

**CAREGIVER
EMPLOYEE HANDBOOK
2019**



Introduction to ElderCare 4 Families

Welcome to **ElderCare 4 Families**! We are pleased to have you with us and hope that you find your new job rewarding and challenging. **ElderCare 4 Families** is a growing company and we feel that all of us have the opportunity to benefit. We want to maintain the benefits of our current environment as we expand and grow the company over the coming years.

To reach our goal of providing superior service to our clients, we must employ the most qualified people. As a member of the ElderCare 4 Families team, you are critical to our success. Through your success we can reach our goals.

ElderCare 4 Families strives to create an exciting, challenging and rewarding work environment that allows you to flourish. We want you to build a long and successful association with us and be a happy and productive member of our team. Through your dedication, compassion, dependability and care, our company will continue to grow.

This Employee Handbook is provided as a guide and is not to be considered a contract. **ElderCare 4 Families** reserves the right to make changes to the policies, procedures and other statements made in this Employee handbook. Business conditions, federal and state law and organizational needs are constantly in flux and may require that portions of the handbook be rewritten. This is necessary to successfully provide the appropriate employment relationship and to obtain the goals of the organization. We will try to inform you of any changes as they occur.

This handbook is intended to describe many of your responsibilities as an employee of **ElderCare 4 Families**, outline the programs developed by the company for you and answer many common questions. You should read, understand and comply with all provisions of this handbook. And, if you have any questions concerning policies or practices you should address your questions to the Human Resource department.

This handbook and information in it should be treated as confidential. No portion of this handbook should be disclosed to others, except ElderCare 4 Families employees and others affiliated with ElderCare 4 Families whose knowledge of the information is required in the normal course of business.

Once again, welcome to **ElderCare 4 Families** and you have our best wishes for success. We appreciate your confidence in our future. Let's grow together.

Regards,

Rita Pate
Owner

Jeff Pate
Owner

Owner: Jeff Pate
Director of Operations: Bridget J. Wempe
Recruiter/HR: Ashley Bishop
Care Coordinator: Anita High
Care Coordinator: Donna McCracken
Care Coordinator: Courtney Rivera
On-Call Scheduler: Brianna Marshall
Administrative Assistant: Emily Stephenson
Director of Business Development: Clara Bowman
Senior Advocate – Team SE: Teresa Luther, RN
Sales Manager: Susie Heim

Office Address:

13806 Lake Point Circle, Suite 201, Louisville, KY 40223
2315 Green Valley Road, Suite 200, New Albany, IN 47150

Business Hours:

24 hours a day, 7 days a week including holidays.

Office Staff Business Hours:

8:00 a.m. – 4:30 p.m. - Monday – Friday.

Office Phone Numbers:

Main Number: 502-244-8446
812-670-3500

Scheduling Line: **502-244-8521**

Fax Line: 502-244-8116 and/or 502-400-1438
E-Mail: info@eldercare4families.com
Website: www.eldercare4families.com

TABLE OF CONTENTS

Section 1 – Introduction

Company History
Our Mission
Our Goals
Services Offered
Continuity of Policies/Right to Change or Discontinue

Section 2 – Recruitment and Employment

Equal Employment Opportunity
Employment Policy Statement
Employee Relations Policy
At-Will Employment
Recruitment
Rehiring
Employment of Relatives or Housemates
Americans with Disabilities Act
Immigration Reform and Control Act

Section 3 – Classifications, Working Conditions and Job Requirements

Classification of Employees
Working Conditions
Physical Demands/Essential Functions
Standards of Conduct
Responsibilities of Your Job
Behavior in the Client's Home
Dress Code
Nursing Home and Hospital Caregiver Guidelines
Live-in Caregivers
Automobile Driver Service
Training
TB Testing
Office Calls
Emergencies
Accepting an Assignment
Scheduling Fill-in and Ongoing Shifts
Scheduling Changes Requested by Client
Working Independently for the Client
No Call, No Show
Lunch Breaks
Illnesses
Communication
Personal Communication Devices.
Telephone Calls
Family and Friends at the Workplace
Contacting the Client When Off Duty
Client Offering Gifts/Loans to Employees
Procedures for Handling On-the-Job Injuries
Seat Belts/Driver's License and Insurance
HIPAA Compliance
Social Media
Logos and Forms

