

# CAREGIVER EMPLOYMENT HANDBOOK



**Comfort  
Keepers®**

*Updated 12/2021*

## About this Employee Handbook

Within this handbook, Comfort Keepers will be referred to as “the agency” or “the company.”

This Employee Handbook is designed to acquaint you with the agency and provide basic information about working conditions, employee benefits, philosophies, and some of the policies affecting you in your employment relationship.

In order to retain the necessary flexibility in the administration of policies and procedures, we reserve the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook. The only valid exceptions to these stated policies are those authorized in writing by the agency.

Because the handbook is subject to change, it is not considered a contract between the employee and the employer.

## Employment at Will

Employment at this agency is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the President of the company.

This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook is intended to or creates an employment agreement, express or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period of time.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act.

## Mission Statement

It is the mission of Comfort Keepers to provide our patients care and services in accordance with their assessment and wishes to help them achieve the highest practicable quality of life while ensuring they are treated with respect and dignity at all times.

## Our Office Staff

For a complete directory of Office Staff, please see Human Resources. An organizational chart is also available for public in the office.

## About Us

Our agency is a non-medical home care agency caring for Medicaid Waiver and Private Pay client with caregivers, attendants, and sitters.

Office Phone Number: (317) 788-0777

Office Hours: Monday thru Friday, 9am to 5:00pm – you may call for any reason during these hours

After Hours: Monday thru Friday after 5:00pm, weekends, and observed Holidays

CALL AFTER HOURS WITH EMERGENCIES ONLY:

- Client concerns/injuries/sudden illness/changes in condition
- Running late to work OR Calling off for a shift due to an emergency
- Lost on way to work and need assistance

## Equal Opportunity and Commitment to Diversity

### Equal Opportunity

The agency provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

The agency expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the HR Director. The Company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels he or she has been subjected to any such retaliation, he or she should bring it to the attention of the HR Director.

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

- (1) shunning and avoiding an individual who reports harassment, discrimination or retaliation;
- (2) express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; or
- (3) denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process.

Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

### Americans with Disabilities Act (ADA) and Reasonable Accommodation

To ensure equal employment opportunities to qualified individuals with a disability, the agency will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the business would result

Employees who may require a reasonable accommodation should contact the Human Resources Department.

### Commitment to Diversity

The agency is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at the agency and is an important principle of sound business management.

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## Harassment Procedure

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as many state laws. Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law, is prohibited.

It is the agency's policy to provide a work environment free of sexual and other harassment. To that end, harassment of the agency's employees by management, supervisors, coworkers, or nonemployees who are in the workplace is absolutely prohibited. Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. The agency will take all steps necessary to prevent and eliminate unlawful harassment.

### Definition of Unlawful Harassment

"Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law.

### Definition of Sexual Harassment

While all forms of harassment are prohibited, special attention should be paid to sexual harassment. "Sexual harassment" is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's employment or as a basis for employment decisions; *or*
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; *and*
- Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated at the agency.

### **Harassment Complaint Procedure**

Any employee who believes he or she has been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint. You may complain directly to your immediate supervisor or department manager, the HR director, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are requested and encouraged to report this to one of the individuals listed above.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality.

If the investigation confirms conduct contrary to this policy has occurred, the agency will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

## **Workplace Violence Prevention**

It is our policy to prohibit any acts or threats of violence by any employee, former employee, or visitor against any employee, client, or visitor on our premises at any time or while they are engaged in business with, or on behalf of, the company, on or off our premises.

Additionally, employees have a “duty to inform” their supervisor or other company management of any suspicious workplace activity, situations, or incidents that they observe or that they are aware of. This includes, for example, threats of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and the like.

Employee reports made pursuant to this policy will be held in confidence to the maximum possible extent. The agency will not condone any form of retaliation against any employee for making a report under this policy.

### **Workplace Violence Prevention**

Our Agency is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at agency-sponsored functions.

All agency employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or the Human Resources Department. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against the agency, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

The agency prohibits the possession of weapons in our building and client’s homes. Additionally, while on duty, employees may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, and knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut string, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense

The agency reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on agency property. In addition, the agency may inspect the contents of lockers, storage areas, file cabinets, desks, and work stations at any time and may remove all agency property and other items that are in violation of agency rules and policies.

## Drug-Free and Alcohol-Free Workplace

It is the policy of the agency to maintain a drug- and alcohol-free work environment that is safe and productive for employees and others having business with the company.

The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and/or the misuse of legal drugs while on company or client premises or while performing services for the company is strictly prohibited. The agency also prohibits reporting to work or performing services under the influence of alcohol or consuming alcohol while on duty or during work hours. In addition, the agency prohibits off-premises abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal drugs, when these activities adversely affect job performance, job safety, or the agency's reputation in the community.

To ensure compliance with this policy, substance abuse screening will be conducted in the following situations:

- **Pre-employment:** As required by the agency for all prospective employees who receive a conditional offer of employment
- **For Cause:** Upon reasonable suspicion that the employee is under the influence of alcohol or drugs that could affect or has adversely affected the employee's job performance.
- **Random:** As authorized or required by federal or state law.

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination. Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable state and local law.

Any employee violating this policy is subject to discipline, up to and including termination, for the first offense.

## Whistleblower

Consistent with the agency's commitment to providing a work environment free from unlawful, unsafe or unethical practices or behavior, The whistleblower process is intended for employees of the agency and others to report suspected or actual occurrence(s) of illegal, unethical or inappropriate events (behaviors or practices), including, but not limited to, accounting, internet controls or auditing matters, without retribution (any such person reporting such occurrences or events is hereinafter referred to as a "**Whistleblower**"). The Whistleblower Process is as follows:

1. The Whistleblower should promptly report the suspected or actual event to his/her immediate supervisor.
2. If the Whistleblower would be uncomfortable or otherwise reluctant to report to his/her supervisor, then the Whistleblower should report the event to the next highest or another level of management.
3. The Whistleblower may report the event with his/her identity or anonymously.
4. The Whistleblower shall receive no retaliation or retribution by the agency for a report that was provided in good faith. For the purposes of this process, "**good faith**" means the making or filing of a report under this process that was not done primarily with malice to damage another person or the agency.
5. A Whistleblower who makes a report that is not done in good faith is subject to discipline including, but not limited to, termination of his/her relationship with the agency, or other lawful measures to protect the reputation of the agency, its employees, and clients.
6. Anyone who retaliates against the Whistleblower (who reported an event in good faith) will be subject to discipline including, but not limited to, termination of such retaliating person's relationship with the agency.

