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 Care ("Agency"). 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. Most home care employees are "per diem," meaning they work on an as-needed basis, without guaranteed hours or days of work. Other employment classifications are described in the Classification of Workers section. 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 cause or reason, to the extent allowed by law. CityCARE Home Care reserves the right to change employment policies, procedures, benefits or this Handbook at any time without notice. It is the responsibility of the employee to stay abreast of policy. The Agency will make every effort to notify employees of any policy changes, additions or deletions. All changes will immediately become a part of this Handbook.

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Welcome

It is our pleasure to welcome you to 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.

Letter from Payroll

Dear valued Caregiver,

Per Connecticut ("State") regulations, all caregivers must clock in and out from the landline home phone of the client to whom they are providing care or from the client's cell phone. As an alternative, the caregiver may use the MVV system when clocking in and out. Clocking in from your own personal cell phone does not meet requirements under State law. In the circumstance where proper logging of hours is not completed, your payroll may be affected.

The State regulations require proper clocking in and out for the purpose of approval and reimbursement of care hours. The State further requires the caregiver to record specific tasks that were completed throughout the day. CityCARE Home Care cannot guarantee proper payroll processing for care wherever it is not clear via recorded technology precisely how many hours the caregiver worked and which tasks were completed.

Payroll is processed by an automatic download of hours recorded via electronic visit verification. Noncompliance with proper recording of hours may affect your pay. In instances where caregivers do not clock in and out using the client's landline or cell phone, hours will not be recorded automatically, and payment may be delayed until the hours are verified. CityCARE Home Care will make every effort to reach out to caregivers who we believe did not clock in and out properly, however, it is the responsibility of the individual caregiver to adhere to proper procedure. If you realize that you have forgotten to clock in and out, please call our office anytime and, after verifying your hours with the client, we will add them to that week's payroll to ensure timely payment. If there is a payroll discrepancy, caregivers will be given the opportunity to dispute the hours in question the following week.

If additional training is required, please call our office at 203-677-0707 to discuss your questions.

Thank you for your continued efforts and cooperation.

Sincerely,

Lissett Figueroa
CityCARE Home Care Human Resources

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 and procedures affecting your employment. More details are provided in the Agency's Policy & Procedure Manual, which is located in the Agency office. Appendix A of this handbook lists every Agency policy and the handbook section it relates to. You may review the manual at any time during office hours and/or you may request copies of individual policies and procedures. In addition, selective policies and procedures 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 to 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: 2558 Whitney Ave, Suite 203, 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 services 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 has 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 so you receive the supervisor's full and undivided attention when you meet. The manager is also available should you prefer to discuss the issue(s) with someone else.

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

CityCARE Home Care is an Equal Opportunity Employer and, as such, provides equal opportunity for employment to qualified individuals without regard to age, race (including traits associated with race, which include, but are not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, national origin, ancestry, religion or religious creed, sex, sexual orientation (including transgender status, gender identity, or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, order of protection status, citizenship status, employment status, arrest or conviction record (unless otherwise authorized by law), credit history, crime victim status, past or present physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, unfavorable discharge from military service, work authorization status, or any other status protected by federal, state or local laws. This policy applies not only to the hiring process but also to all phases of the employment process, working conditions and privileges of employment.

Anti-Discrimination

CityCARE Home Care complies with federal and state anti-discrimination laws, which include, but are not limited to, the following:

- Connecticut Fair Employment Practices Act ("CFEPA"), prohibiting discrimination in employment on the basis of race, color, religious creed, age, sex, gender identity or expression, marital status, national origin, ancestry, present or past history of mental disability, intellectual disability, learning disability, physical disability, including, but not limited to, blindness, status as a veteran or status as a victim of domestic violence;
- Title VII of the Civil Rights Act of 1964, prohibiting discrimination in employment on the basis of race, color, religion, sex or national origin;
- Age Discrimination in Employment Act ("ADEA"), prohibiting discrimination against employees 40 years and older; and
- Genetic Information Nondiscrimination Act ("GINA"), prohibiting the use of 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's Policies & 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 age, race (including traits associated with race, which include, but are not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, national origin, ancestry, religion or religious creed, sex, sexual orientation (including transgender status, gender identity, or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, order of protection status, citizenship status, employment status, arrest or conviction record (unless otherwise authorized by law), credit history, crime victim status, past or present physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, unfavorable discharge from military service, work authorization status, status as a victim of domestic violence or any other status protected by federal, state or local laws. Harassment compliance measures are reflected throughout the Agency policies and procedures.

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, or to the Agency manager if your supervisor is involved. You may also file a complaint with the CHRO or the U.S. Equal Employment Opportunity Commission (EEOC). If you report alleged or real discrimination or harassment, you can do so without fear of reprisal.

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. Whenever possible, clients are assigned employees who speak their language and are familiar with their cultural and religious practices, but assignments are not made or denied on the basis of an employee's race, color or national origin. 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") and CFEPA prohibit discrimination in employment on the basis of disabilities and requires that employers reasonably accommodate individuals with disabilities who can otherwise perform the essential functions of their job. In accordance with these acts, and with Agency policy, 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). Your supervisor may require input from you on the types of accommodation you feel are 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).

Under the ADA, CFEPA and applicable regulations, the Agency may be required to provide reasonable accommodation(s), but is not required to provide the exact accommodation(s) an employee requests and may provide alternative reasonable accommodation(s) that allow the employee to perform the essential functions of the position.

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") and showing documents that prove identity and employment eligibility. The completed I-9 will be kept in your personnel file for at least three (3) years, or one (1) year after employment ends, whichever is longer.

Employment of Relatives

CityCARE Home Care may permit you and your family members to work at the Agency at the same time, provided the job-site relationship is not one of supervisor/subordinate and that 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 roommate.

Employment of Minors

CityCARE Home Care may hire you if you are a minor in the eyes of the 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 may be considered for employment.

The Agency follows all child labor requirements established by the federal Fair Labor Standards Act ("FLSA") and Connecticut's child labor laws, which determine minimum wage, overtime pay, recordkeeping and when children can work and what jobs they can perform.

Employment Process

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 needed is supplied on a non-discriminatory basis, with the goal of obtaining the best-qualified individual to perform the duties of the position.

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.

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.

Conduct Background Check

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. Please see section titled "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, 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.

Offer-of-Employment

All employment with the Agency is "at-will." You are free to resign at any time, with or without cause, and with or without notice. Likewise, CityCARE Home Care is free to terminate your employment at any time, with or without cause, and with or without notice.

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.

Criminal Convictions

In accordance with Conn. Gen. Stat. § 20-678 and CityCARE Home Care Policy No. 4.3 – Criminal Background Checks and Sexual Offender Investigations, criminal background and sexual offender registry investigations are completed before any 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 or conviction, you must report it to the Agency manager within five (5) days.

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 Care 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:

Per Diem Status

If you are hired as a home care employee, you will usually be what is referred to as an "eligible per diem employee" of CityCARE Home Care. Per diem means that you work on an as-needed basis, without guaranteed hours or days of work, and may accept or decline assignments when work is offered. Other classifications are described in Policy No. 4.11 – Classification of Workers.

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.

Confidentiality/Non-Disclosure of Information

In accordance with CityCARE Home Care Policy No. 3.34 – Confidentiality and Privacy of Client Information, Policy No. 4.46 – Confidentiality of Personnel Records, Policy No. 4.47 – Employee Medical Files and Policy No. 4.48 – 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, e.g., 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;
- other information obtained from employee 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; and
- other information obtained from employee 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.

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 HIPAA Policy or if the individual who is the subject of the information (or the individual's personal representative) authorizes use or disclosure in writing. The Agency is required to disclose PHI in only two situations:
- Individuals (or their personal representatives) request access to their PHI or request an accounting of disclosures of their PHI. The Agency must verify the identity of the person making the request before disclosing the PHI.
- The U.S. Department of Health and Human Services ("HHS") is undertaking a compliance investigation, a review or an enforcement action.

Policies and Procedures Regarding: Client Confidentiality.