Page 4

Section 4 – Benefits

Health and Welfare
Holidays
Vacations
Bereavement
Other Benefits
Caregiver Referral Bonus
Client Referral Bonus
Bonus Bucks
Deductions Required by Law
Deductions Authorized by You
Reimbursement for Company and Client Expenses
Jury Duty
Voting

Section 5 – Policies, Procedures and Practices

Dishonesty and Illegal Activity
Substance Abuse
Smoke Free Workplace
Harassment
Attendance
Corrective Action
Class I, II, III
Class IV
Human Resources Records
Changes in Personal Information
Company Property
Confidentiality of Company Information – E-mail
Confidentiality of Company Information
Grievance Procedure
Termination
Termination Processing Procedures

Section 6 – Compensation and Pay Practices

Salary Administration
Overtime
Telephony
Time Sheets
Payroll Period
Time Between Clients and Schedules
Cashing Payroll Checks
Corrections to Checks
Final Pay

Section 7 – Leaves of Absence

Family and Medical Leave (FMLA)

Page 5

SECTION 1 - INTRODUCTION

Company History

ElderCare 4 Families was started in 1981 to assist individuals with bathing, grooming, mobility, meal preparation, house cleaning, transportation, companionship, administrative assistance, pet care and medication reminders. **ElderCare 4 Families** has been in business for over 36 years and is locally owned and operated.

Our Mission

Our mission is for all our clients to receive a positive experience and for us to always receive an excellent recommendation.

Our Goals

- We will strive to deliver more than we promise.
- We will dedicate ourselves to exceeding our clients' expectations.
- We will promote independence and enable individuals to remain at home as long as possible.
- We will strive to be the first name individuals think of for non-medical home care.
- We will work to build the trust that is often only given to family members.

Services Offered

The following services are offered in the client's own homes, nursing homes, hospitals, assisted living facilities and rehab facilities in Jefferson and surrounding counties.

- Companionship and Safety – promotes caring reassurance and a sense of well-being.
- Personal Care – assistance with bathing, grooming, dressing and toileting.
- Meals – planned and prepared as directed and assistance with feeding if needed.

- Mobility – assistance with transferring, walking and exercising.
- Medication Reminders.
- Light housekeeping – cleaning, vacuuming and dusting.
- Administrative Assistance – paying bills, scheduling appointments.
- Laundry – keeping the client’s clothing, bedding and linen clean, dry, folded and put away.
- Recreational Activities – playing cards and games.
- Transportation – medical appointments, church and social outings.

Continuity of Policies - Right to Change or Discontinue

The policies, procedures and guidelines in this manual are not intended to be contractual commitments by **ElderCare 4 Families** and you shall not construe them as such. They are intended to be guides to management and merely descriptive of suggested procedures to be followed.

ElderCare 4 Families reserves the right to revoke, change, or supplement these policies, procedures and guidelines at any time without notice except for employment-at-will status. Such changes shall be effective immediately upon approval by management unless otherwise stated. Only the Owner of the company, or any other officer duly authorized by the Owner, has the authority to execute any contract for a specific period of time.

ElderCare 4 Families reserves the right to alter, change or modify this handbook. All alterations, changes or modifications are retroactive and apply to all affected employees.

This manual is not intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied by statements in this manual.

SECTION 2 – RECRUITMENT AND EMPLOYMENT

DIVERSITY

Equal Employment Opportunity Statement

ElderCare 4 Families provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. **ElderCare 4 Families** complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

ElderCare 4 Families expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, gender identity, disability or veteran status. Improper interference with the ability of **ElderCare 4 Families** employees to perform their expected job duties is absolutely not tolerated.

Employment Policy Statement

ElderCare 4 Families believes strongly in you, our employee. We believe that you have many gifts to offer both to the company and the clients we serve. We will do all that we can to encourage you to share these talents. We believe in providing fair, competitive wages and benefits and strong support for continuing education and skills enhancement. We work hard to create and preserve an open environment, and encourage you to ask questions, offer suggestions or discuss problems concerning the company or your employment.