7. Crimes against persons or property, such as assault, rape, burglary, etc., should immediately be reported to local law enforcement personnel.
8. Supervisors and managers who receive any report from a Whistleblower hereunder must promptly report the information to the Corporate Compliance Officer.
9. The Whistleblower who files a report in good faith shall receive a timely report from the agency regarding the investigation, disposition, or resolution of the issue.
10. The identity of the Whistleblower, if known, shall remain as confidential as possible (depending on the circumstances) to those persons directly involved in applying this policy, unless the issue requires investigation by law enforcement, in which case members of the organization may be subject to subpoena.

## Confidentiality Agreement

Any information about our operations, marketing, personnel, or clients is proprietary and should not be discussed with anyone outside the company. All information about our business should remain within the organization.

Without exception, as a condition of employment, each employee must sign and abide by the Confidentiality Agreement. Because of the serious nature of this type of infraction, failure to comply with this policy may result in disciplinary action up to and including termination and possible legal action.

## Non-Solicitation Agreement

### Non-Solicitation of Employees

Employees must agree that during the term of employment with the agency, and for a period for two years after termination, they will not recruit, solicit, or induce, or attempt to induce, any employees of the agency to terminate their employment with, or otherwise cease a relationship with the agency.

### Non-Solicitation of Clients

Employees must agree that during their employment and for a period of two years after termination, they will not solicit, divert or take away, or attempt to divert, solicit or take away, the business or patronage of any of the clients, customers or accounts, or prospective clients, customers or accounts of the agency.

## HIPAA

Our agency maintains a practice of confidentiality and protection of personal and medical information of the patients in our service. To continue the confidentiality, each employee acknowledges his or her understanding of our confidentiality policy and his or her responsibility.

In April 2003, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) went into effect establishing national standards to address the security and privacy of a patient's health information, also known as protected health information. By law, many agencies and organizations, known as "covered entities," include, but are not limited to, hospitals, doctor's offices, nursing homes, assisted living facilities, and home health care agencies.

Each employee of the agency has the responsibility to maintain our patient's confidential information in the strictest confidence at all times.

You must safeguard a client's personal and health information, such as:

<ul style="list-style-type: none"> <li>• Patient's name</li> <li>• Telephone number/Fax number/Email address</li> <li>• Patient's address, city, state, zip</li> </ul>	<ul style="list-style-type: none"> <li>• Social Security Number</li> <li>• Medicaid number/insurance policy number</li> <li>• Medical History</li> <li>• Photographs</li> </ul>	<ul style="list-style-type: none"> <li>• All elements of dates (date they became a patient, birth date, date they were admitted to hospital, etc.)</li> <li>• VIN number and license plates</li> <li>• Any personal information</li> </ul>
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## Security of Technology

All the agency's systems are secure. Please be aware that no system or device owned by the agency has an expectation of personal privacy. While the company makes every attempt to protect employee property, it is not liable for any damage or loss.

Confidentiality of systems' accounts, passwords, personal identification numbers (PINs) and other types of authorization assigned to individual users must be maintained and protected, and not inappropriately shared. Employees should never share their password(s) or telephony PIN with other individuals, including co-workers.

Electronic Signatures will be used to establish authorship and validity of statements, orders, documents, reports, charting, or records by any electronic means.

## Employee Relations Principles

The agency endorses the following employee relations principles:

1. We respect the individuality of each and every employee.
2. We make demonstrated ability and competence the primary basis for promotion and, where possible, support the practice of promotion from within.
3. We provide training opportunities for all employees and encourage them to develop their capacities to the maximum potential.
4. We provide fair and equitable compensation for all employees by maintaining competitive wage rates for comparable work in the community.
5. Where available, we administer a balanced employee benefits program.
6. We provide free and open channels of communication and continuously seek ways of maintaining high morale.
7. We provide equal employment opportunity without regard to race, color, religion, sex, national origin, age, veteran status, or disability in accordance with applicable laws.

## Code of Ethics

Our Code of Ethics is intended as a general statement of the primary ethical principles with which the employees of the agency are expected to comply. The standards contained in this Code of Ethics apply to all employees of the agency, and should be followed strictly.

Employees of the agency dedicate themselves to carrying out the mission of the agency. Accordingly, each employee of the agency shall:

1. Maintain the highest possible standards of business judgment and business ethics in the performance of his/her duties and responsibilities.
2. Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our activities consistent with the Conflicts of Interest policy.
3. Avoid any interest or activity that is in conflict with the conduct of his/her official duties, and act in accordance with the Conflicts of Interest policy.
4. Respect and protect privileged information to which access is afforded in the course of official duties.
5. Recognize that the mission of the agency is to provide the highest quality of in-home care services for our valued clients so that they can enjoy a more enriched, comfortable, and safe life in their own home.
6. Accept as a personal duty the responsibility to keep up-to-date on emerging issues and to conduct himself/herself with professional competence, fairness, impartiality, efficiency, and effectiveness.
7. Respect the structure and responsibilities of the agency and its management, provide us with facts and advice as a basis for making policy decisions, and uphold and implement policies adopted by the agency.



8. Conduct his/her organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
9. Exercise whatever discretionary authority he/she has under the law to carry out the mission of the agency.
10. Serve with respect, concern, courtesy, and responsiveness in carrying out the agency's mission.
11. Strive for personal and professional excellence and encourage the professional developments of others.
12. Make only accurate, appropriate, and truthful statements or claims about his/her qualifications, experience, and performance abilities.

## Your Supervisor

You and your supervisor are two essential elements of a close working team. Your supervisor expects you to be productive in your assigned work, to perform your job to the best of your ability, and to use equipment and safeguards as intended. You should anticipate direction from your supervisor and should ask for guidance on the job as needed. The supervisor's goal is to support your success.