> CityCARE Home Care staff must honor client's legal rights to privacy and confidentiality. CityCARE Home Care staff shall not disclose or share any personal health information (PHI) regarding CityCARE Home Care clients (past or present) with anyone (including other CityCARE Home Care personnel who are not directly involved in the client's care team) unless the sharing of such information is authorized by the client in writing or required for the purposes of the performance of assigned duties and responsibilities. Failure to follow this policy is a violation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and punishable by law. If there is any question regarding what constitutes private or confidential information, direct such questions to the CityCARE Home Care management for clarification before disclosing or sharing ANY client information with anyone.

a. CityCARE Home Care staff must not discuss or disclose any details pertaining to their client's personal information (name, date of birth, social security number, address, phone number, financial situation), their physical or mental status (diagnosis) or any details pertaining to the care their client is receiving with anyone outside of: the client's Responsible Party, authorized friends and family members, attending physician, client's pharmacy and CityCARE Home Care care team - and only on a need-to-know basis. CityCARE Home Care staff must take precautions to avoid being overheard by unauthorized parties when discussing client PHI and ensure any written PHI is protected from unauthorized access and viewing.

b. When answering client's phone or residence, staff must only acknowledge client's last name unless directed otherwise. Take a detailed message if client is unavailable or unable to communicate, and direct caller/visitor to contact CityCARE Home Care management if they require immediate information.

c. CityCARE Home Care staff must discard (shred) any printed information and/or delete any electronically transmitted details pertaining to their client's PHI on their personal devices. Electronic transmission of client PHI is only permitted via secured and encrypted sources.

d. CityCARE Home Care staff must report any observed or reasonably suspected HIPAA violation to CityCARE Home Care management as soon as is practical. CityCARE Home Care staff who mishandle client PHI may: receive a written reprimand, be demoted, be suspended without pay or be terminated.

e. CityCARE Home Care staff must not have any visitation from friends, family or pets while working on the premises of a client's home. If an employee requires something while on duty, they must consult with CityCARE Home Care management before making arrangements to have anything delivered to a client’s home.

Employee Immunization Responsibilities

It is your responsibility to obtain any immunizations recommended by the Centers for Disease Control and Prevention (CDC) for home care workers 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 regarding the following personal information:

- legal name;
- address;
- telephone number;
- dependents;
- marital status;
- insurance beneficiary;
- military status; and
- emergency contact.

Employee Personnel Files

In accordance with Policy No. 4.45 – Personnel Records, 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 Policy No. 4.46 – 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, 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 them, usually the Agency manager, the supervisor and the employee.

Classification of Workers

In accordance with CityCARE Home Care Policy No. 4.11 – 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, and your classification may change from time-to-time during your employment with the Agency:

Aides

Full-time aides are those who regularly work between thirty-five (35) and forty (40) hours per week. Part-time aides are those who work less than a full-time schedule per week. Most aides are per diem, as described in the Per Diem Status section.

CityCARE Home Care aides provide services to clients without living with the client.

Live-In-Aides

Live-in-aides are full-time employees who live at the client's property and are subject to extra duty requirements as provided in the separate "PCA Live-In Responsibilities" policies and procedures document. These responsibilities can also be found in this employee handbook under the section titled "Working Hours for Pay and Benefit Purposes."

Office Personnel

A. Exempt Employee

Exempt employees are those whose positions meet specific tests established by the federal Fair Labor Standards Act (FLSA) and Connecticut wage and hour laws who are exempt from overtime pay requirements based on the nature of their duties and responsibilities and payment of compensation on a salary basis.

B. Non-Exempt Employee

Nonexempt employees are those whose job positions do not meet the "exempt" criteria under the Fair Labor Standards Act *(*"FLSA") and Connecticut wage and hour laws. Non-exempt employees are paid overtime at a rate of one-and-one half (1.5) times their regular rate of pay for all hours worked in excess of forty (40) hours in a work week.

Standard Work Week

CityCARE Home Care has a standard forty (40) hour work week, which begins on Monday at 12:01 a.m. and ends at midnight at the end of Sunday.

Agency Office Hours

The Agency office hours of operation are Monday through Friday from 8:00 a.m. to 4:00 p.m.

Client Services Hours

The Agency delivers service to its clients twenty-four (24) hours a day, seven (7) days a week and three-hundred sixty-five (365) days per year, including 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.

Shift Work Hours

Shifts can vary from two (2) hours to twelve (12) hours, depending on the services provided. Overnight shifts are usually the longest. There are also live-in assignments, where an employee lives with a client.

During non-office hours, someone 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 support during non-office hours, contact the supervisor on call at (203) 677-0707.

Work Assignments

Work Assignments in Clients' Homes

Work assignments for in-home employees are scheduled by Agency coordinators. 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. For clients that receive services two (2) or more times during a week, they might have more than one (1) assigned worker. This means that a client is a client of the Agency and not a client of any 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 the first option of keeping that assignment if you are willing to work within the changes. 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 does not 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 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/their 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 (1) 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 so that a substitute can be arranged, if necessary. At a minimum, you are required to give at least twenty-four (24) hours' notice. If you become aware during non-office hours that you cannot cover your assignment(s), you must contact the supervisor on call. If you do not contact a supervisor and fail to report for your assignment, you will be considered a "no-show" and 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 voicemail, do not leave a message but continue to call back until the on-call individual answers. The supervisor may already be on the phone or could temporarily be in a position that prevents the supervisor from taking your call at that moment. In any event, it is your responsibility to keep calling 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 Policies

Job Descriptions

In accordance with CityCARE Home Care Policy No. 4.10 – 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.

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. 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 inflictions. This employee ensures that Agency employees deliver services in a caring and respectful manner and 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 inflictions. 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 services 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 inflictions. Home care may include housecleaning, laundry, meal preparation, transportation, companionship and respite.

Personal Care Attendants provide services 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 inflictions. Personal Care may include assistance with the activities of daily living, housecleaning, laundry, meal preparation, transportation, companionship and respite.

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.

Performance Appraisals

CityCARE Home Care reviews employee performance regularly through the use of informal and formal evaluation approaches. This enables you to receive feedback on your job performance and assists you in becoming more effective in carrying out your duties, and enables the Agency to ensure that its quality service standards are maintained.

You will meet with your supervisor informally 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.

Performance Issues

If you demonstrate unacceptable behavior or have difficulty competently performing all the duties as assigned, the supervisor will work with you to improve job performance. This can be accomplished through a discussion and/or through the provision of training. When a minor violation of 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.

A major violation occurs when aides fail to inform a client and CityCARE Home Care that they cannot provide services that day and they fail to provide the needed services to the client on that day. A major violation also occurs when aides fail to clock in or clock out properly. Generally, CityCARE Home Care will implement a written warning for a major violation, with the understanding that three written warnings for major violations automatically lead to employment termination. CityCARE Home Care reserves the right, however, to terminate an aide for ANY instance of failing to inform a client and CityCARE Home Care that they cannot provide services that day and failing to provide the needed services to the client on that day.

Disciplinary Action

In accordance with its Policy No. 4.42 – 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. The Agency reserves the right in each case to evaluate the particular situation in light of the circumstances and to administer any level of discipline it considers appropriate.

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 Agency's equal employment opportunity or anti-harassment policies;
- creating a disturbance in the Agency's office or in a client's home;
- being idle;
- being in possession of intoxicants or illegal drugs;
- 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 and/or the Agency;
- leaving work without authorization; and/or
- other actions deemed subject to discipline by Agency management.

Termination

In accordance with its Policy No. 4.43 – Termination of Employment, CityCARE Home Care utilizes a formal and just process for both voluntary and involuntary terminations. Either the

Agency or you may terminate the relationship with no liability if there is no express contract for a definite term of duration or any express limitation on at will employment.

If your employment is terminated, you are required to return your identification badge, all client information and any Agency property to the Agency office. If you resign, your final wages will be paid no later than the next regularly scheduled payday. If you are discharged, your final wages will be paid no later than the next business day (Conn. Gen. Stat. § 31-71c). You will also receive the Connecticut Department of Labor's notice about unemployment benefits (Form UC-61). Any accrued, unused time will be added to the final check.

Staff Development

Orientation

In accordance with CityCARE Home Care Policy No. 4.13 – 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 and responsibilities;
- overview of the Agency's Policy & Procedure Manual:
- personnel issues;
- Agency expectations;
- safety in the workplace;
    - the federal and Connecticut False Claims Acts, the Deficit Reduction Act and how to report suspected fraud, waste and abuse; and
    - the difference between medical and nonmedical care and the limits of the Agency's nonmedical scope of services.

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 for which you still require orientation. 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.

Training

In accordance with its Policy No. 4.12 – Training and Development and related training policies, CityCARE Home Care recognizes various types of training, which include, but are not limited to those obtained through formal programs, certification programs, short-term programs, in-services, workshops, seminars, committee involvement, distance training, on-line training, and self-study.

You will receive training and development as outlined in the individual policies relative to your job classification and health and safety issues. You are also expected to take 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.

Mandatory Homemaker-Companion Training (Public Act No. 26-50)

On and after January 1, 2027, in accordance with Connecticut Public Act No. 26-50, CityCARE Home Care will provide each employee who provides homemaker or companion services with not less than eight (8) paid hours of: (a) initial training, to be completed not later than ninety (90) days after your start of employment; and (b) annual continuing education, consisting of programs on the list of approved training programs published by the Connecticut Department of Consumer Protection.

