Suggestion Box & Bulletin Board

The Agency maintains an “*Employee Suggestion Box*” in the Agency Office. You are encouraged to submit your suggestions, as often as you would like. You do not have to include your name, if you want to remain anonymous.

Agency Aims and Objectives

Mission Statement

CityCARE Home Care is committed to providing high quality, client-centered and affordable Home Care services to its clients to assist them to lead dignified and 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.

Vision

CityCARE Home Care 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 CityCARE Home Care 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;
- ◆ nurturing a work environment that encourages personal enjoyment and enhances job satisfaction and performance through recognition and reward;
- ◆ developing and maintaining positive relationships with the community, including local Home Care and Health Care personnel/organizations;
- ◆ conducting Agency business in an accountable and responsible manner;
- ◆ adhering to the professional code of ethics of the Home Care industry; and,
- ◆ applying continuous quality improvement measures throughout the Agency.

Commitment

CityCARE Home Care 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

In accordance with its *Policy # 4.100 - Equal Opportunity*, CityCARE Home Care 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

CityCARE Home Care 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

CityCARE Home Care 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

CityCARE Home Care 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

In accordance with its *Policy #4.120 – Cultural Diversity*, CityCARE Home Care 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. In accordance with this Act, and with its *Policy #4.100 – Equal Opportunity*, CityCARE Home Care 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), CityCARE Home Care 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

CityCARE Home Care may permit you and members of the 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 of Minors

CityCARE Home Care may hire you if you are a "Minor", in the eyes of the Department of Labor (DOL) or the State. All states have Child Labor Laws. When federal and state

standards are different, the rules that provide the most protection to young workers are followed. The decision on whether or not to hire a “Minor” will be made on a case-by-case basis. If you are a “Minor” and have some experience and/or training; can competently perform the duties required by the position; and, meet all other requirements, you might be considered for employment.

The Agency follows all *Child Labor Rules* established by the federal *Fair Labor Standards Act (FLSA)*, which determines minimum wage, over-time pay, recordkeeping, and Child Labor Rules affecting Full-time and Part-time workers and which restrict when children can work and what jobs they can do. During your interview, you will be asked to present your Birth Certificate and, if you are hired, a copy of it will be kept in your Personnel File. Once you turn 18, there are no federal Child Labor Rules but the Agency will continue to follow any relevant state Child Labor Rules until you reach the age wherein any State Child Labor Rules no longer apply.

Employment Process

CityCARE Home Care process is in accordance with its *Policy #4.10 - Recruitment Selection and Hiring*. The Agency 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 a on a non-discriminatory basis with the goal of obtaining the best-qualified individual to perform the duties of the position.

Unsolicited Employment Applications

CityCARE Home Care 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* form. Once this form is completed and returned to the Agency, the Supervisor and/or Agency Manager 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.

Screen Applicants

Once the deadline for the internal and/or external job posting has passed, the applications will be screened by the Agency Manager and the relevant Supervisor to determine suitability for the position and to the Agency. Those applications, deemed to be most suitable, in terms of

meeting the criteria required by the position and the requirements of the Agency, will be selected for further evaluation and possible Personal Interview.

Create Short-List

Once all the applications have been screened for the minimum requirements, a short list of finalists to be interviewed is created. Short-list decisions are based on the information included in the applications.

Conduct Personal Interview

The Agency Manager or Supervisor will schedule interviews with short-listed 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. Also, you may be interviewed via online video chat and all documents can be submitted to us on our website www.citycarehomecare.com

- ◆ Photo identification such as a driver's license, passport or student's card.
- ◆ Copy of all licenses and/or certification relative to the position:
 - Nurses must bring a completed license verification form, which shows that their license is current and must verify that their status with state agencies is in good standing.
 - Since certification requirements for Care Aides vary, Care Aides must show proof that they are certified as a Personal Care Worker in the state in which the Agency operates.
- ◆ Employees may be required to provide a copy of their Birth Certificate to validate their age, if they appear to be “minors”, as defined by the Federal Department of Labor DOL or state.

Three completed references, which are job related and, preferably, are from previous Supervisors. If Care Aides 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.

Conduct Background Checks

As a condition of employment, and in compliance with state regulations, successful candidates will be asked to sign the Agency's Pre-Employment Background Check Authorization in order that background checks may be conducted. (See section titled "*Conditions of Employment: Background Checks*" for particulars.)

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

Evaluate Competency

In some situations, one or more competency examination(s) may be conducted, depending on the job description, position requirements, the qualifications/experience of the candidate and the state's competency/certification standards; and/or, as deemed necessary by the Agency.

Obtain Additional Information

Additional information is also needed from the successful candidate, which includes, but is not limited to:

- ◆ social security number;
- ◆ valid driver's license;
- ◆ proof of vehicle insurance;

Issue Written Offer-of-Employment

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

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 Manager will give the new employee(s) the forms to complete, which include, but are not limited to:

- ◆ The "I-9", which is the United States Department of Justice Immigration and Naturalization Service Employment Eligibility Verification form.
- ◆ The W-4, which is the Employee's Withholding Allowance Certificate. This form states the correct amount to withhold for Federal Income Tax.
- ◆ Selective Service: In the United States, male citizens, between the ages of 18 and 25, must register with the Selective Service.
- ◆ Pre-employment Background Check, which is issued by the Agency. And,
- ◆ Any additional forms, as mandated by State/Federal Regulations.

Background Checks

As a condition of employment and in compliance with state regulations, successful candidates will be asked to sign the Agency's *Pre-Employment Background Check Authorization* in order that background checks, may be conducted on the following:

- ◆ Education Verification;
- ◆ License Verification;

- ◆ Motor Vehicle Records;
- ◆ Personal/Professional Reference Verification;
- ◆ Medical Suitability;
- ◆ Drugs/Alcohol;
- ◆ Criminal history check;
- ◆ Sex and violent offender registry check; and/or,
- ◆ Others, as deemed necessary by the Agency.

Licensure, Certification and Registration

In accordance with CityCARE Home Care *Policy #4.30 – Licensure, Certification and Registration*, the Agency requires that licenses, certifications and registrations be presented at the initial, Personal Interview. They must clearly show the following:

- ◆ name of issuing authority;
- ◆ name of the individual;
- ◆ expiration date; and,
- ◆ license number for licensures.

You will not be permitted to commence work until these documents are presented and validated. Proof of current licensures/certifications/registrations will be kept in your Personnel File in the Agency Office.

Employees, who are not required to have specific licensure, certification, and/or registration, shall demonstrate competency. Competency validations will also be kept in your Personnel Files.

Renewal of Licensure, Certification and Registration

Renewal of the licensure/certification/registration is your responsibility, in accordance with applicable state laws and regulations. You are responsible for payment of any required fees in their maintenance. Renewals licenses must be presented as received. If you fail to maintain the required licensures/certifications/registrations, you may be subject to disciplinary action or termination for inability to perform the duties of the position to which you are assigned.

Criminal Convictions

In accordance with State regulations and CityCARE Home Care *Policy # 4.21 - Criminal Background & Sexual Offenders Registry Investigations*, Criminal Background and Sexual Offender Registry Investigations are completed after you accept a Conditional Offer-of-Employment and before an Offer-of-Employment is made.