Employee Relations Policy

ElderCare 4 Families is a human service organization committed to delivering outstanding service to our clients and their families. Each employee is responsible for serving those in our care. We place a high value on our employees’ desire to work hard, to work together, to provide ethical, dependable and caring service to those in need. We also want our employees to accept responsibility for their own success. Effective teamwork and the satisfaction of a job well done

depend upon each staff member adhering to these values. Every employee is responsible for client care and quality service. Each of you is expected to follow our policies and procedures as communicated by management. We encourage you to report what you believe to be a violation of state or federal law or conditions or practices that would put the health or safety of employees or clients at risk. We ask that you first report the alleged violation, condition or practice to our Office Manager, and give the company time to remedy the situation. You will not be discharged, threatened, or discriminated against in any manner for reporting what you perceive to be wrongdoing.

ElderCare 4 Families will follow all applicable federal and state requirements.

At Will Employment

Employment with **ElderCare 4 Families** is employment at-will. We operate under the provision that you have the right to resign your position at any time, with or without notice and with or without cause. We, the employer, have similar rights to terminate the employment relationship at any time, with or without notice and with or without cause.

We require a two week notice to terminate your on-going shifts and/or position. Live-in caregivers are required to give one month's notice.

Page 7

Recruitment

ElderCare 4 Families is committed to recruiting and retaining excellent employees. We will use various resources including, but not limited to, newspaper ads, internet postings, referral programs, job fairs, nursing schools, caregiver and client referrals and word of mouth. After an initial interview process, we select candidates who have successfully passed a criminal background check, a drug screening and verification of employment with previous employers.

Rehiring

A former employee who has left employment with proper notification may be rehired. If an employee becomes inactive for various reasons and remains inactive for six months or longer, the application process will begin again. We reserve the right to use discretion when reactivating employees. If employment is reinstated within six (6) months of resignation, the original hire date will serve for tenure purposes. If employment is reinstated after six (6) months, the new hire date will serve for tenure purposes. If the employee is absent more than one (1) month, a new drug screen will be done. If the employee is absent for more than three (3) months, a new criminal background check will be done.

Neptism, Employment of Relatives and Personal Relationships

ElderCare 4 Families wants to ensure that corporate practices do not create situations such as conflict of interest or favoritism. This extends to practices that involve employee hiring, promotion and transfer. Close relatives, partners, those in a dating relationship or members of the same household are not permitted to be in positions that have a reporting responsibility to each other. Close relatives are defined as husband, wife, domestic partner, father, mother, father-in-law, mother-in law, grandfather, grandmother, son, son-in-law, daughter, daughter-in law, uncle, aunt, nephew, niece, brother, sister, brother-in-law, sister-in-law, step relatives, cousins and domestic partner relatives.

If employees begin a dating relationship or become relatives, partners or members of the same household and if one party is in a supervisory position, that person is required to inform management and Human Resources of the relationship.

ElderCare 4 Families reserves the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct-reporting relationship or authority involved.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of ElderCare 4 Families to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with

disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to ElderCare 4 Families. Contact the Human Resource department with any questions or requests for accommodation.

Immigration Reform and Control Act

In compliance with the Immigration Reform and Control Act (IRCA) of 1986, we intend to hire only authorized workers and to verify through documents specified by IRCA that no employee lacks authorization to live and work in the U.S. We will not knowingly hire, recruit, refer or continue to employ any individual who is not authorized to live and work in the U.S.

Page 8

SECTION 3 – CLASSIFICATIONS, WORKING CONDITIONS AND JOB REQUIREMENTS

Classification of Employees

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees' employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and ElderCare 4 Families.

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.

Exempt employees are generally managers or professional, administrative or technical staff who ARE exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

ElderCare 4 Families has established the following categories for both non exempt and exempt employees:

- Full Time -- 30+ hours per week
- Part Time -- 0-29 hours per week
- PRN -- 24 hours per month

NOTE: Your classification level may determine your eligibility for health and welfare and other benefits.

Working Conditions

Your position requires traveling in all weather conditions, as well as working in homes of all socioeconomic levels. Exposure to communicable diseases, infections, dust, tobacco smoke, wood smoke and animal dander may also occur.