Initial training will include, at a minimum, programs on maintenance of a clean and safe environment (including best practices for dressing, bathing and toileting assistance), identification and reporting of abuse and neglect, and identification and reporting of changes in a client's condition and service needs. If you will provide services to persons with Alzheimer's disease or dementia, your initial training will also include providing nonmedical services to such persons. Approved program topics also include communication and the differentiation between medical and nonmedical care. You must complete every program on the Department of Consumer Protection's approved list at least once every two (2) calendar years.

If you completed initial training while employed by a different homemaker-companion agency within the three (3) years before your date of hire, that training will satisfy the initial training requirement, provided you furnish the completed state training attestation form as proof. Upon completion of any required training, you and an Agency representative will sign the attestation form prescribed by the Department of Consumer Protection, which lists the Agency's name, your name, the programs completed and the completion dates. A copy will be kept in your personnel file. These requirements do not apply to nurse's aides on the state nurse's aide registry, home health aides, personal care attendants, or employees who do not provide homemaker or companion services.

Complaints or Grievances

In accordance with CityCARE Home Care Policy No. 4.44 – Grievances and Complaints, the Agency has a process in place to deal with disputes arising from working relationships, working conditions, employment practices, interpretation differences, discrimination and the like, in order that prompt and equitable resolution of grievances/complaints can be promoted. You have the right to file a grievance or complaint without fear of retaliation, discrimination or interference. If you choose to file a grievance or complaint, you should prepare a written submission within one (1) 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/complaint with you within one (1) week of receiving it. Should you and the supervisor have unresolved issues, a written report of the unresolved issues and the original grievance/complaint should be submitted to the Agency manager, who will review it and respond to you within one (1) week. If the Agency manager's 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/complaint at any stage of the process.

Working Hours for Pay and Benefit Purposes

Working Hours

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

Travel Time

Time spent travelling during normal work hours is considered compensable work time. Time spent travelling from home to your first assignment of the day and home from your last assignment of the day is 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 if:

- the attendance is outside your regular working hours;
- the attendance is voluntary;
- the meeting, seminar, lecture, or training is not directly related to your job; and
- you do not perform productive Agency work while attending the meeting, seminar, lecture, or training.

Employee Breaks
CityCARE Home Care Policy No. 4.32 – 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:

A. Paid Breaks
You are permitted to take two (2) fifteen (15) minute paid breaks per seven and one-half (7.5) 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 overtime 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.

B. 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 unpaid time.

C. Meal Breaks
As required by Conn. Gen. Stat. § 31-51ii, if you work seven and one-half (7.5) or more consecutive hours, you will be given a meal break of at least thirty (30) consecutive minutes, taken after the first two (2) hours of work and before the last two (2) hours. Office personnel are provided one (1) unpaid thirty (30) minute lunch break during a seven and one-half (7.5) hour shift. A meal break is unpaid only if you are completely relieved of duty; if you are interrupted to work, the meal break is paid.

Live-In Aides
Live-in aides provide overnight and twenty-four (24) hour round-the-clock care to Agency clients by assisting them with their activities-of-daily-living, (e.g., dressing, bathing, grooming, toileting, etc.) and/or instrumental activities-of-daily living (e.g., managing money, shopping, telephone use, travel in community, housekeeping, preparing meals, medication reminders, etc.), as the client's needs require.

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 to 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.

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 two (2) weeks in advance. If you do not request time off with at least two (2) weeks' 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

until your replacement caregiver arrives, unless your safety is in danger. If you are threatened or feel unsafe, move to a safe place nearby, call 9-1-1 if needed and call your supervisor, who will arrange coverage for the client. 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 CityCARE Home Care. You are not, under any circumstances, 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 and 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 CityCARE Home Care of the hospitalization and 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 9-1-1 immediately and then call CityCARE Home Care to report the incident. If the client is placed in an ambulance, you are to stay behind, immediately clock out, inform CityCARE Home Care of the ambulance trip, and then follow 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 eight (8) hours of sleep during each twenty-four (24) hour period. This eight (8) hour period of sleep will be from 12:00 a.m. to 8:00 a.m. each day and will be unpaid. You do not need to clock out at 12:00 a.m. nor back in at 8:00 a.m., this will be done administratively for your overnight periods. However, if you do not experience at least five (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 call 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 five (5) hours of uninterrupted sleep. You must also notify the Agency, your supervisor, and the family of the client whenever you are unable to obtain five (5) hours of uninterrupted sleep due to the client waking up during the night.

Meals Time: You are expected to receive three (3) separate one (1) hour mealtime breaks during each twenty-four (24) hour period. Each of these three (3) one (1) hour meal periods will be unpaid. You do not need to clock out or back in for these periods, as this will be done administratively for your meal periods. However, if you do not experience the full hour of uninterrupted meal time (if the client requires your assistance during such period of time), you must promptly notify CityCARE Home Care that you were unable to take one (1) or more of your one (1) hour meal breaks during any twenty-four (24) hour period.

Personal Time: You are expected to receive four (4) one (1) hour personal breaks during each twenty-four (24) hour period. Each of these four (4) personal break periods will be unpaid. You do not need to clock out or clock back in for these periods, as 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 CityCARE Home Care that you were unable to take one (1) or more of your personal breaks during any twenty-four (24) hour period.

Clocking In and Out: You must clock in immediately upon your arrival at the client's home. You must clock out at 9:00 a.m. every day. If you are staying after 9:00 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 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 CityCARE Home Care. We will be glad to answer any questions you may have in reference to Agency policy and procedure. You must always speak with CityCARE Home Care in reference to time off, leaving a client and anything that has to do with a schedule.

Payroll Procedures

CityCARE Home Care payroll procedures are outlined in its Policy No. 6.6 – Payroll. The following is a summary of the payroll process:

Pay Period

The Agency's pay period covers a seven (7) day timeframe, which starts at 12:01 a.m. on Monday and ends at midnight at the end of Sunday. Payday is every Friday and occurs fifty-two (52) times a year. In order to make sure payroll is processed properly and to comply with Connecticut laws, you must use the telephone clock in/out system. Paychecks will be ready for pickup at the Agency office anytime during office hours on the Friday after the pay period ends.

Rounding Off Hours

Hours worked are tracked in fifteen (15) minute increments. Time ranging from one (1) to seven (7) minutes is rounded down whereas time ranging from eight (8) to fourteen (14) minutes is rounded up, in accordance with FLSA regulations and Connecticut wage and hour law. Employees are paid only for the hours they work.

Clock in system

In accordance with CityCARE Home Care Policy No. 6.6 – Payroll, employees shall accurately record all hours worked by clocking in/out from the client's 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 try 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, the hours will be verified and paid in that week's payroll whenever possible, and otherwise on the next payday. Falsifying clock in/out times is 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, FICA (Social Security and Medicare) and your Connecticut Paid Leave contribution. When required by law or court order, deductions may also be made for child support or other garnishments. 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 No. 4.31 – Employee Benefits and Compensation, CityCARE Home Care provides mandated benefits and compensation to you in compliance with state and federal 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 when you are hired as to the compensation package, including details and qualification times.

Mandatory contributions for Social Security, Medicare and the Connecticut Paid Leave program 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.

Health Insurance

CityCARE Home Care offers group health insurance benefits to Full Time Employees working a minimum of thirty hours per week.

CityCARE Home Care pays 60 percent of your group health benefits. The remainder of the costs are paid by you through deductions from your paycheck.

Benefits may be canceled, amended or changed at the discretion of CityCARE Home Care, unless otherwise prohibited by law.

If you or a dependent become ineligible for benefits due to a change in work hours or through a life event or if you leave employment with us, you may have the right to continue your health benefits under federal or state law. In such event, CityCARE Home Care will provide you with information about your rights to continue your benefits coverage.

For more information about group health insurance benefits, please see Lissett Figueroa.

Overtime Compensation

Non-Exempt Full-time Employees

CityCARE Home Care pays overtime to its non-exempt employees in accordance with federal and state law. Non-exempt employees are paid at a rate of one and one-half (1.5) times their regular rate of pay for all hours worked in excess of forty (40) hours in a given work week. Personal time off, holiday time or any leave of absence does not count as hours worked. Salaried, exempt employees do not receive overtime pay.

Part-time Employees

Part-time employees, as defined by Policy No. 4.11 – Classification of Workers, are not eligible for paid days off (PDO) or vacation, but they do earn Connecticut paid sick leave as described in the Paid Sick Leave section. 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 missed hours. However, we cannot guarantee that replacement hours can be provided, per Policy No. 4.35 – Paid Leave.