These investigations are required for all new employees, whether they are Full-time or Part-time workers and for all former employees who are being rehired after being separated from the Agency for 90 days or more.

If you are a current employee of the Agency and receive a felony criminal arrest and conviction, you must report it to the Agency Manager within 5 days.

Should a Criminal Record Report indicate that you have a record of conviction for any of the following offences, the Agency will not consider you for employment:

- ◆ manufacture, delivery or trafficking of cannabis;
- ◆ manufacture, delivery or trafficking of controlled substances;
- ◆ unlawful use of weapons or aggravated discharge of a firearm;
- ◆ theft, financial exploitation of an elderly or disabled person, robbery or burglary;
- ◆ criminal trespass;
- ◆ arson;
- ◆ kidnapping or child abduction;
- ◆ unlawful restraint or forcible detention;
- ◆ assault, battery or infliction of great bodily harm;
- ◆ sexual assault or sexual abuse;
- ◆ abuse or gross neglect of a long-term care facility resident criminal neglect of an elderly or disabled person;
- ◆ murder, homicide, manslaughter or concealment of a homicidal death; and/or
- ◆ other crimes, which the Agency deems should be included in this list.

In the event that the Consumer Reporting Agency's (CRA) Report is going to be used, in part or in whole, in deciding whether or not to offer you employment, you will be provided with a "Pre-Adverse Action" notice and you will have the right to challenge the accuracy and completeness of the CRA Report. Should adverse action subsequently be taken, you will be given an "Adverse Action" notice.

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

Other Conditions of Employment

Other conditions of employment are any requirements, besides your qualifications/education/experience that you must meet and agree to comply with before CityCARE Home Health will appoint you to a particular position. These conditions of employment are to be maintained while you hold this position with the Agency. They include, but are not limited to, the following sub-headings:

Per Diem Status

Once you are hired you become what is referred to as an "eligible per diem employee" of CityCARE Home Care "Per diem" means that if a job is offered to you, it is typically for a set time frame. All positions are temporary positions. While some positions will be available for extended periods, each job is considered to be on "per diem" status.

Be aware that you are not employed by any client; you may not work privately for any Agency clients; your assignments are not permanent positions; and, you are not guaranteed a certain number of hours per work week.

Compliance

In accordance with CityCARE Home Care *Policy #1.140 - Compliance* and its *Standards of Conduct*, it is your responsibility to comply with federal, state and local laws, professional standards and the polices/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 the *Standards of Conduct* form, 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 Manager 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.

A Compliance Officer or designee has been delegated the responsibility for developing and overseeing a Compliance Program for the Agency. You will be given the name of this individual, when you are hired.

Confidentiality/Non-Disclosure of Information

In accordance with CityCARE Home Care *Policy #3.180 – Confidentiality and Privacy of Client Information; Policy # 4.250.10 - Confidentiality of Personnel Records; #4.260 – Employee Medical Files and Policy # 4.270 – 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:

- ◆ medical history;
- ◆ mental, or physical condition;
- ◆ treatments and medications;
- ◆ 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.

HIPAA Privacy Rule

CityCARE Home Care complies with the *Health Insurance Portability and Accountability Act of 1996* (HIPAA), *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 protected health information, except either as outlined in the Agency's HPA 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:

- ◆ 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.
- ◆ The U.S. *Department of Health and Human Services (HHS)* is undertaking a compliance investigation, a review or an enforcement action.

Conflict of Interest

In accordance with CityCARE Home Care *Policy #4.140 - 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 Manager 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.

You are required to complete a "*Conflict of Interest Statement*" upon hire and update the Statement annually or whenever your status changes. Activities/situations that create a conflict of interest, or the appearance of one, must be declared on this *Conflict of Interest Statement*. Failure to comply with the "*Conflict of Interest Statement*" may result in disciplinary action and/or termination

You are required to complete a "*Conflict of Interest Statement*" upon hire and update the Statement annually or whenever your status changes. Activities/situations that create a conflict of interest, or the appearance of one, must be declared on this *Conflict of Interest Statement*. Failure to comply with the "*Conflict of Interest Statement*" may result in disciplinary action and/or termination

Absence of Communicable Diseases

Before being allowed to work with clients, you must show evidence that you are free of communicable disease(s) and you are able to meet the physical requirements of the job.

Immunizations

Individuals working as home care workers are considered to be at risk for contacting and transmitting infectious diseases. .

Guidelines from the *Center for Disease Control and Prevention* (CDC), advise it is essential that immunizations be given for infectious diseases. Other Health Authorities may also encourage immunization against other infections disease on an “as-needed” basis. You are encouraged to obtain infectious disease immunizations, as recommended by these authorities unless you have religious objection and/or unless you have a medical contraindication(s), in which case, written confirmation from your Health Care Provider is required.

In accordance with its *Policy #5.170 – Immunizations and Policy #5.60- Blood Born diseases*, CityCARE Home Health follows the recommendations of the CDC and other Health Authorities, in regards to the following infectious diseases:

Tetanus-Diphtheria Toxoid

If you have not had Tetanus-Diphtheria Toxoid immunizations and their ten-year follow-up boosters, you will be asked to obtain them and maintain their booster schedule.

Hepatitis B Series

Tuberculosis Control

CityCARE Home Care follows the guidelines of the *Center for Disease Control* (CDC), the *Occupational Safety and Health Administration* (OSHA) and state Health Department Regulations in its Tuberculosis Control Program. The specifics of this program are outlined in the Agency’s *Policy #5.50.10 - Tuberculosis Control*. Generally, the Agency’s *Tuberculosis Control Program* requires you to undergo skin tests for tuberculosis. If you are known to be a positive reactor, you will be given an X-Ray instead.

If TB tests are negative, no further testing shall be required but if you are positive, you will be required to undergo any recommended, additional testing to determine the presence of active TB, in accordance with regulations.

Influenza Control

You are also encouraged to obtain effective, influenza immunization(s) for your protection, as well as the protection of clients, co-workers and members of the general public. Employees, who are not immunized, could be excluded from work or could be required to consult with local health authorities re the need for medication/treatment.

Employee Immunization Responsibilities

It is your responsibility to obtain the required immunizations and to keep them current.

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 Manager 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

In accordance with Insert your company/agency name Policy #4.250 – Personnel Files, when you are hired by the Agency, 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 accordance with CityCARE Home Care *Policy #4.250.10 - Confidentiality of Personnel Records*. In addition to your employment application and resume, your Personnel File stores documentation, which includes job application, certification records, job description, résumé, training record, 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 Manager, the Supervisor and the Employee.

Classification of Workers

In accordance with CityCARE Home Care *Policy #4.41 - Classification of Workers*, the Agency utilizes various job classifications in its operations. You will fall into one or more of the following classifications, at the time of hiring, which may change, from time-to-time, during your employment with the Agency:

Full-time Employee

Full-time employees are those who regularly work between 35 and 40 hours per week.

Part-time Employee

Part-time employees are those who work less than a Full-time schedule per week.