## Open Door Policy

At this agency, you will find that open and honest communication is essential. Your first and primary source of information is your immediate supervisor. One of your supervisor's primary responsibilities is to ensure the timely and accurate flow of relevant information. Do not hesitate to consult with your supervisor for any questions, concerns, or problems. You should also feel free to proactively share your ideas and thoughts with your supervisor. Ongoing improvement requires constant and honest communication.

## Education & Training

The agency recognizes that education and training provide a solid foundation for employee development and proficient job performance. Employees are encouraged to prepare themselves for advancement.

Employees may be asked to attend job related educational or training events, activities, or in-services that focus on specific skill development needs or on other topics such as health, safety, or equipment usage. In some cases, attendance may be mandatory. When mandatory, education and training sessions will be compensated at minimum wage.

## Licensure, Registration & Certification

Certain positions may require state and/or national licensure, registration, or certification. Employees who are hired or transferred into such positions must have their status verified upon employment, transfer, and at the time of renewal.

***Employees are responsible for maintaining a current licensure, registration, or certification, if applicable.***

Any change in status must be reported to Human Resources immediately.

## Employment Records

A personnel record of each employee is kept on file. All of your employment-related information is kept confidentially within this file.

In order to maintain a current employee database, it is necessary for you to promptly notify Human Resources of any changes in personal data. Your personal data includes your mailing address, telephone number, email address, names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, etc.

If at any time you are interested in reviewing your personnel record, you may make a request to Human Resources to do so. Human resources will schedule a time to meet with you to review your record. Personnel files will not be copied in their entirety.

Prior to receiving a copy of your TB history (\$10 annually) or CPR (\$25 per class), all related fees must be paid in full.

It is the employee's responsibility to maintain a current and active phone number. If your phone number changes, please immediately notify the Human Resources department.

## Employment of Relatives

The agency supports the employment of qualified relatives of employees as long as such employment does not, in the company's opinion, create actual conflicts of interest. This agency discourages hiring relatives within the same department and will never have a relative supervising another relative.

This agency defines "relative" as a spouse, domestic partner, child, parent, brother, sister, grandparent, stepparent, stepchild, stepbrother, stepsister, half-brother, half-sister, current mother-in-law, current father-in-law, or current brother- or sister-in-law.

The agency will exercise its sole discretion and make its own business judgment regarding the hiring and placement of related employees.

## Job Openings

The agency believes in promoting employees from within the organization to give qualified employees an opportunity to apply for open positions.

All things being equal, internal candidates will be given preference over applicants from outside of the agency. However, in cases of urgent need or where special skills or knowledge are required, an external search may be initiated concurrently with the posting of a position.

Inquiries about open positions should be directed to your supervisor or Human Resources and will be treated as informational and confidential until a formal transfer is submitted.

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## Personal Appearance

Each of us is expected at all times to present a professional image to clients, families, and the public. The agency's personal appearance policy applies to all working hours.

Always look neat and clean. Make sure your clothes are wrinkle-free. Your appearance is the first thing others use to perform an impression of you. Bathe daily and make sure your hair is clean. Well-established beards and mustaches should be neat and trim. Fingernails must be trimmed to a reasonable length. *Failure to present appropriately for a shift may result in disciplinary action.*

### Dress Code:

#### What to Wear:

- Company provided shirt with logo
- Scrubs – any color
- Khaki pants, black slacks
- Sneakers
- Your name tag
- A smile!
- A solid colored jacket or zip sweatshirt may be worn for warmth

#### Absolutely NOT Permitted:

- Shirts with logos or words referencing sex, drugs/alcohol, or violence
- T-shirts or sweatshirts (except company provided shirts)
- Jeans of any kind
- Leggings
- Yoga pants
- Shorts
- Sweatpants
- Hats
- Flip-flops, sandals, slippers or any sort of open toe shoe
- A bad attitude

#### Remember:

- Mid-drift must be covered at all times
- Clothing must be clean and in good repair
- Clothing must be free of odor (i.e. cigarette smoke, body odor)
- No cologne or perfume – some patients are sensitive
- Small earrings permissible, all other piercings removed or covered

## Social Media

If you choose to identify yourself as an employee of the agency in any way on a social media platform, you should follow the agency's Code of Ethics (COE), maintain HIPAA, and maintain Confidentiality. Violations of COE, HIPAA, and Confidentiality will result in disciplinary action up to and including termination.

### **Media Contacts**

Employees should not speak to the media on the agency' behalf. All media inquiries should be directed to the owner.

## Employment Status

Nonexempt employees are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are not exempt from the law's requirements concerning minimum wage and overtime.

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## Schedule and MORE

**Availability:** Work hours may vary from week to week. We do not guarantee a certain number of hours or that work will be available in a particular area or on certain days. A client’s changing needs may also affect the work hours available. You may not change your availability within the first 90 days of employment. Any changes in availability after employment begins may adversely affect the number of hours that can be offered.

**Schedule Changes:** You are not permitted to contact the client or client’s family to change the schedule. These requests should be discussed with the Care Coordination department. Contact the office immediately if you are going to be late, can’t find the client’s home, or must call off due to an emergency. There is an on-call staff member available 24 hours a day to answer your call. **DO NOT CALL THE CLIENT.**

**Keep in Touch:** It is your responsibility to call the office for work. It is also your responsibility to make sure that your phone number, address, and current availability are correct. **If you do not contact the office or pick up a shift for a 60-day span during your employment with the agency we will consider this voluntary termination.** We will deactivate you in our system. To be considered for reemployment, you must complete the entire hiring/orientation process again.

**New Assignment:** Think BEFORE you accept a new case. Consider the responsibilities and hours BEFORE you accept it. Ask questions if you do not understand what will be required of you. If you accept a case and then cancel, it will be considered an unscheduled absence. **ALWAYS BE ON TIME!**

**Shift/Visit Confirmation:** You are responsible for confirming your shifts/visits in agency EMR (KanTime) on at least a weekly basis. This includes regularly assigned shifts/visits as well as pick-up shifts/visits.

**Requesting Off a Case:** If you have an issue at a client’s home, please call the office so that we can assist with the issue before you request off the case. A two weeks’ notice in writing is required before you may be removed from a case. If the situation is not able to be resolved, you may request to be taken off the case, but you will need to continue to work with the client until a suitable replacement can be found. Requests can be emailed to the HR department or via KanTime.