Assignment of Wages

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

Wage Disclosure Protection

In accordance with Connecticut wage and hour laws, CityCARE Home Care will not:

- Prohibit you from disclosing or discussing the amount of your wages or the wages of other employees that have been voluntarily disclosed.
- Prohibit you from inquiring about the wages of other employees.
- Require you to sign a waiver or other document that purports to deny you the right to disclose the amount of your wages or to inquire about or discuss the wages of other employees that have been voluntarily disclosed.
- Require you to sign a waiver or other document that denies you the right to inquire about the wages of other employees.
- Discharge, discipline, discriminate against, retaliate against or otherwise penalize you for disclosing or discussing the amount of your wages or the wages of other employees that have been voluntarily disclosed.
- Discharge, discipline, discriminate against, retaliate against or otherwise penalize you for inquiring about the wages of other employees.
- Fail or refuse to provide you with the wage range for your position when hired, when your position changes or when you first request it.

If you believe that you have been discriminated or retaliated against in violation of this policy, immediately report your concerns to your supervisor or Human Resources.

Nothing in this policy will be enforced to interfere with, restrain, coerce or retaliate against employees regarding their rights under the National Labor Relations Act or Connecticut law. The Agency will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed or disclosed their own pay or the pay of another employee or applicant.

Compensation information is private and confidential. Employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing or action, including an investigation conducted by the employer, or (c) consistent with the Agency's legal duty to furnish information.

CT Paid Leave Program

The Connecticut Paid Leave ("CTPL") program provides eligible employees with up to twelve (12) weeks of partial wage replacement benefits during any twelve (12) month period for certain life events covered under the federal Family and Medical Leave Act ("FMLA), the Connecticut Family and Medical Leave Act ("CTFMLA") and the Connecticut Family Violence Leave Act. The program also provides two (2) additional weeks of compensation for a serious health condition resulting in incapacitation that occurs during a pregnancy. The CTPL program is funded by employee payroll deductions and administered by the CT Paid Leave Authority.

To be eligible for CTPL benefits, you must meet certain income thresholds and employment requirements. To learn more about the CTPL program and apply for benefits, visit www.ctpaidleave.org.

Family and Medical Leave

Federal FMLA

CityCARE Home Care complies with all requirements of the federal FMLA, which allows eligible employees to take up to twelve (12) weeks of unpaid leave in a twelve (12) month period for the following reasons:

- Birth or impending birth of a child to the employee or spouse and first year care of such child.
- Placement or impending placement of a child with the employee for adoption or foster care.
- The employee's need to care for a spouse, son, daughter or parent with a serious health condition.
- A serious health condition that renders the employee unable to perform his or her job.
- A qualifying exigency arising out of the fact that your spouse, son or daughter or parent is on active duty or called to active duty in support of a contingency operation as a member of the National Guard or Reserves.
- The employee is the spouse, son or daughter, parent or qualified next of kin of a covered service member with a serious injury or illness.

To be eligible for federal FMLA leave, an employee must have completed one year of service (which need not be consecutive) and have worked at least 1,250 hours in the twelve (12) month period preceding the request for leave. The Agency will calculate the relevant twelve (12) month period on a rolling basis: looking back on the relevant time period to determine the amount of leave still available. Note that the Agency will not be covered by the FMLA unless it employs fifty (50) or more employees for twenty (20) or more (nonconsecutive) workweeks in the current or preceding calendar year.

CTFMLA
CityCARE Home Care complies with all requirements of the CTFMLA, which allows eligible employees to take up to twelve (12) weeks of unpaid leave in a twelve (12) month period for the following reasons:

- Your own serious health condition.
- The birth of a child and care within the first year after birth.
- The placement of a child for adoption or foster care and care for child.
- To care for a family member with a serious health condition.
- To serve as an organ or bone marrow donor.
- Because of any qualifying exigency arising out of the fact that your spouse, son, daughter, or parent is on active duty, or has been notified of an impending call or order to active duty, in the armed forces.
- To care for a spouse, son, daughter, parent or next of kin with a serious injury or illness incurred on active duty in the armed forces.

To be eligible for CTFMLA leave, you must have worked for the Agency for at least three (3) months immediately preceding your request for leave.

You may also be eligible for two (2) additional weeks of leave for incapacity due to a serious health condition during pregnancy.

The Agency will calculate the relevant twelve (12) month period on a rolling basis: looking back on the relevant time period to determine the amount of leave still available.

Military Family Leave
In addition, an eligible employee who is the spouse, son, daughter, parent or next of kin of a covered service-member who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is otherwise on the temporary disability retired list for a serious injury or illness is entitled to a total of twenty-six (26) weeks of leave in a single twelve (12) month period to care for the service-member. Military caregiver leave is available during a single twelve (12) month period during which an eligible employee is entitled to a combined total of twenty-six (26) weeks of federal FMLA or CTFMLA leave.

Procedure for Requesting Leave
Employees must notify their supervisors of the need for leave as soon as the employee knows that leave time will be required. Whenever possible, at least thirty (30) days' notice is required

if the leave is to be taken for the birth of a child or for the placement of a child through adoption or foster care, for foreseeable medical treatment, or for military caregiver leave.

The Agency will require certification and possible recertification of the need for leave for a serious health condition or for military caregiver leave. Certification of the need for leave for a qualifying exigency will be required if the Secretary of the Department of Labor so specifies. When leave is requested, you will be provided with detailed information regarding the requirements for certification and recertification.

In any case in which leave for a qualifying exigency is foreseeable, whether because the spouse, son, daughter or parent of the employee is on active duty or because of notification of an impending call or order to active duty in support of a contingency operation, the employee shall provide such notice to the Agency as soon as is reasonable and practicable.

Leave will be granted on an intermittent or reduced schedule basis if the nature of the medical condition and the scheduling of medical treatment require it (as might be required, for example, by chemotherapy or radiation treatment for cancer patients). Military caregiver leave may also be taken intermittently or on reduced leave schedule when medically necessary. Leave will be granted on an intermittent or reduced-schedule basis for a qualifying exigency. The Agency may require employees taking intermittent or reduced work schedule leave to transfer temporarily to an alternative position with equivalent pay and benefits that is better suited to their schedules.

Leave to care for a new child must be completed within twelve (12) months of the birth or placement of the child.

Spouses where both persons are employed by the Agency may only take a total of twelve (12) weeks of FMLA leave in any twelve (12) month period if the leave is taken for the birth, foster care placement or adoption of a child or for the serious health condition of a parent.

Further, no more than a total of twenty-six (26) weeks' leave during the one (1) year period will be granted to the couple for military caregiver leave. These limits for both spouses do not apply in the case of leave for other reasons. Each spouse may be entitled to additional leave for other qualifying reasons under the Act, such as the employee's own illness or the serious illness of the employee's child.

While an employee is on approved leave, the Agency may continue to pay its share (if any) of the employee's health care premium in accordance with those laws and regulations applicable to FMLA and CTFMLA leave. The employee must make arrangements with management to continue paying his/her/their share of the premium. Failure to pay his/her/their share of the premium will result in the loss of the employee's health insurance benefits while on leave. Other benefits, if any, will continue during the leave under the same conditions as if the employee continued to work.

While on leave, employees are required to contact Human Resources or their supervisor with periodic updates as to their expected date of return to work.

When leave is taken because of the employee's serious health condition, the employee must present a "release to work" from the attending physician in order to return to work.

Employees who return at the end of the approved leave will be restored to the position they held when the leave began or to a substantially equivalent position.

An employee who fails to return to work immediately after the expiration of the leave period will be considered to have voluntarily terminated his/her employment.

The law provides that an employee has no greater rights upon a return from leave than the employee would have had if the employee had continued to work. Therefore, you may be affected by a layoff, termination, or other job change if the action would have occurred had you remained actively at work.

The period of time attributable to the employee's absence due to any workers' compensation, disability or other leave may be counted towards leave under this policy, provided the leave meets the Act's requirements. If an employee uses leave for the same qualifying reason and has leave time available, federal FMLA and CTFMLA leave may run concurrently. However, if the employee uses CTFMLA leave for a reason that is not a qualifying reason under the federal FMLA, such as to care for a grandparent or sibling, the employee may then use federal FMLA for leave for a different qualifying reason.

In all cases, paid leave must be used before unpaid leave. Examples of paid leave include, but are not limited to, sick leave for qualifying employees, disability and/or workers' compensation leave, provided the leave meets the FMLA or CTFMLA requirements. The paid leave will be counted toward leave under the requirements of the acts and will not extend the leave period.

Whenever there is a question of definition of a term used in this policy, the definitions used in the FMLA or CTFMLA will apply.

Employees are encouraged to discuss questions regarding this leave with Human Resources and/or their supervisor.