Full-time Salaried Employee

Full-time salaried employees are paid a pre-determined wage based on a minimum of 35-40 hours per week in a regular fashion. Salaried employees receive an annual salary, divided over the number of pays each year. Usually salaried employees are not paid over-time, regardless of the number of hours worked.

Part-time Salaried Employee

Part-time salaried employees are permanent staff, who work a specified number of hours per week on a Part-time basis. Staff members who work on a Part-time, salaried-basis receive the equivalent of a Full-time salary prorated for the number of hours they work in a week. Their pay grade is generally the same as equivalent Full-time staff.

Temporary Employee

Temporary employees work Part-time or Full-time. They rarely receive benefits or the job security afforded Regular Staff. Temporary employees are often utilized in situations such as temporary surges in business, regular employees being on leave (e.g. sick leave or maternity leave, etc.) or Short-term work assignments. A Temporary Assignment can end at any time depending on the employer's needs.

Probationary Employee

New employees are usually placed on Probationary Status for a 6-month trial period to enable them to learn the job and to enable the Supervisor to observe and evaluate their performance. The Agency may also place workers on Probationary Status, if their performance is below a set standard or if probation is deemed to be appropriate for disciplinary reasons. It might also be applied when employees are assigned a new position.

A Probationary Employee is generally an "at-will" employee who has no expectation of continued employment. The probationary employee may be dismissed at any time during the probationary period, for worthy cause or without cause or reason. (More information will be provided under the section titled *Probation*.)

Independent Contractor

Independent Contractors are self employed individuals who do project-based work. They run their own business and hire out their services to other agencies. They negotiate their own fees and working arrangements and can work for a variety of agencies at one time.

In accordance with CityCARE Home Care *Policy #180 - Contracted Services*, a written agreement is drawn up when arranging for services to be provided by Independent Contractors,

who are not directly employed by the Agency. The work performed by the Contractor will only be what has been specifically requested by the Agency and mutually agreed upon, in writing. While the Agency has the right to control and direct the Contractor, as to what shall be done, the Agency does not have the right to control and direct the Contractor, as to the details and means by which the work will be done. The Contractor, provides assurance that his/her work will always be performed competently, professionally and to the best of his/her ability, experience and training.

Independent contractors are not employees of the Agency and thus are not eligible to receive tax-free benefits from the Agency.

Exempt Employee

Since exempt employees generally hold managerial, professional and administrative positions, they are not eligible for over-time pay and therefore must be paid a salary. They include:

- ◆ “White-collar” employees who earn more than \$455 per week. A “white collar” employee is generally considered someone whose job does not require manual labor but that does require consistent and significant knowledge, or an employee whose job requires mostly mental or clerical work. White collar positions typically require independent action and use of decision-making and judgment skills on the job.
- ◆ Employees who routinely perform exempt or other “professional” duties (including executive or managerial or administrative duties) and earn more than \$100,000 per year.
- ◆ Most sales professionals.
- ◆ Nurses, line leaders, and team leaders even if they are not technically classified as “management.”

Non-Exempt Employee

Nonexempt employees are those whose job positions do not meet the "exempt" criteria under the *Fair Labor Standards Act (FLSA)*. Non-exempt employees are paid over-time at a rate of one-and-one half times for all hours in excess of 40 hours in each work week.

Volunteer

Volunteers are defined as individuals who provide their time and skill in any of the services provided by the Agency, at no cost to the Agency. They maintain the same rights to privacy and confidentiality as clients have. And they must follow the Agency’s Rules of Conduct, which are applicable to Agency employees.

Standard Work Week

CityCARE Home Care has a standard 40-hour work week, which is Monday through Sunday, beginning on Monday at 12:01 am and ending on Sunday at 12:00 midnight.

Agency Office Hours

The Agency Office's days and hours of operation are Monday to Sunday from 8:00 AM to 8:00 PM.

Client Services Hours

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 clients 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 12 hours, depending on the services provided. Overnight shifts are usually the longest.

During non-office hours, a Supervisor is on-call. The Agency has two dedicated cell phones for this support. If on-call personnel are rotated, the cell phone will be in the possession of the person, who is currently on-call. To get supervisory or nursing support during non-office hours:

- ◆ Contact the Supervisor on call, by phoning: (843) 256-1212

Work Assignments

Work Assignments in Clients' Homes

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

Jobs are generally assigned on a per diem basis. Thus, if a client receives services 2 or more times during a 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 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.

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. E.g. If you know you have an appointment, try to 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 24-hour 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 may be subject to disciplinary action.

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.

You are not paid for hours that you do not work unless you are eligible for approved and documented leave benefits.

Human Resources Issues

Job Descriptions

In accordance with CityCARE Home Care Policy #4.40 - *Job Descriptions*, all positions utilized by the Agency are assigned a Job Description and an employment type to reflect the qualifications, competencies and categories needed to achieve the Agency's purpose, goals and mission. Job descriptions are used for activities including classifying positions; recruiting; hiring; establishing remuneration; training; and, development.

Early in the recruiting process, you will be given a copy of the Job Description, which clearly identifies the responsibilities and qualifications of the position you are seeking. This will enable you to fully understand what will be expected of you. It will be reviewed with you then and, if you are hired, it will also be reviewed with you during Performance Appraisals and as indicated. A copy is filed in your Personnel File. Agency Job Descriptions are examined annually or on an "as-needed" basis; and, if necessary, revisions will be made. You might be consulted for input when the job description for your position is being reviewed.

The Agency utilizes the following job Descriptions:

Home Care Manager/Administrator assumes management responsibility for the fiscal and operational activities of the home care agency and is responsible for long-term planning, organizing, directing and staffing of the Agency. He/she plans and develops new programs, recruits and interviews management personnel and establishes procedures for measuring quality care and organizational performance

Home Care Coordinator oversees services provided to individuals in their own homes and communities, who need assistance caring for themselves due to age, sickness, disability and/or other inflections. He/she ensures that employees deliver services in a caring and respectful manner, in accordance with relevant Agency policies and industry standards.

Home Care Companions provide service to individuals in their own homes and communities, who need assistance caring for themselves as a result of old age, sickness, disability and/or other inflections. Home care may include light housecleaning, laundry, meal preparation, transportation, companionship, respite and advice on such things as nutrition, cleanliness and household activities.

Homemakers provide service to individuals in their own homes and communities, who need assistance caring for themselves as a result of old age, sickness, disability and/or other inflections. Home care may include housecleaning, laundry, meal preparation, transportation, companionship and respite.

Personal Care Attendants provide service to individuals in their own homes and communities, who need assistance caring for themselves as a result of old age, sickness, disability and/or other inflections. Personal Care may include assistance with the activities of daily living, housecleaning, laundry, meal preparation, transportation, companionship and respite,

Live-in Companions provide overnight and 24-hour round-the-clock care to Agency clients by assisting them with their activities-of-daily-living, (i.e. dressing, bathing, grooming, toileting, etc.) and/or instrumental activities-of-daily living (i.e. managing money, shopping, telephone use, travel in community, housekeeping, preparing meals, and monitoring medications and so on), as the client's needs require.