### Break Periods

Unpaid break times are not common in homecare. Many agency clients cannot be left alone for any amount of time. Agency guideline is:

- Visits of 4 hours or less should not contain a smoke or meal break.
- Visits of 4 hours or more may consist of a meal break while at the client’s home
  - You cannot leave the home to get a meal, must bring meal with you
- Smoke breaks are never guaranteed no matter the length of work hours.

### Clocking in/out and Schedule

Employees are required to clock in and clock out via the agency EMR mobile app (KanTime Mobile). The backup method for clocking in and out is the client’s associated telephone (landline and/or cell phone). Exceptions are only given with explicit permission from the office. If you have any issues clocking in/out, contact the QA Department. Violations of this procedure will result in disciplinary action, up to and including termination (see below).

FIRST OFFENSE	Communication Note – you will verbally be talked to. This may occur over the phone.
SECOND OFFENSE	Corrective Action – you will receive a write up in person with a supervisor at the office.
THIRD OFFENSE	Probation – you will be placed on a 30 day probationary period. Any issues will result in termination.
FOURTH OFFENSE	Termination – you will be terminated

Any time you leave your work premises for anything unrelated to the client’s needs, the Care Coordination Department must be notified.

Employees' schedule can be found in agency's electronic medical records system, KanTime. It is your responsibility to check your schedule frequently and report any questions or concerns to the Care Coordination department.

Employees are expected to adhere to their posted KanTime schedule. Client schedules are determined by many factors including funding sources, authorizations, and client/family requests. Working hours that are different than your posted schedule (staying over, leaving early) will result in disciplinary action.

You may not be present at a client's home during non-working hours for any purpose.

### **Recording Hours: Charting and Client/Client Representative Signature**

Recording work hours starts by clocking in via KanTime Mobile.

Charting is to be completed via KanTime Mobile at the end of the shift when clocking out. It is your responsibility to ensure charting is complete. At that time, you should also obtain your client's (or a client representative's) signature. Each client/client representative should sign for their visits daily. It is NOT good practice to save up a bunch of visits to be signed at a later date.

Signature sheets are only needed if you are having an issue with KanTime Mobile or you do not have the capability of using KanTime Mobile. We encourage everyone to keep 1-2 signature sheets in their caregiver bag to use as needed. Signature sheets may be mailed, emailed or faxed into the office by Mondays at 5pm for the previous week. It is your responsibility to ensure the security and confirmation of their delivery.

Please ensure your actual hours worked and leave time taken are recorded accurately. Falsifying a signature is a breach of company policy and may be grounds for disciplinary action, up to and including termination.

Mileage is recorded on appropriate mileage tracker (see below for more information).

## **Attendance**

Call-offs and Being Tardy: We must be notified if there is a situation that will prevent you from getting to work, or from getting to work on time. You must give enough notice to allow us to find someone else to cover you. Call the main office (317-788-0777) no later than 2 hours before the shift. Do not call any of the phone numbers from our secondary lines or cell phones. Text messages will be considered a NCNS.

**\*\*YOU MUST MAKE THE PHONE CALL YOURSELF, NO ONE ELSE CAN CALL OFF FOR YOU\*\***  
**If you have to leave a message, you have to call back to confirm receipt of the message.**

Unscheduled patterned absences, including absences that occur on the same day of the week or before/after weekends or holidays, will be cause for disciplinary action.

### **Attendance Points:**

Calling off for up to 50% of visits for the day, is 0.5 points.

Calling off for more than 50% of visits for the day is 1 point.

5 points = verbal warning

7 points = written warning

9 points = final warning

10 points = Termination

This policy is based on a 365-day period from the date of your first call off.

If you reach 5 points within your probationary period, termination will result.

Attendance points are not incurred for Worker Comp., FMLA, or approved time off that is requested at least 2 weeks in advance.

No Call/No Show: A No Call/No Show (NCNS) is defined as missing a scheduled shift for any reason without contacting the Care Coordination team or on-call office staff member. A NCNS will result in a final warning and further attendance issues will lead to termination of employment.

MD Statement: If you are removed from work by your physician, you must have a return to work statement submitted to Human Resources prior to returning to work.

A doctor's statement may be required prior to returning to work after absence for any prolonged illness or injury. If an employee is absent for more than five consecutive days, a written statement stating the date an employee may resume normal duties at work will be required prior to returning to work.

## Pay

### Regular Pay Procedures

Paydays fall every other week on Tuesday. When a payday falls on a holiday, you will be paid on the last business day prior to the payday.

When you receive your pay check, please review your pay stub for errors. If you find a mistake, report it to payroll immediately.

Payroll errors in excess of \$50 or more will be corrected immediately (not including bonuses of any type). Payroll errors of \$49 or less will be adjusted on the following paycheck.

It is our practice to maintain strict confidentiality with regard to your compensation, and it is our desire that you respect the same confidentiality. Therefore, you are discouraged from discussing your compensation with fellow coworkers. Discussion of compensation with clients will result in disciplinary action up to and including termination.

Numerous deductions are required by law. In addition, you may request other deductions consistent with your personal needs such as health benefits, city taxes, etc. It is also important that your W-4 form be kept current so that the proper amount of income tax is withheld. If you have changes to or questions about your W-4 form, contact Human Resources.

### Direct Deposit

We encourage all employees to enroll in direct deposit. You can have your paycheck deposited directly into a financial institution of your choice each payday. Your paycheck stub will display your deposit as well as mandatory and voluntary deductions.

Changes in direct deposit due to any changes in your personal banking information must be made in writing at the office. Administration reserves the right to stop direct deposit at any time for any reason and provide a paper check on payday.

### Overtime Hours & Minimum Wage

In accordance with the US Department of Labor's Wage and Hour Division's Fair Labor Standards Act, overtime is calculated on a forty (40) hour work week. The agency's work week starts on Sunday and finishes on Saturday.

This agency adheres to the State of Indiana's minimum wage.

### Holiday Pay

The agency observes the following standard holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Holiday pay is paid at time and a half when you work on the holiday. All employees must work 90 days thru your probationary period to be eligible for holiday pay.