Work Schedules

ElderCare 4 Families operates using work shifts. The number of hours and shifts and beginning and ending time of shifts may vary from client to client.

Physical Demands/Essential Functions

Your position may require full range of body motion including: lifting, bending, sitting, standing, pulling, pushing, reaching and climbing stairs while carrying objects. You must be able to communicate with the clients and with the office staff. You need the ability to observe any changes or problems in the household and to provide accurate and timely reports. Your position also requires adherence to scheduled days and hours as assigned, as well as commitment to the client upon acceptance of an assignment.

Standards of Conduct

We expect you to strive to always:

- Be on time for scheduled shifts.
- Be neatly groomed and dressed appropriately.
- Introduce yourself to the client and refer to them as Mr. or Mrs. unless they request otherwise.
- Be courteous to the client, their family, guests and visitors.
- Show caring and compassion.
- Go above and beyond to improve the client's quality of life.

- Maintain a professional relationship with clients and families.
- Never share your personal problems with a client or their family.
- Never conduct your personal business while with a client or while in a client's home. This includes the use of text messaging and emailing.
- Never discuss clients and their situations with your family and/or friends.
- Never discuss another client in the presence of or within hearing distance of a different client.

Page 9

- Never tell a client or family member of the client that something is "not my job".
- Never give your personal phone numbers to a client or their family.
- Plan ahead and contact the office in advance to schedule time off.
- Complete timesheets (if applicable) accurately and turn them in on time.
- Clock in and out using the telephony system.
- Use the office staff as the point of contact between yourself and the client and their family.
- Report changes in scheduled shift times to the office staff.
- Report changes in the client's mental and/or physical condition to the office in a timely manner.
- Be a team player and work well with your fellow caregivers by avoiding gossip and only exchanging factual information necessary for the client's care.
- Hold yourself accountable for your actions.

Responsibilities of Your Job

Caregivers provide care necessary for each client to remain safe and comfortable. Assigned jobs are to be done in an efficient, cheerful and calm manner while showing respect for the wishes and living patterns of the client. Your responsibilities are as follows:

- Plan with the client or client's family the best way to carry out needed tasks that have been approved by the Senior Advocate. Read and familiarize self with the care plan in the client's binder.
- Organize tasks so they are completed efficiently.
- Involve and encourage the client in all activities whenever possible. Independence should be encouraged.
- Provide assistance with activities of daily living:
 - Bathing – sponge or tub as directed
 - Shampoo and/or brush hair or set hair
 - Toileting
 - Dressing
 - Nail care – **cannot** cut nails
 - Mouth care – dentures and teeth
 - Shave (electric razor only)
 - Maintain respect, privacy and dignity for the client
- Prepare meals and encourage nutritional habits as directed. Document meals in the meal plan binder.
- Encourage exercise, assist with range of motion or other exercise, and go for walks with the client or escort them to appointments and/or other errands.
- Assist with walking, mobility and transferring from one place to another.
- Call the office to report important changes in the individual or problems on the job, all changes in schedule and problems in the household or environment.
- Report a physical sign or symptom change with the client to the office immediately.
- Report shortages of goods or necessary equipment for the comfort or care of the client.
- Report any change in the client's or employee's schedule.
- Complete entries in the Care Plan book daily:
- Complete Social Notes/Care Notes and Caregiver Communications – note any change in client condition, behavior, activity level or incidents no matter how small. Complete a daily report for the following shift, pertaining to the happenings of the shift and any changes that need to be passed on to the next shift.
- Meal Sheets – Document the time and date of each meal, as well as a list of everything eaten by the client with a percentage of food eaten.
- Medication Sheets – Document the time and date of the medications taken on each shift.
- Vital Sheets - Document the time, date and vital. Communicate if the vital to the office and physician if it is outside the normal value or meets the communication guidelines for CHF, Diabetes, High Blood Pressure or Medications.
- Perform light housekeeping duties such as dusting, vacuuming, laundry, hand washing delicate items, ironing, changing bed linens, cleaning glass surfaces (mirrors, doors, etc.), mopping floors in the bath and kitchen, cleaning tubs, toilets and showers, tops of stoves and counters, removing trash and cleaning wastebaskets, setting garbage out for pick-up, cleaning window sills and baseboards, polishing silver and watering plants, cleaning out refrigerator/defrosting freezer.
- Shop and perform errands, as directed, in client's own car or their own car.