Accommodations for Nursing Mothers

CityCARE Home Care will provide employees with reasonable break time to express breast milk, as required by Conn. Gen. Stat. § 31-40w and the federal Fair Labor Standards Act (see Policy No. 4.51 – Breast-Feeding).

If you are office staff, the Agency will provide you with a private room or other location to express milk (other than a restroom) in close proximity to your work area. The room or other location will:

- Be shielded from view and free from intrusion from coworkers and the public.
- Include or be situated near a refrigerator or employee-provided cooler in which you can store your expressed milk.
- Include access to an electrical outlet.

If you use an Agency refrigerator, sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator.

The break time must, if possible, run concurrently with any break time already provided. If you are non-exempt, clock out for any time taken that does not run concurrently with normally scheduled rest periods. Break time may be unpaid as permissible under applicable law.

You are encouraged to discuss the length and frequency of these breaks with your supervisor.

The Agency will not discriminate or retaliate against employees who express milk in the workplace in accordance with this policy.

Crime Victim and Witness Leave

CityCARE Home Care understands that employees may occasionally be victims of crime or otherwise legally compelled to attend a judicial proceeding as a witness. You will be provided unpaid leave if you are:

- A victim of a crime and need to attend or participate in legal proceedings related to that crime.
- Legally compelled to attend a judicial proceeding as a witness.
- An immediate family member or guardian of:
    - A person who suffered direct or threatened physical, emotional or financial harm because of a crime and is a minor, physically disabled or incompetent; or
    - A homicide victim.

If your need for leave is foreseeable, provide reasonable advance notice to your manager or supervisor. If advance notice is not feasible, provide notice as soon as practicable. The Agency reserves the right to request verification of your participation in legal proceedings, such as a copy of the summons or subpoena.

The Agency will not retaliate against employees who request or take leave in accordance with this policy.

Family Violence Victim Leave

If you are a victim of family violence, CityCARE Home Care will provide you with up to twelve (12) days of leave during any calendar year in which the leave is reasonably necessary for the following reasons:

- To seek medical care or counseling for physical or psychological injury or disability for the victim.
- To obtain services from a victim services organization on behalf of the victim.
- To relocate due to such family violence.
- To participate in any civil or criminal proceeding related to or resulting from such family violence.

Family violence includes incidents between family or household members that result in physical harm, bodily injury or assault, acts of threatened violence that result in a fear of imminent physical harm and bodily injury or assault, including, but not limited to, stalking or a pattern of threatening or verbal abuse accompanied by a present danger and likelihood that physical violence will result.

Leave under this policy is unpaid. You may choose to use any available accrued paid leave.

Before taking leave, provide seven (7) days' advance notice when the need for leave is foreseeable. If the need for leave is not foreseeable, provide notice as soon as practicable. You may be required to submit a signed written statement certifying that the leave is due to family violence, as well as other types of verifying documentation (police or court records).

Documentation provided to the Agency will be maintained as confidential and will not be disclosed except as required by federal or state law or as necessary to protect your safety.

The Agency will not retaliate against employees who request or take leave in accordance with this policy.

Military Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act ("USERRA"). Advance notice of military service is required unless military necessity prevents such notice or it is otherwise impossible or unreasonable to provide such notice.

Reemployment Rights

You have the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed services and:

- You ensure that your employer receives advance written or verbal notice of your service;
- You have five (5) years or less of cumulative service in the uniformed services while with that particular employer;
- You return to work or apply for reemployment in a timely manner after conclusion of service; and
- You have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to military service or a comparable job.

Right to be Free From Discrimination and Retaliation

If you are a past or present member of the uniformed service, have applied for membership in the uniformed service or are obligated to serve in the uniformed service, then an employer may not deny you initial employment, reemployment, retention in employment, promotion or any benefit of employment because of this status.

In addition, an employer may not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a proceeding under USERRA, even if that person has no service connection.

Health Insurance Protection
If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents for up to twenty-four (24) months while in the military.

Even if you do not elect to continue coverage during your military service, you have the right to be reinstated in your employer's health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions), except for service-connected illnesses or injuries.

Contact the Human Resources Department for more information or questions about military leave.

Paid Sick Leave

Effective January 1, 2027, all CityCARE Home Care employees, including full-time, part-time and per diem employees, accrue paid sick leave under the Connecticut Paid Sick Leave Law at a rate of one (1) hour of paid sick leave for every thirty (30) hours worked, up to a maximum of forty (40) hours per year. Employees may begin using accrued paid sick leave on the one hundred twentieth (120th) calendar day of employment. Employees may carry over up to forty (40) hours of unused accrued paid sick leave into the next year, but may not use more than forty (40) hours in any year. Paid sick leave may be used for the employee's or a family member's illness, injury, health condition, medical diagnosis, care or treatment, preventive care, or for purposes related to family violence or sexual assault, and for other purposes permitted by law. The Agency will not retaliate against any employee for requesting or using paid sick leave.

Before January 1, 2027, paid sick leave is provided only to the extent required by the Connecticut Paid Sick Leave Law as then in effect for employers of the Agency's size. Please contact Human Resources with any questions about your accrual or eligibility.

Emergency Services Leave

CityCARE Home Care will not terminate or in any manner discriminate against you for being an active volunteer firefighter or member of a volunteer ambulance service or company if you arrive late to work or are absent from work when responding to a fire or ambulance call prior to or during your regular hours of employment.

To be eligible under this policy, you must:

- Provide a written statement, no later than thirty (30) days after being certified as a volunteer firefighter or member of a volunteer ambulance service or company, signed

by the chief of the volunteer fire department or the medical director or chief administrator of the ambulance service or company, stating your status as a volunteer firefighter or member of a volunteer ambulance service or company.

- Make every effort to notify the Agency that you may report to work late or be absent from work in order to respond to an emergency fire or ambulance call prior to or during your regular hours of employment.
- If unable to provide prior notification of a late arrival or absence when responding to an emergency fire or ambulance call, provide to the Agency a written statement signed by the chief of the volunteer fire department or the medical director or chief administrator of the volunteer ambulance service or company, explaining why you were unable to provide prior notification.
- Submit a written statement from the chief of the volunteer fire department or the medical director or chief administrator of the volunteer ambulance service or company verifying that you responded to a fire or ambulance call and specifying the date, time, and duration of the response.
- Promptly notify the Agency of any change to your status as a volunteer firefighter or member of a volunteer ambulance service or company, including, but not limited to, the termination of such status.

Time missed from work to respond to a fire or ambulance call will be unpaid.

Jury Duty

CityCARE Home Care considers jury duty an important aspect of our democracy. Employees are encouraged to serve when called. The Agency will not deprive employees of their employment or threaten or otherwise coerce them with respect thereto because the employee receives a summons for either state or federal juror duty. However, should your call to serve come at a critically detrimental time, the Agency may choose to apply to the court requesting that you be delayed from jury service.

If you are summoned for either state or federal jury duty, you must notify your supervisor immediately and provide a copy of the summons to the Agency. After completing jury duty, you must provide the Agency with a copy of the certificate of recognition of juror service.

All full-time and part-time eligible employees called for jury duty by the State of Connecticut will be paid regular wages for the first five (5) days, or part thereof, of any jury service. Thereafter, the employee will be eligible for jury duty compensation from the state of Connecticut, but not wages from the Agency.

Time off for jury duty will not be charged against the employee's vacation unless the employee so requests, in writing.

Voting Leave

Connecticut's requirement that employers give employees two (2) hours of unpaid time off to vote expired on June 30, 2024. The Agency encourages you to vote. If your schedule makes it

hard to vote, talk to your supervisor in advance about your assignments, or consider early voting or voting by absentee ballot if you qualify.

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, while others can be found in the Agency's Policy & Procedure Manual.

CityCARE Home Care Employment Guidelines

ALL BELOW GUIDELINES MUST BE FOLLOWED

Payroll Procedures

CityCARE Home Care has a standard forty (40) hour work week, which begins on Monday at 12:01 a.m. and ends at midnight at the end of Sunday. The Agency's pay period covers a seven (7) day timeframe, which starts at 12:01 am on Monday and ends at midnight at the end of Sunday. Payday is every Friday and occurs fifty-two (52) times a year. In order to make sure payroll is processed properly and to comply with Connecticut law, you must use the telephone clock in/out system. Paychecks will be ready for pickup at the Agency office by appointment during office hours on Friday. This paycheck will include all hours worked the previous week.

There are numerous reasons an error with payroll may occur. Improper use of clock in/out system or an accounting error are the most common. While we strive to never make mistakes, sometime payroll errors can occur. Please notify the agency immediately if you believe you have been paid incorrectly. We will investigate and make a correction in your **next check.**

Use of Personal Cell Phone When With a Client

You are **not permitted** to make or accept telephone calls or texts while you are on duty at clients' homes, unless they are from managerial staff, 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.