## Referral Compensation

Referral compensations are as follows:

- Caregiver: Up to \$250 after referred employee works 250 hours and completes 90 days of employment
- Client: Up to \$250 after 30 days of service

The referring employee is responsible for tracking when their compensations are eligible to be paid and report this to the office for verification and addition to payroll. Referral compensation is taxable income.

## Mileage Pay

Mileage may be reimbursed for transporting clients for appointments/errands and running errands for a client.

Mileage must be recorded on an appropriate mileage tracker.

Medicaid Waiver Mileage Guideline: 1 mile will be reimbursed per hour worked with client at \$0.42 per mile. Mileage tracker to be turned in to payroll department.

Any additional mileage can be tracked by the employee and deducted/claimed when filing taxes (see a tax consultant for specifics).

Private Pay Mileage Guideline: Mileage must be record on Private Pay Mileage Tracker. Client must sign for each trip. Mileage will be reimbursed at \$0.42 per mile. Mileage tracker to be turned in to payroll department.

If agency client provides vehicle for caregiver to drive for errands and/or transportation, mileage will not be reimbursed to caregiver. ***\*Client must have auto insurance on file with agency in order to allow caregiver to drive client vehicle.\****

## Orientation and Training Pay

Orientation, onboarding, training/shadowing, and meet and greets are paid at the state's minimum wage.

You are not considered an employee of the company until you have completed your first client shift. Orientation and onboarding pay will be included on your first paycheck.

## Requesting Time Off

Caregivers are able to request Paid Time Off and Unpaid Time Off.

Unpaid Time Off requests must be made at least two weeks in advance in writing to the HR Department's email or via KanTime.

Paid Time Off requests should be made at least two weeks in advance in writing to the PTO email address.

Paid or Unpaid Time off requests not submitted at least two weeks in advance are counted as a call off and are subject to the attendance policy.

Caregivers are permitted to request one Spring/Summer Holiday off and one Fall/Winter Holiday off.

Spring/Summer Holidays: Memorial Day, Independence Day, Labor Day

Fall/Winter Holidays: Thanksgiving Day, Christmas Day, New Year's Day

Holiday requests off must be submitted at least 4 weeks prior to the requested holiday.

Holiday requests off may be subject to agency discretion based on volume of requests agency receives as well as client needs.

ALL requests off are not guaranteed to be approved. Human Resources will notify employee if request is denied.

## Performance Evaluations & Pay Adjustments

Employees are entitled to know how they are performing and whether or not their individual goals are properly aligned with company goals. This being the case, employee evaluations occur formally and informally; informally within the context of your daily activities, and formally on an annual basis.

- New employees are typically evaluated following three months of service.



- At least annually, you will be reviewed on past accomplishments, strengths, and potential, as well as areas of personal growth and development. In these sessions, you are given the opportunity to participate in creating your own career goals and addressing tasks that require more effort or a different approach.
- A completed evaluation document is placed in your personnel file and becomes a starting point for the next evaluation period.

The performance appraisal process does not result in automatic raises. Pay adjustments may or may not occur in conjunction with performance appraisals.

## Benefits

### Insurance

Employees who work 30+ hours per week are eligible for agency insurance benefits. Insurance benefits may include, but are not limited to: medical, dental, vision, and life insurances.

If an employee averages less than 30 hours per week over a 60 day period, they will be removed from the agency benefit plan(s) in which they are enrolled.

Employees who are removed from the benefit plan(s) in which they were enrolled due to inactivity or averaging less than 30 hours per week over a 60 day period are not eligible for re-enrollment until the following agency open enrollment period.

Employee benefit enrollment and auditing will be managed by TPS Medical Holdings LLC.

The agency, in correlation with managing entity, TPS Medical Holdings LLC, may choose new insurance provider(s) annually at their discretion.

### Paid Time Off

Caregivers can earn Paid Time Off (PTO) depending on the hours worked over the course of the year.

The amount of PTO is as follows:

Length of Employment	Hourly Accrual Rate	Annual Maximum Allowed
0-12 months	.01924	40
13+ months	.03847	80

PTO accrual will start on the date of hire.

Caregivers can start utilizing PTO after 6 months of employment.

There are no advances on PTO.

PTO can be cashed out.

Up to 20 hours of PTO can be carried over from one anniversary year to the next.

If the caregiver is terminated by the agency, their PTO balance is not paid out.

### Bereavement

One paid day (up to 8 hours) of bereavement leave will be paid upon the death of a member of your immediate family. Immediate family is considered your mother, father, spouse, child, brother or sister. As with other paid days, you are eligible for this following your 90-day orientation period.

## Leaves of Absence

### Family & Medical Leave of Absence

We will comply with the provisions of the federal Family and Medical Leave Act (FMLA) where required. To be eligible for FMLA, the employee must have worked at least 1250 hours during the previous 12-month period.

FMLA requires covered employers to provide 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son, daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job

FMLA provides coverage to Service men/women and their family members under the qualifying circumstances:

- Because of a qualifying exigency arising out of the fact that your spouse, son or daughter, or parent is on covered active duty or call to covered active duty status with the Armed Forces.
- Because you are the spouse, son or daughter, parent, or next of kin of a covered service member with a serious injury or illness.
  - This qualifier allows up to 26 weeks of unpaid leave.

Any vacation pay will be utilized and exhausted during FMLA.

### Jury Leave

If you are a full-time regular or part-time regular employee who is summoned to jury duty, the agency may or may not continue your pay during your active period of jury duty. You will be permitted to retain any allowance you receive from the court for such services.

To qualify for jury duty, leave, you must submit to your supervisor a copy of the summons to serve as soon as it is received. In addition, proof of service must be submitted to your supervisor when your period of jury duty is completed.

### Military Leave

Leave of absence without pay for military or Reserve Duty is granted to full-time regular and part-time regular employees. If you are called to active duty or to Reserve or National Guard training, submit copies of your military orders as soon as it is practical. You will be granted a military leave of absence without pay for the period of military service, in accordance with the applicable federal and state laws. If you are a Reservist or a member of the National Guard, you are granted time off without pay for required military training. Your eligibility for reinstatement after completion of your military duty or training is determined in accordance with applicable federal and state laws.