Page 10

- Remind clients to take their medications. Document as appropriate in the binder.
- Go the extra mile to do the extra little things that make that client's day.
- Clocking in and out for time and clocking in mileage.
- Report any reimbursable expenses and mileage on a weekly basis.

All anonymous plans of care will be communicated with you prior to assignment of the case. This will insure you understand the needs of this client prior to accepting the position.

Behavior in the Client's Home

ElderCare 4 Families is committed to providing outstanding care for its clients. Therefore, we expect our caregivers to provide quality service. While on duty, it is expected that the care of the client will come first. You are expected to do/not do the following:

- Do not watch television, read, knit or do any other activity that would take your time away from the client.
- Do not talk, text, play games or search the internet on your phone, tablet or computer during your shift.
- Treat the client and any other family members, guests or visitors with courtesy and respect at all times.
- Always maintain a professional attitude.
- Refrain from wearing strong fragrances.
- Remember you are a guest in the client's home.
- Do not discuss personal business/problems with clients.
- Always be on time.
- For new cases, as a fill-in, and on cases where a shift report is given by a preceding caregiver, please arrive 10 minutes early.
- Answer the client's personal phone as follows:
- Hello. This is Mrs. Doe's residence, Mary with **ElderCare 4 Families** speaking.

Dress Code

A neat, professional appearance is important to projecting a positive image of yourself and the company. Personal hygiene, jewelry, hairstyle, nails, and visible articles of clothing are all examples of items that affect your appearance. You are required to wear a uniform (scrubs) to work, appointments with clients, trainings and orientation.

- We expect you to exercise good judgment in maintaining an appropriate appearance on the job. Clothing should be neat, clean and pressed. All employees must wear ID badges at all times.
- If you are requested by a client to not wear scrubs, please notify the office. Follow all other dress code guidelines. Jeans, shorts, yoga pants and tight or revealing clothing are not permitted.
- Appropriate undergarments must be worn.
- Shoes must be comfortable and low heeled. Non-slip shoes are recommended. Sandals and clogs are not permitted. No open toed shoes for your safety.
- Hair should be clean and well groomed. Long hair should be tied back.
- Jewelry may be worn as long as it does not interfere with client care. Dangling earrings and necklaces are not recommended for safety reasons. Nose, eyebrow, tongue and other facial rings or studs are not permitted and should be removed when working with a client.
- Nail polish should be conservative and nails neatly filed to an "active" length.
- Makeup should be applied conservatively.
- Tattoos must be covered.

Medication Policy

Assisting with Medications

THE ADMINISTRATION OF MEDICATIONS TO CLIENTS IN THEIR HOMES BY HEALTHCARE PROVIDERS IS CONSIDERED A DUTY OF THE LICENSED NURSE. THE IN-HOME AIDE IS PERMITTED TO ASSIST THE CLIENT WITH SELF ADMINISTRATION OF NON-INJECTABLE MEDICATIONS AS PERMITTED BY KY CERTIFICATION OUTLINED BELOW:

You ARE PERMITTED to assist the client with medications by completing the following tasks:

- Handing a client a medication bottle or container at their request
- Assisting a client to open a medication bottle or container at their request
- Pouring a glass of water and handing it to the client
- Applying non-prescription topical ointments, creams, or lotions at the client's request

- Reminding a client when to take medication and observe to ensure that the client takes the medication as directed
- Handing the client's medication to the client – if the client is unable to open the medication you may open the unit dose or medication organizer, remove the medication from a medication organizer and close the medication organizer for the client
- Assisting a client in consuming oral medication including tablets, capsules, or liquid medication by:
 - a. Placing the dose in a container and placing the container to the mouth of the client
 - b. Placing the medication in the client's hand or mouth; or
 - c. Following the written instructions of the client's designated representative or licensed health care professional for how to enable the client to take his or her medication; or
 - d. Steady or guide a client's hand while applying ointments

You MAY NOT:

- Instill eye, ear or nasal drops
- Mix, compound, convert or calculate medication dosages
- Administer medication through intermittent positive pressure breathing machines or a nebulizer
- Administer medication by way of a tube inserted in a cavity of the body
- Administer parenteral preparations (sterile preparations intended to be injected, infused or implanted)
- Administer irrigations or debriding agents used in the treatment of a skin condition
- Administer rectal, urethral or vaginal preparations

Nursing Home and Hospital Caregiver Guidelines

- Uniforms and name badges must be worn.
- Parking allowed only in appropriate lots – schedulers will give you this information.
- Check in at the nurse's station upon arriving and leaving.
- When taking a break, always inform the staff and remain on premises while taking lunch.
- Report any problems to the appropriate staff and call the office to report also.
- Do not hesitate to ask the nursing home staff for assistance.
- Adhere to guidelines for clocking in and out.

Live-In Caregivers

A live-in caregiver should remain on the premises twenty-four (24) hours. Work is to be scheduled so that sixteen (16) hours are spent working with the client and eight (8) hours are for sleeping. A four (4) week notice is required for cancellations for live-ins.

Automobile Driver Service

You may be asked to drive a client in either a car owned by you or a car owned by the client providing the following criteria are met.

Driver's License and Driving Record Criteria

- You must submit an original valid driver's license in the state in which you reside.
- You must present an original, currently valid proof of insurance even if driving a vehicle owned and insured by the client.
- Expiration dates for both driver's license and auto insurance will be monitored and you are not allowed to drive a client without the current documents on file.

Page 12

- Your driving record will be reviewed to determine your eligibility to be a company driver. It must be free of any incidents of driving while impaired or under the influence of drugs or alcohol and you must have no accidents and no more than 2 moving violations within the last 3 years.
- You are required to report accidents and moving violations to the Human Resource department when they occur. Failure to do so may result in disciplinary action.

Automobile Criteria

- You may drive the client either in an automobile owned or leased by you or an automobile owned or leased by the client if the client requests during your assigned, paid ElderCare 4 Families' shifts.
- The auto must have a current automobile registration card and current insurance for that vehicle.
- The owner of the vehicle, whether the employee or the client, must present an original, currently valid auto registration card and a valid proof of auto insurance card.
- The auto insurance coverage must meet the minimum limits required by state law.

Seat Belts/Driver's License and Insurance

If you are designated as a company driver, while on duty you must wear your seatbelt at all times while driving. Failure to wear your seat belt could be grounds for termination. You are expected to maintain a current driver's license and a minimum of \$100,000 liability insurance if you are using your vehicle to carry out your job responsibilities. You are required to submit a copy of your auto insurance and driver's license.

Training

Training is of great importance. It assists us in implementing our policies and procedures. Training also helps you to maintain and improve your skills. In addition to on-the-job training, we may sponsor internal seminars or more formal training sessions. While some of these training opportunities may be optional, some are required. You must attend all mandatory training sessions. Failure to do so may lead to disciplinary action including loss of active status.

TB Testing

If you have never had a positive TB skin test, you will need to provide proof of a skin test or TB screening within the past year. If you cannot provide proof, you must pay for the first TB skin test or chest X-ray as determined by the screening facility. After the first year of employment, if you meet eligibility requirements, annual TB skin tests or chest X-rays will be paid by the company as required for screening purposes. We will pay for TB testing for Level 1 employees if they are not currently getting tested at another facility and if they are tested at the facility to which the company directs them.

Office Calls

Communication with the office staff includes email, text, telephone and person-to-person. Text messaging and emailing should only be used as a form of communication with the office staff in direct response to a text or email from a staff member. All other communication should be done via telephone call or in person. ALWAYS call the office number. DO NOT call back any other number that may have shown on your caller ID. Also, if you reach voice mail, call back until you are able to speak directly with a person.

Calls to be made anytime 24 hours a day (including, but not limited to):

- Important client issues – a fall, skin tear, bruising, accident or change in client's overall status.
- When an emergency occurs, which requires you to report it to the authorities.
- If you are ill or unable to work an assigned shift due to an emergency, please call as soon as possible. If you are scheduled for an a.m. shift and wake-up ill, please call scheduling before 10 p.m. or at or after 5:00 a.m.
- If any questions or problems arise.
- Any job-related injury must be reported immediately.
- If you are unable to clock in or out at the client's home.