All Job Descriptions carry a responsibility to ensure that that service is delivered in a caring and respectful manner, in accordance with relevant Agency policies and industry standards.

Meals: The client is responsible for providing meals for you while you provide live-in services. You are to eat what the client eats, whether you prepare it for them or it is prepared by the family. If you have a special diet, you are excused from the general rule requiring you eat what the client eats, however, you are responsible for bringing this food with you and

taking the time to prepare it during the time that you prepare the client's food. Neither the client nor their family is required to provide food for your special diet.¹

Time off: There is no extended period of time required for you to maintain a caregiver relationship with a client. If you would like time off, you must make a written request at least 2 weeks in advance. If you do not request time off with at least a 2 week notice, the time off may not be approved. If there is an emergency, we ask that you call immediately and allow us to find someone to fill the case before you leave. You cannot walk out on a Client under any circumstances until your replacement Caregiver arrives. All changes in shifts of Caregivers will only take place at 9:00 AM on the day you arrive and on the day you leave without pre-approval from City Care Home Care. You are not, under any circumstance, allowed to schedule your own fill-in for a time off request. All scheduling changes are to be conducted through and by a scheduling coordinator only, any violation will result in immediate disciplinary action.

Hospitals: If the client goes into the hospital, you must immediately notify the office by telephone. You are not, under any circumstance, allowed to go to the Hospital with the client. After the client leaves for the hospital you are to immediately clock out, inform City Care Home Care of the hospitalization and you are to then follow the directions they provide to you. Make sure that the client has their ID and keys before they leave for a hospital stay.

Ambulance: If the Client falls or otherwise experiences a medical emergency, you must first call 911 immediately and then call City Care Home Care to report the incident. If the client is placed in an ambulance, you are to stay behind, immediately clock out, inform City Care Home Care of the ambulance trip, and you are to then following the direction they provide to you. Make sure that the client has their ID and keys before they leave on an ambulance.

Sleep: You are expected to receive 8 hours of sleep during each 24-hour period. This 8 hour period of sleep will be from 12a.m. to 8a.m. each day and will be unpaid. You do not need to clock out at 12a.m. nor back in at 8a.m., this will be done administratively for your overnight periods. However, if you do not experience at least 5 hours of uninterrupted sleep (if the client wakes up during your sleep time and requires your assistance), you must record the time that you use taking care of the client when you should be sleeping. To record this time you must first re-set the call in system by calling to "clock out," and then call back immediately to "clock in" again, complete what is required of you, call again to "clock out" and then one final time to "clock in" again for the remainder of the day prior to going back to sleep. This is to document the amount of time that you spent taking care of the client during the night. This must be done for each time the client wakes up during the night if you are unable to obtain 5 hours of uninterrupted sleep.

Meals Time: You are expected to receive three separate 1 hour meal time breaks during each 24-hour period. Each of these three 1-hour meal periods will be unpaid. You do not need to clock out nor back in for these periods, this will be done administratively for your meal periods. However, if you do not experience the full hour of uninterrupted meal time (if the

1

client requires your assistance during such period of time), you must notify City Care Home Care that you were unable to take one or more of your one-hour meal breaks during any 24-hour period.

Personal Time: You are expected to receive four 1-hour personal breaks during each 24-hour period. Each of these personal break periods will be unpaid. You do not need to clock out nor back in for these periods, this will be done administratively for your personal break periods. However, if you do not experience the full period of uninterrupted personal time (if the client requires your assistance during such period of time), you must notify City Care Home Care that you were unable to take one or more of your personal breaks during any 24 hour period.

Clocking In and Out: You must clock in immediately upon your arrival at the clients home. You must clock out at 8 a.m. every day. If you are staying after 8 a.m. on any day, immediately after you have clocked out, you are to clock back in to begin the shift for the next day. If you are taking time off or your shift with the client has ended, you must then clock out when the replacement aide arrives at the client's home. You may not leave the client until your replacement arrives.

Should you have any questions about the above, or anything at all, please be sure to contact City Care Home Care. We will be glad to answer any questions you may have in reference to company policy and procedure. You must always speak with City Care Home Care in reference to time off, leaving a client, and anything that has to do with a schedule.

Complete Job Descriptions for Agency positions can be found in the *Forms Section* of the *Agency's Policy & Procedure Manual*.

Employee Skills

CityCARE Home Care 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

In accordance with CityCARE Home Care *Policy #4.31 – Personnel 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 Administrator, Supervisor, Home Care Workers and Registered Nurses. In the absence of state established criteria, the Agency follows *Department of Health and Human Services (DHHS)* requirements.

Home Care Aide Qualification Criteria

In the absence of State criteria for Home Care Aides, the Agency may adapt DHHS Home Health Aide requirements, as specified in the *DHHS State Operations Manual Appendix B - Guidance to Surveyors: Home Health Agencies*. Basically, Home Health Aides are considered by DHHS to be qualified if they successfully complete:

- ◆ a State-established/other training program; and,
- ◆ a Competency Evaluation Program or State Licensure Program.

However, if there has been a continuous 24-month period wherein individuals have not delivered services for compensation, they will not be deemed to have completed a Training and Competency Evaluation.

Additional qualification information for Home Care Aides plus information on qualification criteria for the Agency Manager, Supervisor and Registered Nurse are outlined in the Agency's

Policy #4.31 – Personnel Qualifications. If you have any questions, refer to this policy and/or consult with the Supervisor or Agency Manager.

Routine Competency 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, in accordance with the CityCARE Home Care *Policy #4.60 – Competency Validations & Evaluations*.

These evaluations are usually completed by the Supervisor and/or Registered Nurse 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/Registered Nurse 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

In accordance with its *Policy #4.80 - Performance Appraisals*, CityCARE Home Care 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. Details of the appraisal content and process can be found in this policy.

You will meet with your Supervisor informally every three months to discuss work performance. 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.

The Appraisal Process

Formal meetings are held upon completion of your Probationary Period and then annually after that. There is a formal appraisal process that is followed.

Before You Meet with Your Supervisor

- ◆ Prior to meeting with you, your Supervisor reviews various aspects of your work record including:
 - relevant background, work experience and education;
 - duties, responsibilities, standards and/or measures of performance pertaining to your position and/or applicable Agency policies and rules;
 - previous performance appraisals (if applicable);
 - productivity and quality control records;
 - work products generated by you; and,

- input obtained from other Supervisors, Registered Nurse or other persons who, in the course of their work, had dealings with you during the appraisal period.
- ◆ Your Supervisor will make every effort to be as objective as possible and base the evaluation on standards of performance and applicable rules.