### Voting Accommodations

The agency encourages employees to vote. You should do so either before or after your scheduled shift. If your work schedule does not allow enough time for voting, then you may request a reasonable amount of time off for this purpose. Arrangements must be made in advance with your supervisor to ensure adequate staffing.

### Personal Leave

Employees who have completed three months of continuous service may request an unpaid personal leave of absence for a period of up to 30 days. You must request a personal leave in writing at least two weeks before the time you wish such a leave to begin.

If the personal leave request is necessitated by an emergency, you or a member of your immediate family must notify your supervisor as soon as it is practical. This should be followed with a written explanation of the nature of the leave

and the expected length of the absence. In such emergency situations, the written explanation must normally be submitted within three days of the beginning of the leave.

A personal leave may be granted for justifiable reasons (for example, family or personal business) at the agency's discretion, provided the leave does not seriously disrupt operations. An employee's job is not guaranteed to employees returning from a personal leave.

## **Personal Injury Report/Treatment**

We support all federal and state OSHA laws and regulations and require that all injuries, no matter how slight, be reported to your supervisor immediately.

First aid supplies are available to all employees for treatment of minor injuries. If an injury requires more extensive treatment, contact your supervisor concerning additional medical help.

Any and all personal injuries must be reported to the office immediately (you must speak with an office personnel, not a voicemail). An incident/accident report must be completed within 24 hours. Any and all medical treatment must be approved by the office and can only be conducted by an approved provider.

## **Workers' Compensation**

The agency provides workers' compensation insurance to all employees. This plan covers any injury or illness sustained in the course of employment. Benefits may include payment for medical treatment and loss of income.

You are required to advise your supervisor within 24 hours of any work-related injury or illness, regardless of how minor it may be. This will enable the agency to arrange for proper medical evaluation and treatment, if necessary, and prevent complications.

If a job-related injury needs to be evaluated by a medical professional, authorization must be given by administrations prior to any visits to an approved medical professional. The agency is not responsible for medical costs incurred from unauthorized visits.

If a job injury causes you to leave or miss a work day, the agency must have medical authorization to demonstrate that you are physically able to return to work. If you are released to return to work with physical restrictions, every reasonable attempt will be made to accommodate your restrictions for a short period of time.

The agency is not responsible for payment of workers' compensation benefits for injuries that occur during voluntary participation in any off-duty recreational, social, or athletic activity, even if sponsored by the agency, because these activities are not part of your job duties or related to your job.

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## Professional Behavior

We recognize that staff must establish rapport with clients and provide support that meets their basic human needs. However, it is the employee's responsibility to ensure that you maintain an appropriate professional relationship in your day-to-day work and raise any associated issues or training needs with management.

Befriending/Attitude: Employment with this agency isn't just a job- it is personal; however, you must not overstep professional boundaries and confuse befriending with friendship. Befriending is an appropriate relationship for staff and a part of building the necessary trust to work with clients; it focuses on the needs of the client. You may very well be the highlight of your client's day. Remember to maintain an attitude of caring, consideration, and interest in each client you serve. You should be professional, polite, and show genuine concern for your client's well-being.

Approachability: Client should feel as though they can approach you. You should not be seen as intimidating, uninterested, or uncaring. Clients must not be discouraged from requesting help or expressing needs.

Respect and Courtesy: Call the patient what he or she prefers to be called. Start with Mr. or Mrs. until they tell you otherwise. Don't use your cell phone at work, unless it is to communicate with the office. Don't use the patient's phone for personal calls. When answering the patient's phone, don't just say "hello". Instead, say, "Hello, \_\_\_\_\_ residence, \_\_\_\_\_ speaking."

Communication: Test the atmosphere to see how much conversation with your patient is really appreciated. Often times too much talking or asking questions is not appropriate for your client and wears them out. A good rule of thumb is to speak as much (or little) as you are spoken to. Do not pry into the personal lives of your client. Often, clients do not want to discuss their past until they are more comfortable and more trusting with you. When leaving the client's presence, give a brief explanation of where you are going and what you will be doing.

- Be conscious of your tone of voice when speaking with your client and/or their family/representative. Raised or loud voices can often be taken as being angry, argumentative, and aggravated.

Electronics/Personal Phone Use: Personal use of phone and electronics should not occur during working hours. This includes personal phone calls, games, texting, social media, videos, and music streaming/playing. This includes use of a client's electronics/phone for personal uses. Failure to comply will result in disciplinary action.

Smoking: Employees never smoke in their patient's homes (even if the patient says it's okay). Employees also cannot leave patients unattended to smoke outside the patient's home.

Eating/Meals: Your patient is not required to provide your meals. Bring something with you for long hour cases, as you will not be able to leave and pick something up. Always sit with your patient at mealtime. It may be appropriate to read a magazine at the table rather than sitting and watching them eat. Visiting with them aids their digestion. Seniors may be more comfortable eating small portions. When serving a meal to your patient, be aware of serving dishes that do not tip, and serving food portions that are easy to chew.

Parking: Parking at our agency office is provided. At client locations, please respect the wishes of the client as to parking.

Providing Advice and Influence: In general, advice should normally only be offered to clients when they request it, unless there are good reasons to be more direct such as situations where there is potential of harm or direct danger. You must be careful not to influence clients with you own beliefs and personal values, and to be aware of your potential to influence vulnerable and/or impressionable service users. Although morality, religion and politics may be areas of conversation that clients may wish to discuss, don't impose your own views on your client.

Privacy: You must respect clients' right to privacy and HIPAA. You should be sensitive and responsive to any personal and cultural needs for privacy that may arise.

- **\*\*No Visitors\*\***: NEVER take a spouse, child, friend, etc. to a patient's home whether during work time or otherwise (even if the patient says it is okay). If you bring someone to your patient's home or someone visits you at your patient's home, you will be immediately terminated as this is a violation of the patient's privacy.
- **Inappropriate Personal Disclosure**: Staff must not divulge any personal information about themselves or other staff members.

- **Concealing Information:** You should never conceal relevant information about clients such as the intention of self-harm or harm to others, not reporting violent or critical incidents or issues, child protection issues, abuse/neglect concerns, lack of care supplies, etc.