Obtaining Your Work Assignment
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).

Keep your contact information current with the Agency office. We must be able to reach you easily and often on short notice.

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 the first option of keeping that assignment if you are willing to work within the changes. 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.

What Are the Agency Office Hours?
The Agency office hours are Monday through Friday from 8:00 a.m. to 4:00 p.m. We are on call twenty-four (24) hours a day and seven (7) days a week. Unless it is an emergency, please call us only during regular office hours.

What If I Cannot Make My 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. At a minimum, you are required to give at least twenty-four (24) hours' notice. If you become aware during non-office hours that you cannot cover your assignment(s), you must contact the supervisor on call. If you do not contact a supervisor and fail to report for your assignment, you will be considered a "no-show" and may be subject to disciplinary action.

The Clock In System
In accordance with CityCARE Home Care Policy No. 6.6 – Payroll, employees shall accurately record all hours worked by clocking in/out from the client's home phone or the 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, the hours

will be verified and paid in that week's payroll whenever possible, and otherwise on the next payday. Falsifying clock in/out times is grounds for immediate termination of employment.

Will I Be Paid for Mileage?
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.

To claim mileage expenses, you must complete and submit the Agency's vehicle mileage form. These mileage sheets shall be verified and signed by the client(s) on whose behalf you have used your vehicle to provide service.

The Agency does not cover, or contribute towards, the costs of vehicle insurance for private/ personal vehicles.

DO NOT USE MOOD ALTERING SUBSTANCES AT WORK.
EXAMPLE: ALCOHOL, MARIJUANA, UNPRESCRIBED MEDICATION.

The Most Important Rules <u>YOU MUST FOLLOW</u>:
- 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 does not provide;
- avoid using your cell phone during work hours unless it is an emergency;
- never borrow money from clients/families or lend money to them;
- ensure your quality of work is of a high standard and expect and accept 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 do 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; and
- give your best effort at all times.

When You Are Providing Service in Clients' Homes, <u>YOU MUST NEVER</u>:
- discuss client names 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 clients 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 (except live-in aides, as described in the Live-In Aides section);
- take advantage of their hospitality;
- participate in physical confrontations;
- report for duty while under the influence of intoxicants; and/or
- be involved in their legal matters, such as acting as their power of attorney, conservator or guardian, or witnessing their will or advance directive.

Additional rules are delineated in the standards of conduct, located in the forms section of 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 No. 4.27 – Standards of Conduct and 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. You will also be asked to sign a Conflict of Interest Statement at hire, annually and whenever your situation changes (Policy No. 4.28 – Conflict of Interest).

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.

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 will complete the entire shift as scheduled. If you are going to be late, phone your supervisor and provide the reasons for the delay. Your supervisor 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, except for 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 of employment.

Dress Code

In accordance with CityCARE Home Care Policy No. 4.37 – 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 scrubs.
- You must wear your Agency identification badge, showing your name and photograph, at every client visit, as required by Conn. Gen. Stat. § 20-686 (Policy No. 4.38 – Employee Identification Badge).
- 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.

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 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 No. 4.41 – Secondary Employment, you are not restricted from working elsewhere at the same time you are working for the Agency. 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 (an)other 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 No. 4.43 – Termination of Employment, while you are employed by the Agency 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 Use

In accordance with the CityCARE Home Care Policy No. 4.40 – Drugs and Alcohol Usage, 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 of drugs/alcohol, and/or who consume drugs/alcohol while at work. If you arrive for work under the influence or, are in possession of or otherwise use drugs/alcohol during work time, you will be subject to immediate termination.

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 jobsite.

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 subject to termination.

Gifts, Gratuities & Business Courtesies

In accordance with CityCARE Home Care Policy No. 4.30 – Acceptance of Gifts, the Agency discourages you from accepting gifts, gratuities and business courtesies.

If you are given a gift or are offered a gift, you shall report it to your supervisor, who will decide on a case-by-case basis whether it may be accepted or must be politely refused. Cash, gift cards and gifts worth more than $20 may not be accepted. You may not give gifts to clients or their families without first obtaining authorization from your supervisor.

The False Claims Act and the Deficit Reduction Act

CityCARE Home Care complies with federal and state laws for preventing health care fraud, waste and abuse, including Section 6032 of the Deficit Reduction Act of 2005, § 1902(a)(68) of the Social Security Act (42 U.S.C. § 1396a(a)(68)), and §§ 17b-262-770 through 17b-262-773 of the Regulations of Connecticut State Agencies. It is mandatory that you are familiar with these laws and know your responsibilities in adhering to them. You will be provided written/electronic information about the federal False Claims Act, the Connecticut False Claims Act and the Deficit Reduction Act at the time of hire. These laws will also be reviewed in detail during your orientation and at least annually thereafter, and you will be given a written summary following each training.

The False Claims Act

The False Claims Act 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 or using 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 submits a false claim to the federal government is liable for civil penalties of $14,308 to $28,619 per claim (as adjusted periodically for inflation), plus three (3)

times the amount of damages the government sustains because of 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 to fall under the definition of "knowingly."

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;
- in accordance with the Anti-Kickback and Stark laws, offering financial rewards, which are often unlawful, to individuals who:
  - utilize or promote Agency services; or
  - send clients to utilize Agency services;
- 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 Anti-Kickback and Stark laws 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

Section 6032 of the Deficit Reduction Act of 2005, codified at § 1902(a)(68) of the Social Security Act (42 U.S.C. § 1396a(a)(68)), requires any entity that receives or makes annual Medicaid payments of at least $5,000,000 to (a) establish written policies for all of its employees (including management), contractors and agents that provide detailed information about the federal False Claims Act, administrative remedies for false claims and statements, state laws pertaining to civil or criminal penalties for false claims and statements, and whistleblower protections under those laws, with respect to the role of such laws in preventing and detecting fraud, waste and abuse in federal health care programs; (b) include in those written policies detailed provisions regarding the entity's policies and procedures for detecting

and preventing fraud, waste and abuse; and (c) include in any employee handbook a specific discussion of these laws, the rights of employees to be protected as whistleblowers, and the entity's policies and procedures for detecting and preventing fraud, waste and abuse.

In Connecticut, these requirements are implemented by §§ 17b-262-770 through 17b-262-773 of the Regulations of Connecticut State Agencies. Under these regulations, each provider that receives or makes annual Medicaid payments of at least $5,000,000 must adopt and disseminate the required written policies to all employees, contractors and agents, must include the required discussion in its employee handbook, and must be able to demonstrate compliance to the Connecticut Department of Social Services upon request. This section of the handbook, together with Policy No. 1.16 – Compliance with Federal Deficit Reduction & False Claims Acts, is intended to satisfy those requirements.

The Connecticut False Claims Act

Connecticut has its own False Claims Act (Conn. Gen. Stat. §§ 4-274 through 4-289), which prohibits knowingly presenting false or fraudulent claims for payment under state-administered health or human services programs, including Connecticut Medicaid (HUSKY Health). Violators are liable for civil penalties in the same amounts as under the federal False Claims Act, plus three (3) times the damages the State sustains. Private individuals may bring a civil action on behalf of the State and may share in any recovery. Employees who are discharged, demoted, suspended, threatened, harassed or otherwise discriminated against because of lawful acts in furtherance of a false claims action are entitled to relief, including reinstatement, two (2) times the amount of back pay, interest, and litigation costs and reasonable attorney's fees (Conn. Gen. Stat. § 4-284). Connecticut law also provides criminal penalties for vendor fraud and false statements to obtain public assistance payments.

In accordance with the Deficit Reduction Act of 2005 – Section 6032, CityCARE Home Care established Policy No. 1.16 – Compliance with Federal Deficit Reduction & False Claims Acts, which provides detailed information on:

- the False Claims 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:
  - Office of the Inspector General

- Phone: 1-800-HHS-TIPS (1-800-447-8477);
- TTY 1-800-377-4950;
- Fax: 1-800-223-8164;
- Email: HHSTips@oig.hhs.gov;
- Online: https://oig.hhs.gov/fraud/report-fraud/.

- Connecticut Department of Social Services, Office of Quality Assurance (Medicaid fraud reporting): 1-800-842-2155
- Other State Resources
  - Office of the Connecticut Attorney General, Antitrust and Government Program Fraud Section;
  - Connecticut Division of Criminal Justice, Medicaid Fraud Control Unit;
  - Connecticut Office of the State Auditors (whistleblower reports under Conn. Gen. Stat. § 4-61dd).