Your Meeting with the Supervisor

- ◆ When your Supervisor meets with you, he/she will discuss the following:
 - the duties, responsibilities, and requirements of the job and the required performance level;
 - the positive aspects of your performance and measures to maintain or further enhance these positive features;
 - any performance weaknesses and how to address these concerns;
 - mutually agreed upon, work goals that you should attempt to achieve;
 - required changes to performance standards; and,
 - your long-term career objectives.
- ◆ You will be given an opportunity to state how you think you have met the standards and goals. This is a two-way sharing process aimed at helping you to meet your goals and your job requirements. Any differences of opinion will be discussed.
- ◆ Based on the quality of work performed, general work habits, and attitude, your Supervisor will record a formal rating on *Employee Performance Evaluation Form*, which will be one of the following: “*Outstanding*”, “*Superior*”, “*Satisfactory*” “*Needs Improvement*” and “*Unsatisfactory*”. The criteria for each category is specified in *Policy #4.80 - Performance Appraisals*.
- ◆ After your appraisal is completed, you and your Supervisor will each sign the “*Employee Performance Appraisal*” Form. The original will be placed in your Personnel File and you will be given a copy for your own records.
- ◆ The Agency Manager reviews, comments and signs all Performance Appraisals.

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 sub-standard 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 Manager for review and signature and then will be placed in your Personnel File.

Disciplinary Action

In accordance with its *Policy #4.220 - Disciplinary Action*, CityCARE Home Care 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.

If any of the following are violated, you may be subject to Disciplinary Action, up to and/or including termination of your employment.

- ◆ practicing unethical behavior;
- ◆ displaying professional misconduct;
- ◆ being negligent;
- ◆ being incompetent;
- ◆ being dishonest;
- ◆ showing insubordination;
- ◆ non-compliance;
- ◆ 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;
- ◆ leaving work without authorization; and/or,
- ◆ other actions deemed subject to discipline by Agency Management.

Termination

In accordance with its *Policy #4.230 - Termination of Employment*, CityCARE Home Care utilizes a formal and just process for both voluntary and involuntary terminations. Either the Agency or the you 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 to the Agency Office, your Identification Badge, all client information and time sheets. Final payment for all wages will be made no later than the next, regularly scheduled payday. Any accrued, unused time will be added to the final check.

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 for 3 or more days, without notifying your Supervisor or the Agency Manager, 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. Severance pay will be given, in accordance with federal and state regulations.

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 three months;
- ◆ Request of client
- ◆ 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;
- ◆ 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 Manager.

Staff Development

Orientation

In accordance with CityCARE Home Care *Policy #4.50.10 – Orientation*, you will receive *General Orientation* and *Ongoing Orientation*. *General Orientation* will familiarize you with your job, Agency standards, policies, procedures and the health, safety and welfare of staff and clients. *Ongoing Orientation* provides information on specific job positions and gives more extensive and detailed information on the subject areas touched on in *General Orientation*.

As part of the *General Orientation* you will be required to complete several forms to initiate payroll and insurance benefits, read your job description and review and sign this Employee Handbook.

General areas of review during orientation will include, but not be limited to the following.

- ◆ overview of the Agency;
- ◆ job fundamentals;
- ◆ job descriptions/duties;
- ◆ roles responsibilities;
- ◆ overview of the *Agency's Policy & Procedure Manual*;
- ◆ personnel issues;
- ◆ Agency expectations; and,

- ◆ safety in the workplace.

Specifics on these points can be found in Policy #4.50.10 – *Orientation*:

Orientation Checklists will be developed and maintained in order to track your personal orientation. It is your responsibility to tick off each completed segment, date and sign it. It is also your responsibility to be pro-active and advise your Supervisor of any area that you still require Orientation in. *Orientation Checklists* will be kept in your Personnel File and copies will be given to you. Each segment of the Orientation is delivered by a qualified person(s). You are responsible for ensuring you understand all the information provided in Orientation; and to seek clarification, if needed. You are also expected to, upon completion of Orientation, demonstrate knowledge and competency in the topics presented.

Probation

In accordance with CityCARE Home Care *Policy #4.70 – Probation*, when you are first hired, you are assigned Probationary Status for a period of 6 months. 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 entitled to benefits such as Agency sponsored health insurance, vacation pay and pension pay participation. Neither are 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

In accordance with its *Policy #4.50 – Training and Development* and its sub policies, CityCARE Home Health 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.

You will receive training and development, as outlined in the individual policies relative to your job classification and health and safety issues. Nevertheless, you are also expected to take some responsibility for your own development and education and advance your own career through appropriate self-education and self-improvement. You should be proactive in researching the market for education/training tools, which may improve your personal knowledge and skills. If training is determined to be essential by state and/or accreditation regulations, for your job duties, you will be granted the time to complete the required training. You are responsible for documenting all training taken and submitting it, along with a certificate, training agenda and/or other material, to your Supervisor.

Seniority

In accordance with its *Policy # 4.280 - Seniority and Promotion*, CityCARE Home Care uses Seniority Dates for accrual of vacation benefits, vacation scheduling, service awards, job selection in cases of equal qualification, and other employment decisions where seniority should be given preference.

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 CityCARE Home Care 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

In accordance with its *Policy # 4.280 - Seniority and Promotion*, CityCARE Home Care 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

In, accordance with CityCARE Home Care *Policy #4.240 - Grievances/Complaints*, the Agency 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 of 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 Manager, who will review it and respond to you within one week. If the Agency Manager 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.

Working Hours for Pay and Benefit Purposes

Working Hours

In regards to pay and benefits, working hours include your on-the-job hours.

Travel Time

The time you spend in travel from jobsite to jobsite during your workday is not considered to be working hours. Traveling time spent going to your first assignment of the day and home from your last assignment of the day are not considered to be working hours.

Training and Seminars

The time you spend at seminars, meetings, training sessions and similar activities are viewed as non working hours.

Employee Breaks

CityCARE Home Care *Policy #4.160 - Employee Breaks* provides guidelines for employees on paid and Unpaid Breaks and on scheduling breaks during working hours. It is your responsibility to know and adhere to the following guidelines:

Paid Breaks

You are permitted to take one 15-minute, paid-break per 4-hour shift, which should be scheduled in a manner that does not interrupt services to the client. These breaks are not to be used to extend the lunch hour; cover a late arrival; leave work early; accrue vacation; or, count as over-time, if the break is not taken. Your Supervisor will work out suitable break schedules with you, depending on job assignments. The times of your scheduled breaks may vary due to client needs and/or staff on hand.

Personal Breaks

If you have unexpected, personal business to take care of, you must notify your Supervisor to discuss time away from work and make provisions, as necessary. Personal business should be conducted on your own time. Personal breaks are non-aid hours.

On-Call Hours

If you are required to be on-call, the periods you spend being on-call (i.e. being available) are not paid hours. However, the time you spend responding to calls are considered to be paid hours.

Payroll Procedures

CityCARE Home Care payroll procedures are outlined in its *Policy #6.60 – Payroll*. Following is a summary of the payroll process:

Pay Period

The Agency's pay period covers a 7-day timeframe, which starts at 12:01 am on the Monday and ends at 12 Midnight Sunday. Payday is every Friday and occurs 52 times a year. In order to make sure payroll is processed properly and to comply with Connecticut State Laws you must use the telephone clock in/out system. Pay checks will be ready for pickup at the Agency Office anytime during office hours on the Friday of that same week.

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. Employees are paid only for the hours they work.

Clock in system

In accordance with CityCARE Home Care *Policy # 6.60 - Payroll*, employees shall accurately record all hours worked by clocking in/out from the clients home phone or MVV system. **You are NOT permitted to use your cell phone to clock in and out.** Be sure you clock in and out accurately at the beginning and end of your work shift.