**Touch – Physical Contact:** Staff should approach touching with great care and caution. Some clients may misinterpret physical contact as affection outside the professional relationship. Report any concerns to a supervisor immediately.

#### Financial Matters:

- Staff must not enter into any financial transactions with clients including buying, selling, exchanging, or bartering goods or services.
- Staff must not borrow money or possessions from clients, and should not give or accept gifts.
  - Accepting gifts from state funded clients is not allowed and is grounds for termination.
  - Accepting a gift from anyone with Alzheimer’s or dementia is grounds for termination and criminal prosecution.
- Staff should immediately report to their supervisor if a client offers or tried to give you something.
  - This includes, but is not limited to: clothes, money, food, jewelry, electronics, travel, entertainment, etc.
- Staff should not normally handle money on behalf of clients, except in clearly defined work responsibilities.
- Staff should not agree to become trustees, beneficiaries, or executors in relation to the wills of clients.

#### Client Relationships:

- Where staff members know clients prior to providing service, the staff member must inform management.
- Staff must not encourage clients to develop relationships with the staff member’s relatives or friends.
- Staff must not give clients their or another staff member’s personal contact details; for example, address, telephone number, email address, etc.
- Staff who encounter clients outside of work should be pleasant and civil, and should generally discourage prolonged social contact. Staff should not approach clients outside of work, especially where the client’s behavior indicates that they do not want to be recognized or identified as a client.
- Staff must not arrange outside of work contact with clients.
- Staff must never discuss clients with other clients or other third parties.

**If you ever have any Professional Boundary questions, seek your supervisor’s or Human Resources’ guidance.**

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## Behavior/Terminations

It is our expectation that employees conduct themselves in a way that works to promote the best interests of the agency as well as the agency clients.

Examples of inappropriate and consequently unacceptable actions that may result in disciplinary action, up to and including termination of employment, include but are not limited to:

- Theft, unauthorized removal, or possession of company, client, or co-worker's property
- Reporting to work or conducting company business under the influence of alcohol or non-prescribed drugs
- Fighting or threatening violence on company property
- Possession of dangerous or unauthorized materials such as explosives, weapons, or firearms in company building or at client's residence
- Negligence or improper conduct leading to damage of either company- or client-owned property
- Personal use of client computer, phone, or other electronic device
- Violating nondiscrimination and/or harassment policies
- Excessive absenteeism, tardiness, or any absence without notification
- Manufacturing, possessing, using, selling, distributing, or transporting illegal drugs
- Falsifying employment or other company records, including timesheet falsification
- Not accurately clocking in and out to shifts/visits
- Not charting timely and/or accurately
- Unauthorized disclosure of confidential business, employee, or client information
- Insubordination and/or refusal to follow instructions
- Not current on continued education or required renewables
- Sleeping or appearing to sleep
- Solicitation or accepting gifts from clients, their family members, or vendors
- Violation of HIPAA
- Deprivation of client services

The examples of impermissible behavior described above are not intended to be an all-inclusive list. At management's discretion, any violation of the agency's policies or any conduct considered inappropriate or unsatisfactory may subject the employee to disciplinary action up to and including immediate termination.

The listing of impermissible behavior described above does not alter the employment-at-will relationship between the employer and employee in any way. The agency may end the employment relationship at any time without cause under lawful circumstances.

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## Disciplinary Action

It is our policy that all employees are expected to comply with standards of behavior and performance and that any noncompliance with these standards must be corrected.

Under normal circumstances, we endorse a policy of progressive discipline, which provides employees with notice of deficiencies and an opportunity to improve. The agency does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees-at-will or in any way restrict the agency's right to bypass the disciplinary procedures suggested.

The typical application of progressive discipline is:

- If an employee is not meeting company standards of behavior or performance, the employee's supervisor or Human Resources may take the following action:
  - Meet with the employee to discuss the matter;
  - Inform the employee of the nature of the problem and the action necessary to correct it; and
  - Prepare a memorandum for the supervisor's own records indicating that a meeting has taken place.
- If there is a second occurrence, the supervisor or Human Resources may hold another meeting with the employee and take the following action:
  - Issue a written discipline form to the employee and request their signature;
  - Warn the employee that a third incident will result in more severe disciplinary action; and
  - Prepare and forward to Human Resources a written report describing the first and second incidents and summarizing the action taken during the meeting with the employee. This information will be included in the employee's personnel file.
- If there are additional occurrences, the supervisor or Human Resources may take the following action, depending on the severity of the conduct:
  - Issue a written warning;
  - Suspend the employee for up to five paid or unpaid working days; or
  - Suspend the employee indefinitely and recommend termination.
- After taking the above actions, the supervisor should prepare and forward to Human Resources another written report describing the occurrences, indicating the time between the occurrences, and summarizing the action taken or recommended and its justification.
- The progressive disciplinary procedures described in 2 above, may also be applied to an employee who is experiencing a series of unrelated problems involving job performance or behaviors.

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## Employee Grievance Procedure

The agency recognizes that there are times when the need arises for employees to express concerns or issues in a formal manner. The following procedures will ensure that employees receive a fair and unbiased review of workplace concerns. Human Resources is available to help the employee with any questions about this procedure.

### Procedures

#### ***Step 1: Informal discussion with supervisor***

Employee concerns should first be discussed with the employee's immediate supervisor. Many concerns can be resolved informally when an employee and supervisor take time to review the concern and discuss options to address the issue. At the employee's request a member of the Human Resources Department can be present.

#### ***Step 2: Written complaint to supervisor***

If the employee is not satisfied with the results of the informal discussion in Step 1, the employee may submit a written complaint within five days to his or her immediate supervisor to include:

- The nature of the grievance.
- Detailed information including evidence of the issue, witnesses, related policies, etc.
- The remedy or outcome desired.

The immediate supervisor will have five working days to respond to the employee in writing.

If the employee complaint is regarding illegal harassment, discrimination or retaliation, the employee should submit the written complaint directly to Human Resources.

#### ***Step 3: Written complaint to senior management***

If the employee is not satisfied with the response from the immediate supervisor, the employee may submit a written complaint to senior management for review. A copy should also be sent to Human Resources. The request for review should include:

- An explanation of the grievance and details of all previous efforts to resolve the issue.
- A copy of the written complaint submitted to the immediate supervisor.
- A copy of the immediate supervisor's written response to the employee's complaint.
- Detailed information regarding the employee's dissatisfaction with the immediate supervisor's response.