"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 an action for relief in the appropriate federal district court of the United States under the federal False Claims Act (31 U.S.C. § 3730(h)), or in Connecticut Superior Court under the Connecticut False Claims Act (Conn. Gen. Stat. § 4-284); 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 No. 1.16 – Compliance with Federal Deficit Reduction & 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 No. 1.15)
- Standards of Conduct and Work Ethics (Policy No. 4.27)
- Standards of Conduct Agreement (Form)
- Conflict of Interest (Policy No. 4.28)
- Billings and Receivables (Policy No. 6.5)
- Orientation (Policy No. 4.13)
- Annual Training (Policy No. 4.18)
- 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 No. 4.39 – 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 inform your supervisor immediately. Further, you must inform your supervisor immediately if a vehicle you operate for the conduction of Agency business does not carry adequate vehicle insurance.

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 offenses, 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 Agency's 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 twenty-four (24) hours.

You must report any citations or charges against your driving record to the supervisor.

Client Health Insurance Within Transporting Vehicle

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

Transporting Clients in Employee Vehicles

In accordance with CityCARE Home Care Policy No. 3.29 – 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 (3) 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.

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 do not carry unnecessary amounts of cash or other valuables to the jobsite.

CityCARE Home Care will not be responsible for the loss, damage or theft of personal property located on its worksites 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 No. 4.52 – Agency Property regarding your use 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 tablets, software, hardcopy/electronic record keeping supplies, office supplies and items for personal care services such as 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. The Agency may also electronically monitor Agency computers, phones, email, systems and clock-in/clock-out records, as described in Policy No. 4.53 – Automation Systems Usage, which serves as the written notice of electronic monitoring required by Conn. Gen. Stat. § 31-48d. 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 No. 5.1 – 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 up to and including termination of employment.

Emergency Preparedness

In accordance with CityCARE Home Care Policy No. 5.9 – 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 the client 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/are determined and that all residents and workers are aware of its/their location(s).

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 Policy No. 5.6 – 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 a threat to others during the performance of your duties, appropriate disciplinary action will be taken, up to and including termination.

Environmental Disasters and Emergencies

CityCARE Home Care has several policies and procedures which cover environmental disasters and emergencies. (Fire – No. 5.10, Hurricane – No. 5.11 and Power Outages – No. 5.12). 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 (e.g., phone, email or radio/ television broadcasts).

Inclement Weather and Hazardous Community Conditions

In accordance with CityCARE Home Care Policy No. 3.27 – Adverse Weather Service Delivery, 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 rescheduled.

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 paid days off (PDO) or vacation, 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 three (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 a health issue that affects your ability to perform your regular duties, you should advise your supervisor. The Agency may ask for a doctor's note stating whether you are able to perform your regular duties as described in your job description, as permitted by law. If you are pregnant, you are not required to tell the Agency, but you may request a reasonable accommodation as described in the Disabilities section. A leave of absence may be granted on a case-by-case basis, in addition to any leave you are entitled to by law.

Medical Attention

If you are injured or become ill while on the job and medical attention is required, 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 that are not covered by workers' compensation. 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. The Agency will not retaliate against you for reporting a work-related injury or filing a workers' compensation claim.

Reporting Incidents

In accordance with CityCARE Home Care Policy No. 5.31 – 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 an individual incident report 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 and how the incident occurred.

Client Abuse

In accordance with CityCARE Home Care Policy No. 3.33 – 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 and financial, neglect, abandonment and self-neglect. If you suspect abuse, you must report it to the supervisor. As a mandated reporter under Conn. Gen. Stat. § 17b-451, you are personally responsible for making sure that suspected abuse, neglect, exploitation or abandonment of a client age sixty (60) or older is reported to the Department of Social Services within twenty-four (24) hours. When possible, try to get the client's written consent to report, but if the client will not cooperate, you must still report the abuse as directed below:

- In cases of immediate danger, you must call:
  - 9-1-1;
  - the local police emergency number; or
  - the local hospital emergency room.

- If the client is not in immediate danger, you must report the abuse to the Agency supervisor, who will make sure it is reported to the Connecticut Department of Social Services, Protective Services for the Elderly (1-888-385-4225; 2-1-1 after hours), within twenty-four (24) hours.

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 immediately.

If the client is a minor, you must:

- report suspected child abuse and neglect;
- cooperate with the investigating agency and/or police; and/or
- report it immediately to the Department of Children and Families Careline (1-800-842-2288), as described in Policy No. 3.33 – Client Abuse.

Death at Home

CityCARE Home Care Policy No. 3.12 - Death at Home provides guidelines on what to do if a client dies at home when you are in attendance:

- 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 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 No. 5.13 – 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 in infection control, including personal protective equipment ("PPE") 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 No. 5.13 – Infection Control, the Agency is committed to protecting your health and safety and the health and safety of others by educating you about infectious/communicable diseases and by establishing guidelines and procedures which are in accordance with federal, state and local law authorities. You are responsible for reporting any suspected infectious/communicable diseases to your supervisor and for knowing and following all infection control policies and procedures. Additional and/or refresher training may be required.

Employees with Infectious/Communicable Diseases

In accordance with CityCARE Home Care Policy No. 5.13 – Infection Control, should you contract 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 and when a physician's input is needed, as well as other stipulations.

If you contract an infectious/communicable disease, consult with your physician for advice and inform 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 will no longer be contagious.

Your supervisor will determine and follow Connecticut Department of Public Health requirements to report the infectious/communicable disease to the local Health Authority(ies). Your supervisor will also ensure your privacy is protected.

Clients with Infectious/Communicable Diseases

In accordance with CityCARE Home Care Policy No. 5.13 – Infection Control, if you become aware that one of your clients has contracted 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 follow any special instructions closely. 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 No. 5.15 – 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 PPE and 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 No. 5.16 – 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.

Sharp Objects

In accordance with CityCARE Home Care Policy No. 5.23 – 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. CityCARE Home Care provides only nonmedical services, and you must not administer or handle injections or IV needles under any circumstances. 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 No. 3.30 – Managing Client Finances and Property. Basically, you may only handle clients' finances/property when these activities have been specified in the client's "service plan." **Unless it is specified in the service plan, 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 you may never know their account numbers or personal identification numbers.

Assuming Legal Responsibility for Clients

In accordance with its Policy No. 3.31 – Assuming Legal Responsibility for Clients, CityCARE Home Care prohibits you from:

- acting as power of attorney for the client, the client's representative, family or any other person associated with the client, which is prohibited by Conn. Gen. Stat. § 20-682;
- becoming an appointee or having any legal involvement with the client, client's representative, family or other responsible person;
- becoming a guardian or conservator 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;
- witnessing a client's or family member signing an Advance Directive; and
- accepting any gifts from client, monetary or otherwise, without notifying the Agency.

If you suspect that you are a beneficiary or executor 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 No. 3.32 – Exploitation of Client's Finances and 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.

Appendix A – Policy Index

This index lists every CityCARE Home Care policy in numerical order and the section of this handbook where the topic is discussed. A dash (—) means the topic is covered in the policy but not in this handbook. The full policies, including the False Claims Act Staff Handout attached to Policy 1.16, are kept in the Agency's Policy & Procedure Manual in the Agency office.

Policy #	Policy Title	Related Handbook Section
Section 1: Organization & Administration		
1.3	Organizational Structure	Job Descriptions
1.5	Operating and Service Hours	Agency Office Hours; Client Services Hours
1.6	Staffing and Staff Structure	Job Descriptions; Shift Work Hours
1.7	Roles and Responsibilities of the Manager/Administrator	Job Descriptions
1.8	Contracted Services	—
1.9	Display of Certificate of Registration	Agency Overview
1.10	Certificates of Insurance	—
1.12	Promoting Agency Services	—
1.13	Record Management	—
1.15	Compliance	Measures for Detecting and Preventing Fraud, Waste & Abuse
1.16	Compliance with Federal Deficit Reduction & False Claims Acts	The False Claims Act and the Deficit Reduction Act
1.16	Attachment: False Claims Act Staff Handout	The False Claims Act and the Deficit Reduction Act
1.17	Compliance with Agency Policies and Procedures	Purpose of Handbook
1.18	Consumer Affairs Connecticut	Agency Overview
Section 2: Scope of Services		
2.1	Services Provided	Agency Overview
2.2	Personal Care Services	Job Descriptions
2.3	Homemaker Services	Job Descriptions
2.4	Companion/Sitter Services	Job Descriptions
2.5	Respite Services	Agency Overview
Section 3: Service Delivery & Client Care		
3.1	Service Delivery Process	Work Assignments in Clients' Homes
3.2	Provision of Information	—
3.3	Assessing Client Needs	—
3.4	Admittance and Re-Admittance of Clients	—