Your Supervisor will review your *clock in/out time* before it is forwarded to payroll for processing. While we make an effort to correct any clock in/out errors which we notice, your payroll hours may not include the times you failed to punch in/out. In such cases payroll correction will be made the following week. Falsifying clock in/out times are grounds for immediate Termination of Employment.

Payroll Deductions

There are some mandatory payroll deductions that CityCARE Home Care 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

In accordance with its *Policy #4.150 – Employee Benefits and Compensation*, CityCARE Home Care provides mandated benefits and compensation to you, in compliance with State, Federal, *Department of Labor* and/or other regulations.

The Agency Administrator generally negotiates compensation with you during your personal interview and/or when a conditional Offer-of-Employment is extended. You will receive orientation to the compensation package, including details and qualification times when you are hired and you will be given a written contract, which details the package.

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

CityCARE Home Care 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 competitive in today's market and 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;
- ◆ requirement for a second language;
- ◆ days of week worked;
- ◆ industry wage standards;
- ◆ challenging clients;
- ◆ statutory holidays;
- ◆ shift differentials; and,
- ◆ education.

Your wages will be reviewed 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; meeting or exceeding job requirements; and, prosperous business levels. 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, as per the Agency's *Policy #4.270 – Non-Disclosure of Information*.

Over-Time Compensation

Non-Exempt Employees

CityCARE Home Care 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. Salaried employees are usually exempt from over-time. All over-time must be pre-authorized by your Supervisor.

Part-time Employees, Temporary Employees and Independent Contractors

Part-time Workers, Temporary Workers and Independent Contractors, as defined by Policy #4.41 - *Classification of Workers*, are not eligible for Paid Days Off. If you are classified in one of these positions and you need to take 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, per Agency Policy #4.172 - *Paid Days Off*.

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.

Performance Standards

CityCARE Home Care 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.

In accordance with CityCARE Home Care *Policy #4.130 - Standards of Conduct & Work Ethics*, 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. You will be also required to read and sign the *Standards of Conduct*, as a condition of employment at the time of hiring.

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 *Forms Section* of the Agency's Policy & Procedure Manual.

The standards you are expected to uphold include:

- ◆ 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 using your cell phone during work hours unless it is an emergency.
- ◆ Never borrow 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 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;
- ◆ 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 reasons for the delay. He/she will contact your client. Lateness due to emergencies or unexpected occurrences can happen but habitual tardiness will not be tolerated and may result in Disciplinary Action, up to and including Termination of Employment.

As your employer, CityCARE Home Care 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.

Dress Code

In accordance with CityCARE Home Care *Policy #4.180 - Dress Code*, 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 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;
 - 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 CityCARE Home Care *Policy #4.181 - Employee Identification Badge*, you are required to wear the Identification Badge, which is provided to you by the Agency, whenever you are delivering services on behalf of the Agency. These badges display your name, your photo and the Agency's name. It must be clipped to the front of your clothing in a manner that makes it visible to onlookers. Identification Badges are issued once a year. 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 to the Agency.

Phone Calls & Texting

Telephone lines must remain open for business calls to service Agency clients. Therefore, you are not permitted to make or receive telephone calls or text messages while working in the Agency office. Neither are you 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, Registered Nurse 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 Agency phones, unless the call is business-related. Neither may Long distance calls be made using a client's phone.

Secondary Employment

In accordance with CityCARE Home Care *Policy #4.210 - 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.

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

As specified in CityCARE Home Care *Policy #4.230 - Termination of Employment*, you may not provide service privately to existing Agency clients. If you do so, your employment with the Agency may be terminated.

Drug, Alcohol & Illegal Substance Abuse

In accordance with the CityCARE Home Care *Policy #4.200 – Drugs & Alcohol*, there will be 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 sold 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.

Gifts, Gratuities & Business Courtesies

In accordance with CityCARE Home Care *Policy #3.170 - Acceptance of Gifts*, the Agency 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.

Solicitation & Distribution

In accordance with CityCARE Home Care *Policy #4.141 - Solicitation and Distribution*, the Agency will consider, and may authorize, a limited number of fund drives by employees on behalf of charitable organizations or for employees' gifts. As such, you may be permitted to engage in solicitation or distribution of literature for any group or organization, including charitable organizations, providing the sale of merchandise is limited to Agency functions and activities; and, the solicitation/distribution does not interfere with the time you or the individual, who you are targeting, are supposed to be working.

You may not lobby for political candidates or causes, solicit or distribute material to clients or use the Agency's equipment, systems and lists to promote any outside business interests. Prior approval is required from the Agency Manager before any solicitation or distribution activities are undertaken. Since the Agency Bulletin Board is generally reserved for Agency postings and announcements, you must obtain authorization from the Agency Manager prior to attaching any of these materials to it

Federal Civil False Claims & Deficit Reduction Acts

CityCARE Home Care complies with federal and state laws for preventing health care fraud, waste, and abuse. It is mandatory that you are familiar with these acts and know your responsibilities in adhering to them. You will be provided written/electronic information about the Federal Civil False Claims & Deficit Reduction Acts at the time of hire. These Acts will also be reviewed in detail during your orientation and annually thereafter.

The Federal Civil False Claims Act

The Federal Civil False Claims Act ((U.S.C. Title 31; Chapter37; Subchapter III;§ 3729) is a federal statute that prohibits any entity from knowingly:

- ◆ submitting, a false or fraudulent claim, record or statement to the government for payment or approval;
- ◆ making, using or has made a false record/statement material to a false or fraudulent claim;
- ◆ conspiring with another to defraud the government by getting a false or fraudulent claim allowed or paid;

- ◆ returning only a portion of the government money or property in its possession with the intent of defrauding the government;
- ◆ making or delivering a document, which certifies receipt of property without completely knowing if the information on the receipt is true;
- ◆ buying public property or accepting it as a pledge or obligation/debt from an officer or employee of the government or a member of the armed forces, who is not authorized to sell or pledge this property; and,
- ◆ using a false record or statement to avoid or decrease an obligation to pay or transmit money or property to the government.

Anyone who knowingly or intentionally submits a false claim to the federal government is liable for civil penalties of \$5,500 to \$11,000 per claim, plus three times the amount of damage caused by the false claim. As defined by the False Claims Act, the term “knowingly,” means an entity:

- ◆ has actual knowledge of the information;
- ◆ acts in deliberate ignorance of the truth or falseness of the information; or,
- ◆ acts in reckless disregard of the truth or falseness of the information.

No proof of specific intent to defraud is required.