Senior management will consult with the employee, employee's immediate supervisor, Human Resources and any other relevant parties to evaluate the grievance and provide a written response to the employee as quickly as possible. The outcome of the review by senior management will be final unless new evidence or other circumstances warrant additional review of the complaint.

Please note the grievance process works by following the above steps and working with Human Resources for resolution.

### Recordkeeping

Human resources will maintain records of the grievance process confidentially and securely.

## Termination/Resignation

If you desire to terminate your employment relationship, you are requested to notify the agency at least two weeks in advance. Such notice should be given in writing to Human Resources. *However*, verbal resignation is as binding as a written resignation and will be treated as such.

An exit interview may be conducted for outgoing employees by Human Resources. The purpose of the interview is to review eligibility for benefit continuation and conversion, to ensure that all necessary forms are completed, to collect all company property that may be in the employee's possession (for example, credit cards and keys), and to provide the employee with an opportunity to discuss their job-related experiences.

For voluntary and involuntary termination, your last paycheck will be provided as a paper check. Your last paycheck will be released from the office upon return of any and all the agency's property including, but not limited to, photo ID/name badge, bag, completed paperwork, blank timesheets, folders, apparel, keys, etc.

## HANDBOOK SUMMARY

This Employee Handbook is intended to facilitate communication between you and the company. It is not to be considered an employment contract obligating you or the company to an indefinite employment relationship.

While it is organized into common subjects and indexed for your convenience, all the parts must be read and considered as a "whole."

Reading the entire handbook at least one time will give you a good idea of the general content. Then, you will be able to use it easily as a quick reference manual. Revisions and updates will be made to this information from time to time and will be communicated to you.

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## Client Privacy Practices

The agency's Client Rights and Responsibilities are provided to each client upon admission.

### Client Rights and Responsibilities

Comfort Keepers® (#130, 134, 162, 394) Personal Services office believes and upholds a Patient Bill of Rights which advocates that each client be notified in writing of their rights and obligations before services begin and to exercise those rights. Each and every client and caregiver has the right to dignity and respect. They have the right to not be discriminated against based on race, color, religion, national origin, military status, age, sex, or handicap. Furthermore, clients and caregivers alike must demonstrate mutual respect for each other, including respect for property, and conduct themselves in a dignified manner. Ethical standards of conduct must be maintained between client and caregivers, at all times.

Please be aware that you, as the client, have a right to:

1. Be treated without regard to age, race, sex, color, religion, disability, or national origin, within our scope of service capability.
2. Be informed and provided explanation of the services offered by Comfort Keepers Personal Services. Prior to services beginning, you will be informed of the service/s to be provided, the types of caregivers who will provide care, and the frequency of the visits that are proposed.
3. Be cared for by properly trained personnel.
4. Submit complaints or grievances without fear of retaliation and have them addressed expediently.
5. Be provided with coordinated care, including initial and on-going participation in the development of the Plan of Care, any responsibilities the participant may have in the care process, and be advised of any change in the plan of care before the change is made.
6. Request a written list of the names and addresses of all persons having at least a five percent (5%) ownership or controlling interest in the Comfort Keepers Personal Services office.
7. Courteous and respectful treatment of you and your personal property; privacy; freedom from abuse, neglect, exploitation and discrimination.
8. Access to and confidential management of your client record and Protected Health Information in compliance with State law and HIPAA Regulations.
9. Be informed of Advance Directives and Comfort Keepers Personal Services' responsibility to provide them to appropriate medical personnel when available.
10. Refuse services and be informed of the potential consequences of such action.
11. Comfort Keepers Personal Services may not request nor obtain from the client any waiver of any of the client's rights.
12. Patient Bill of Rights shall be redistributed to the clients following any revisions or modifications. Documentation of the receipt of the Patient Bill of Rights will be maintained in the clinical record.

Additional information:

1. Comfort Keepers Personal Services office is open for business Monday through Friday, 9am to 5pm. After normal hours and legal holidays, you may reach an answering service that will transfer/relay all calls concerning clients to the on-call employee for resolution.
2. To file a complaint with Comfort Keepers Personal Services office, please call 317-788-0777 to speak with the Director, **Lacey Osborn**. The information will be documented.
3. To file a complaint with Indiana State Department of Health, call toll free 1-800-246-8909. Business hours of the State are 8:15am to 4:45pm.

Or you may mail a written complaint to:

Indiana State Department of Health  
Division of Acute Care  
2 North Meridian St., 4A  
Indianapolis, IN 46204

**Note:** Please be aware that Comfort Keepers Personal Services employees have a right to be treated with dignity and respect by the client and the client's representative and/or family members present in the location where care is given. Sexual harassment,

verbal or physical harassment, interference with care, or the creation or persistence of any unsafe conditions by the client's representative or by client family or any visitors is reason for immediate termination of care by Comfort Keepers Personal Services.

Comfort Keepers Personal Services will document the existence of a complaint and the resolution. The documentation will be placed in a confidential "Complaint" file. If client verbalizes a complaint to the agency staff in the home the complaint will be documented and communicated to the PSA Office Manager or designee. The PSA Office Manager or designee will investigate the complaint in a manner consistent with the nature of the complaint. The Client/Responsible party will be informed of the progress of the investigation and proposed action plan. The Client or person making the complaint will be informed of resolution as soon as possible after actions have been taken. If the party making the complaint is not satisfied with the action plan proposed by agency representatives, the complaint will be reviewed with the agency owner. This will be done within thirty (30) days of receiving the complaint. A written report of findings and recommendations will be made to the complainant and the appropriate agency staff.

*All complaints* and status of investigation will be documented and maintained in a Confidential Management File. As your home care provider, we strive to provide quality services.

Our goal is to provide quality services that help you stay in your home. We are committed to assuring that your rights are protected. If you feel that our staff has failed to follow our policies or has in any way denied you your rights, and/or you would like to make a complaint, please follow these steps without fear of discrimination or reprisal.

END OF DOCUMENT