Policy #	Policy Title	Related Handbook Section
3.5	Referring Individuals Not Admitted to the Agency	—
3.6	Service Plan	Work Assignments in Clients' Homes
3.7	Service Agreement	—
3.8	Informed Consent to Receive or Refuse Services	—
3.9	Client's Consent for Referral and Release of Information	HIPAA Privacy Rule
3.10	Monitoring and Follow-Up	—
3.11	Advance Directives	Death at Home
3.12	Death at Home	Death at Home
3.14	Medication Management	Live-In Aides
3.15	Client Notification of Change in Service	Client Services Hours
3.16	Termination or Transfer of Client Services	Live-In Aides
3.18	Client/Consumer Protections	Financial & Legal Issues
3.19	Client/Consumer Rights	—
3.21	Matching Clients and Home Care Workers	Cultural Diversity
3.22	Supervision of Services	—
3.23	Entering Clients' Homes	CityCARE Home Care Employment Guidelines
3.24	Failure of Clients to Answer Door	—
3.25	Unstable Health Conditions	—
3.26	Client Emergencies	Emergency Preparedness; Live-In Aides
3.27	Adverse Weather Service Delivery	Inclement Weather and Hazardous Community Conditions
3.28	Client Service Certification	Clock in system
3.29	Transporting Clients in Private Vehicles	Transporting Clients in Employee Vehicles
3.30	Managing Client Finances and Property	Managing Client's Finances/Property
3.31	Assuming Legal Responsibility for Clients	Assuming Legal Responsibility for Clients
3.32	Exploitation of Client's Finances and Property	Exploitation of Client's Finances/Property
3.33	Client Abuse	Client Abuse

Policy #	Policy Title	Related Handbook Section
3.34	Confidentiality and Privacy of Client Information	Confidentiality/Non-Disclosure of Information; HIPAA Privacy Rule
3.36	Client Complaints and Grievances	—
3.37	Documentation and Client Records	—
3.38	Records Kept in Clients' Homes	—
3.39	Safeguarding Clients' Records	HIPAA Privacy Rule
3.40	Retention and Destruction of Client Records	—
3.41	Client Access to Information	HIPAA Privacy Rule
3.42	Communicating with People with Disabilities	—
3.43	Restraint and Seclusion	—
Section 4: Human Resources		
4.1	Recruiting, Hiring and Rostering	Employment Process
4.2	Pre-Employment Background Checks	Background Checks
4.3	Criminal Background Checks and Sexual Offender Investigations	Criminal Convictions
4.7	Adverse Actions	Background Checks
4.8	Licensure, Certification and Registration	Evaluate Competency
4.9	Personnel Qualifications	Employment Process; Training
4.10	Job Descriptions	Job Descriptions
4.11	Classification of Workers	Classification of Workers; Per Diem Status
4.12	Training and Development	Training
4.13	Orientation	Orientation
4.14	Personal Care Provider Training	Training
4.15	Homemaker Training	Training
4.17	Companion/Sitter Training	Training
4.18	Annual Training	Training
4.19	Staff Record of Training	Training
4.24	Equal Opportunity	Equal Opportunity; Anti-Discrimination; Disabilities
4.25	Sexual Harassment	Harassment; Reporting Discrimination and/or Harassment
4.26	Cultural Diversity	Cultural Diversity
4.27	Standards of Conduct and Work Ethics	Work Ethics and Standards of Conduct

Policy #	Policy Title	Related Handbook Section
4.28	Conflict of Interest	Work Ethics and Standards of Conduct
4.30	Acceptance of Gifts	Gifts, Gratuities & Business Courtesies
4.31	Employee Benefits and Compensation	Employee Compensation and Benefits
4.32	Employee Breaks	Working Hours (Employee Breaks); Live-In Aides
4.33	Overtime	Overtime Compensation
4.34	Statutory Holidays	Employee Compensation and Benefits
4.35	Paid Leave	Paid Sick Leave; Part-time Employees
4.36	Unpaid Leave	Family and Medical Leave and other leave sections
4.37	Dress Code	Dress Code
4.38	Employee Identification Badge	Dress Code
4.39	Privately-Owned and Agency Vehicles	Vehicle Usage
4.40	Drugs and Alcohol Usage	Drug, Alcohol & Illegal Substance Use
4.41	Secondary Employment	Secondary Employment
4.42	Disciplinary Action	Disciplinary Action
4.43	Termination of Employment	Termination; Privately Servicing Agency Clients
4.44	Grievances and Complaints	Complaints or Grievances
4.45	Personnel Records	Personal Information (Employee Personnel Files)
4.46	Confidentiality of Personnel Records	Confidentiality/Non-Disclosure of Information
4.47	Employee Medical Files	Confidentiality/Non-Disclosure of Information
4.48	Non-Disclosure of Information	Confidentiality/Non-Disclosure of Information
4.51	Breast-Feeding	Accommodations for Nursing Mothers
4.52	Agency Property	Agency Property
4.53	Automation Systems Usage	Agency Property
4.54	Social Media	Phone Calls & Texting
Section 5: Health & Safety		
5.1	General Health and Safety	Health and Safety
5.2	Employee Personal Safety	Violence
5.3	Home Environment Safety	Health and Safety
5.4	Hazardous Household Materials	Health and Safety

Policy #	Policy Title	Related Handbook Section
5.5	Oxygen Therapy	—
5.6	Violence and Threats of Violence	Violence
5.7	Threats	Violence
5.8	Assaults	Violence
5.9	Emergency Preparedness	Emergency Preparedness
5.10	Fire	Environmental Disasters and Emergencies
5.11	Hurricane	Environmental Disasters and Emergencies
5.12	Power Outages	Environmental Disasters and Emergencies
5.13	Infection Control	Infection Control
5.15	Blood-borne Diseases	Blood-borne Diseases
5.16	Exposure Control Plan for Blood-borne Diseases	Exposure Plan for Blood-borne Diseases
5.17	Reporting and Recording Exposure to Blood-borne Diseases	Exposure Plan for Blood-borne Diseases
5.18	Universal Precautions	Blood-borne Diseases
5.19	PPE – Gloves	Infection Control
5.20	PPE – Gowns and Aprons	Infection Control
5.21	PPE – Masks and Protective Goggles	Infection Control
5.22	Hand Washing	Infection Control
5.23	Sharp Objects	Sharp Objects
5.24	Laundry	Infection Control
5.25	Blood and Body Substance Spills	Blood-borne Diseases
5.26	Household Wastes	Infection Control
5.27	Hygienic Measures in the Home	Infection Control
5.28	Food Safety	—
5.29	Smoking	CityCARE Home Care Employment Guidelines
5.30	Immunizations	Employee Immunization Responsibilities
5.31	Incident Reporting	Reporting Incidents; Workers' Compensation
Section 6: Financial Management		
6.1	Financial Management System	Purchases and Expenditures
6.2	Service Fees/Rates	—

Policy #	Policy Title	Related Handbook Section
6.3	Cash Disbursements	Purchases and Expenditures
6.4	Cash Receipts	—
6.5	Billings and Receivables	Measures for Detecting and Preventing Fraud, Waste & Abuse
6.6	Payroll	Payroll Procedures
6.7	Bank Reconciliations	—
Section 7: Quality & Risk Management		
7.5	Securing Electronic Devices and Confidential Data	HIPAA Privacy Rule; Agency Property

Acknowledgment of Handbook

I have received a copy of the foregoing handbook and understand that I must abide by the policies and procedures contained in it. I understand that if I have questions about any policies or procedures, I may consult with my immediate supervisor or human resources personnel.

These benefits and guidelines may be changed at any time and, depending upon the particular circumstances of a given situation, CityCARE Home Care's actions may vary from the written contents of this handbook. As such, the information contained in this handbook DOES NOT CONSTITUTE THE TERMS OF A CONTRACT OF EMPLOYMENT and should in no way be construed as creating any right, contract, or guarantee of employment, benefits, or working conditions between you and CityCARE Home Care. Your employment with CityCARE Home Care is on an **at-will basis**, which means that EITHER YOU OR CITYCARE HOME CARE MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME FOR ANY REASON NOT EXPRESSLY PROHIBITED BY LAW OR NO REASON AT ALL, WITH OR WITHOUT CAUSE, WITH OR WITHOUT NOTICE. Any written or oral statement to the contrary by anyone at or on behalf of CityCARE Home Care to you is invalid and should not be relied upon by you for any reason.

This handbook supersedes and replaces all prior personnel policies, benefit statements, guidelines, or procedures, whether oral or in writing. Should any provision in this handbook be found to be unenforceable and invalid, such finding does not invalidate the entire handbook, but only the subject provision.

_____

Employee's 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.)