Examples of Fiscal Abuse & Fraud Practices

You are required to know what constitutes fiscal abuse and fraud. Examples include:

- ◆ billing for services that were not delivered;
- ◆ billing twice for the same service;
- ◆ billing for more expensive service than was provided;
- ◆ seeking reimbursement for services that:
 - are not medically necessary for a client’s condition; and/or,
 - fail to meet professionally recognized standards for health care;
- ◆ making false statements regarding claims for payment;
- ◆ not providing services that are required in the scope of the per diem;
- ◆ concealing an event affecting initial or continued payments by Medicaid/Medicare;
- ◆ misrepresenting Agency credentials;
- ◆ offering financial rewards, which are often unlawful, to individuals who:
 - utilize or promote Agency services; or,
 - send clients to utilize Agency services,
 - in accordance with the Kickbacks/Stark Statute;
- ◆ offering, paying, soliciting, or receiving remuneration to induce business reimbursed under the Medicare or Medicaid programs.
- ◆ accepting referrals of Medicare patients when the referring Physician has a financial relationship with the Agency, in accordance with the Kickbacks/Stark Statute as well as the False Claims Act;

- ◆ submitting false statements or certifications of compliance to receive payment by the government health program; and,
- ◆ falsifying cost reports and other documents to meet eligibility requirements for Medicare/Medicaid funds.

Deficit Reduction Act of 2005 – Section 6032

The Deficit Reduction Act of 2005 - Section 6032 requires that any entity that receives Medicaid payments of at least \$5,000,000 annually, establish certain written policies for all its employees, managers, contractors and agents as a prerequisite to receiving Medicaid/Medicaid reimbursement.

In accordance with the Deficit Reduction Act of 2005 – Section 6032, CityCARE Home Care established *Policy # 1.141 - Compliancy with Deficit Reduction and False Claims Acts*, which provides detailed information on:

- ◆ the Federal False Claim Act;
- ◆ the administrative remedies for false claims and statements;
- ◆ state laws pertaining to civil or criminal penalties for false claims and statements;
- ◆ whistleblower protections under these federal and state laws; and,
- ◆ preventing and detecting fraud, waste and abuse.

Reporting Suspected False Claims

CityCARE Home Care policy states that if you know of or suspect that false claims are being filed, you are required to report the information as soon as possible to:

- ◆ Agency Compliance Officer (CO).
- ◆ Agency Supervisor and/or Agency Manager, if you do not feel comfortable reporting to the CO.
- ◆ directly to an appropriate outside resource. E.g.:
 - Office of the Inspector General
 - Phone: 1-800-HHS-TIPS (1-800-447-8477) or
 - TTY 1-800-377-4950; Fax: 1-800-223-8164;
 - Email: HHSTips@oig.hhs.gov
 - Online: <https://forms.oig.hhs.gov/hotlineoperations>
- ◆ Your Medicaid State Agency
- ◆ Other State Resources

- State Bureau of Investigations
- Provider Fraud & Fiscal Abuse Hotline
- State Office of the Inspector General

“Qui-Tam” (Whistleblower) Protection

Whistleblowers are lay people including employees/former employees, contractors, or agents of healthcare entities, who report known and suspected submission(s) of false claims by a health care entity or service provider. The False Claims Act authorizes whistleblowers to sue companies and individuals that defraud the government. These suits are filed under seal in federal court and investigated by the Department of Justice. In return for their report, a whistleblower is rewarded by the government with a significant portion of any recovered funds.

As a Whistleblower, you have the following protections should you report fraud and abuse:

- ◆ No retaliation measures including threats, harassment, discrimination, suspension, demotion or termination of employment will be tolerated.
- ◆ If retaliation measures are taken against you such as discharge, demotion, suspension, threats, harassment, or other discriminatory actions, you will be reinstated with the same seniority status that you had, if not for the discrimination.
- ◆ If you are not reinstated you:
 - have the right to bring action for reinstatement in the appropriate federal district court of the United States; and;
 - may seek two times the amount of back pay plus interest and other enumerated costs, damages, and fees, including litigation costs and reasonable attorney’s fees.

Measures for Detecting and Preventing Fraud, Waste, & Abuse

CityCARE Home Care has measures in place for detecting and preventing fraud, waste and abuse”. They are detailed in *Policy #1.141 - Compliance with Deficit Reduction and False Claims Acts*. Other Agency policies (in *Policies & Procedures Manual*) also address anti-fraud and anti-abuse measures, including:

- ◆ Compliance Program
- ◆ Standards of Conduct
- ◆ Policies and Procedures
 - Compliance (Policy #1.140)
 - Standards of Conduct & Work Ethics (Policy #4.130)
 - Standards of Conduct Agreement (Form)
 - Conflict of Interest (Policy #4.140)
 - Billings & Receivables (Policy #6.50)
 - Continuous Quality Improvement (Policy #7.10)
 - Orientation (Policy #4.50.10)

- Annual Training (Policy #4.50.50)
- Performance Appraisals (Policy #4.80)
- Employee Appraisals (Form)
- ◆ Training Program
- ◆ Performance Appraisals
- ◆ Employee Handbook
- ◆ Internal Audits
- ◆ Investigations
- ◆ Corrective Actions
- ◆ Record Maintenance
- ◆ Monitoring compliance with Section 6032 of the Deficit Reduction Act of 2005.
- ◆ Examples of Provider Fiscal Abuse and Fraud Practices

General Policies and Guidelines

Vehicle Usage

In accordance with CityCARE Home Care *Policy #4.190 – Privately Owned and Agency Vehicles*, employee-owned and Agency-owned vehicles must carry adequate vehicle insurance (full Comprehensive, Liability and Personal Injury Protection) and all employees, who operate vehicles for the conduction of Agency business, must 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.

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.

Transportation Waiver

In accordance with CityCARE Home Care *Policy #3.130 - Transporting Clients in Private Vehicles* and *Policy #4.190 – Employee Owned and Agency Vehicles*, clients/clients' representatives are required to read, accept and sign the Agency's *Transportation Liability Waiver* before any transportation services will be provided to them. This waiver absolves you and the Agency from all claims, which may arise out of the operation of Motor Vehicles, in which a client is riding.

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

In accordance with CityCARE Home Care *Policy #3.130 - Transporting Clients in Private Vehicles*, if you are going to transport clients in your privately-owned vehicle, you must adhere to the stipulations outlined in this Policy, including the requirements for adequate insurance and a valid Driver's License. You must 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.

Compensation for Private Vehicle Usage

In-home Care Workers are not paid mileage to their first job of the day or home from their last job of the day, unless exceptional circumstances are involved. Exceptional circumstances will be determined on a case-by-case basis. A set amount per mile will be established at the time of hire and will be recorded in the Employer-Employee Agreement. 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.

Employee Personal Property

In accordance with CityCARE Home Care *Policy #4.320 – 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.

CityCARE Home Care will not be responsible for the loss, damage, or theft of personal property located on 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.

Agency Property

You are expected to follow the guidelines provided in CityCARE Home Care *Policy #4.310 – Agency Property* regarding your usage of Agency tangible and intangible properties.

Tangible property consists of items such as equipment, computers, desks, telephones, vehicles, personal care supplies, office supplies, etc.

Intangible property consists of things such as domain names, confidential information, business methods and processes, computer software, computer operating systems, written materials (including paper or electronic form), etc.

The Agency will provide you with the necessary assets and equipment to perform your duties including office equipment such as photocopier, fax machine, computer/notebook and other electronic hardware such as cell phones and iPods, software, hardcopy/electronic record keeping supplies, office supplies and items for personal care services such as blood pressure monitoring tools, transfer belts, incontinence supplies, personal protection items, etc.

You are expected to be prudent and efficient in your usage of Agency equipment, products and supplies. Agency property shall not be used for personal purposes or be removed from the Agency or from clients' homes without prior approval from the Supervisor. Agency property is subject to inspection, monitoring, and searching by the Agency, at any time, with or without notice to you. Upon termination of employment, you must return any Agency property that has been assigned to you or that you happen to have in your possession.

Agency and Personal Accounts (if authorized) should be kept separate.

Purchases and Expenditures

You are not permitted to make any purchases or incur any expenses in the name of CityCARE Home Care, unless these functions are part of your regular duties or unless you have been given written authorization to make such purchases.

Health and Safety

In accordance with CityCARE Home Care *Policy #5.09 - General Health and Safety*, the Agency 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

In accordance with CityCARE Home Care *Policy# 5.20 - Home Environment Safety*, the Agency 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 or Registered Nurse 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, as outlined in the policy, 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 Manager.

Emergency Preparedness

In accordance with CityCARE Home Care *Policy #5.40 – Emergency Preparedness*, you should always be ready for emergencies and the unexpected. Whenever you are assigned a new client, ensure that information about 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 Manager.

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, as outlined in the Policy. Residents and workers should know where the Emergency Kit is kept.

Violence

In accordance with CityCARE Home Care #5.30 – *Violence and Threats of Violence*, the Agency 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

CityCARE Home Care has several policies & procedures, which cover environmental disasters and emergencies. (*Fire-#5.40.10; Earthquake-#5.40.20; Hurricane-#5.40.30; Tornado-# 5.40.40; Tsunami-#5.40.41; Power Outages-#5.40.50 & Chemical Spills - #5.40.60*). You will be given training in them, as you need to know what to do in each situation.

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

In accordance with CityCARE Home Care *Policy #3.100 - Weather Related Emergencies*, the Agency 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 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. You may only utilize sick leave in these situations if you happen to be on approved sick leave the day before the weather-related emergency policy is activated.

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 CityCARE Home Care 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, because 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

In accordance with CityCARE Home Care *Policy #5.180 – Incident Reporting*, the Agency 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, everyone 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.

Client Abuse

In accordance with CityCARE Home Care *Policy #3.160 - Client Abuse*, the Agency 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 several 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 to

- ◆ In cases of immediate danger, you must call:
 - 911; or,
 - the local police emergency number; or,
 - the local hospital emergency room.

- ◆ If the client is not in immediate danger you must report it to the Agency Supervisor, who will ensure the client abuse authorities in the local area and/or the *Department of Aging* are notified.

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.

- ◆ report suspected child abuse and/neglect;
- ◆ cooperate with the investigating agency and/or police; and/or,
- ◆ adhere to the conditions of *Policy #4.22.10 – Reporting Child Abuse*.

Death at Home

CityCARE Home Care *Policy #3.12 - Death at Home* provides guidelines on what to do if a client dies at home, when you are in attendance. Basically:

- ◆ If there is no *Do Not Resuscitate Order* (DNR Order), call 9-1-1 and start CPR.
- ◆ If there is a DNR Order, call 9-1-1. Then obtain or direct another individual to get the DNR Order so it is “in-hand” when *Emergency Medical Services* (EMS) arrive.
- ◆ If the death is unexpected, call 9-1-1:
 - If the deceased’s DNR wishes are unknown, begin CPR immediately and continue until instructed to stop by EMS.
If the deceased has a DNR Order and the documents are on the premises, either direct somebody to retrieve the documents or get them yourself to have on hand for EMS.

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.

You should provide information, as required, to EMS, Hospice, and/or local law enforcement. Assist the family, as requested with follow-up measures such as notifying others, contacting the funeral home and obtaining religious support. If the client has an infectious disease, the Funeral Director should be advised. If you are the last CityCARE Home Care 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

In accordance with CityCARE Home Care *Policy #5.50 - Infection Control*, the Agency requires that infection control measures be taken, when providing service to clients 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

In accordance with CityCARE Home Care *Policy #5.130 – 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 you 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

In accordance with CityCARE Home Care *Policy #5.140 – Employees with Infectious/Communicable Diseases*, should 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 to familiarize you 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; as well as 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 when you are no longer contagious.

Your Supervisor will determine and follow any *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

In accordance with CityCARE Home Care *Policy #5.150 – Clients with Infectious/Communicable Diseases*, if you become aware that one of your clients has acquired an infectious/communicable disease or is suspected of coming into contact with 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 must be taken.

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

Blood-borne Diseases

In accordance with CityCARE Home Care *Policy #5.60. – Blood-borne Diseases*, the Agency 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

In accordance with CityCARE Home Care *Policy #5.60.10 – Exposure Control Plan for Blood Borne Diseases*, if you are exposed to a blood borne pathogen you must follow the procedures outlined in this policy. 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 *A Post Exposure Incident Report for Blood-borne Diseases* anytime you are exposed to a blood-borne pathogen.

Personal Protective Equipment (PPE)

In accordance with CityCARE Home Care *Policy #5.70.10 - Personal Protective Equipment*, the Agency 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

In accordance with CityCARE Home Care *Policy #5.70.60 – Sharp Objects*, you are required 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.

If 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.

Financial & Legal Issues

Managing Client's Finances/Property

CityCARE Home Care has established criteria and procedures for handling and recording clients' financial transactions and for managing clients' property. Details are specified in *Policy #3.140 – Managing Client's Finances & Property*. Basically, you may only handle clients' finances/property when these activities have been specified in the client's *Service Plan*. *Unless specifically specified in the plan of care you may not handle any kind of finances for the client.*

You may not have access to clients' bank accounts, credit cards, check books, or other financial information and may never know their account numbers or PIN numbers.

Assuming Legal Responsibility for Clients

In accordance with its Policy 3.141 – Assuming Legal Responsibility for Clients, CityCARE Home Care prohibits you from:

- ◆ becoming an appointee or having any legal involvement with the client, client's representative, family or other responsible person;
- ◆ becoming a guardian of the client, client's family or their property;
- ◆ assisting a client or client's family to make out his/her will and/or witnessing the signature of the will;
- ◆ becoming beneficiaries of a client's or family member's will; and,
- ◆ witnessing a client's or family member signing an Advance Directive.
- ◆ Accepting any gifts from client, monetary or otherwise, without notifying agency.

If you suspect that you are a beneficiary or executors of a client's will or are designated as being an appointee or guardian on any other document, you must report your suspicions to the Supervisor or Agency Manager immediately. Failure to comply with this policy may result in you being subject to discipline, termination and/or referral to law enforcement.

Exploitation of Client's Finances /Property

In accordance with CityCARE Home Care *Policy #3.150 – Exploitation of Client's Finances & Property*, any allegations of financial/property misuse are taken seriously. If this Agency has reason to believe that your client(s) have been the victim of financial/property abuse, you will immediately be removed from direct contact with all clients, pending an investigation. Should you be found guilty, you will be terminated immediately and local law enforcement will be notified.

Handbook Revisions

CityCARE Home Care 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 CityCARE Home Health *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.

Employee' Name (Print)

Employee's Signature

Date

Witnessed by:

Agency Representative

Date

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