Calls to be made during normal office hours (Monday – Friday 8:00 – 4:30): For non-emergencies

- If a client wants to give you a gift.

Page 13

- Weekly to give time available if you want more work.
- If you want to be removed from a Live-in job we require a four (4) week notice. If you want to be removed from an ongoing case that is not a live in we require a two (2) week notice.
- At least 2 weeks in advance to terminate your employment.
- Personal change - address or phone number or when your tax status changes.
- When your schedule or mileage changes or you have a problem with telephony (clocking in/out), you will need to call by noon the next business day.

EMERGENCIES:

Non-Hospice Clients: 1) Call 911 for any medical emergency.
2) Call the office as soon as practical.

Hospice Clients: 1) Call Hospice for any medical emergency.
2) Call the Office as soon as practical.

Client Falls:

- 1) If client falls and injury is unknown, call office to receive further instruction from staff as an incident report must be made. DO NOT try to lift client up from the floor by yourself.
- 2) If client falls and is a medical emergency, call 911 and then the office as soon as practical, an incident report must be made.

- Disaster/Weather:**
- 1) Remain with your client in the event of a disaster or weather-related emergency until you are authorized to leave.
 - 2) Follow emergency procedures in the event of fire or tornado.
 - 3) If you are in a facility, follow staff instructions and call the office when you and the client are safe.

Someone is available 24 hours a day. Below is a helpful list of who to call and phone numbers for specific information:

- 244-8446 – Main office number.
- 244-8446 – Senior Advocate/Scheduler – Update on clients, specific problems related to clients, emergency situations, advice related to clients.
- 244-8446 – Human Resources – Questions about policy/procedures; training; employment matters, direct deposit requests and insurance information.
- 244-8446 – Payroll – Questions about your paycheck/direct deposit.
- 244-8521 – Scheduling -Call to update hours of availability, confirm a case, cancel an assignment, report schedule changes, check on status of case, or anything pertaining to your schedule.

Accepting an Assignment

Caregivers must have a working phone number at all times so scheduling and office staff can get in contact with them as needed. Call the office weekly to let them know when you are available if you are not scheduled to work or want more hours. Once you accept an assignment, you are expected to complete the assignment. Any cancellation will be considered a last minute call-out, except in an emergency situation. We understand that there are times when the schedule needs to be changed to meet the client/caregiver needs. Scheduling will make these changes on an individual case-by-case basis. If you are assigned to a client that is receiving 24 hour care, you **must** stay with the client until relief arrives.

Scheduling Fill-in and On-Going Shifts

Scheduling always strives to fill shifts on-going as soon as possible. Ongoing shifts do take priority over a fill-in shift. The scheduling office may choose to cancel a fill-in shift if said shift is accepted by an on-going caregiver.

Page 14

Scheduling Changes Requested by the Client

All scheduling changes requested by the client and/or their family must go through the office. You as well as the client may **call** 244-8521 to reach scheduling. If the client asks you to leave before the scheduled time is up, **call** the scheduling office before leaving. These measures are necessary so that the client invoice and your pay can be adjusted accordingly.

Working Independently for the Client

As governed by the non-compete and non-solicitation agreements, you are not permitted to make any arrangements with a client where you will provide service on a private basis. If the client approaches you and suggests such an arrangement, you are expected to notify the scheduling office immediately. Working for a client of **ElderCare 4 Families** on a private basis is grounds for disciplinary action, up to and including termination, and fines up to \$7,500.00 each to be paid by the caregiver and the client as well as all legal fees.

No Call, No Show

Our primary purpose is to care for the needs of our clients. When you fail to appear for a shift without calling the scheduling office, it could lead to the client's needs being unmet, cause considerable work for the scheduling staff to find a replacement as soon as possible and prevent another caregiver from leaving until a replacement arrives. We consider this a no call, no show and we take this very seriously. Therefore, the first occurrence of a no call, no show may lead to immediate termination.

Lunch/Breaks

You are not allowed to leave the client's home for any reason. You are paid for breaks and lunches even though you are not allowed to leave the client alone for this break. You should bring your own food and drinks to the client's home. Employees are entitled to two paid fifteen minute breaks for each eight hours worked. Employees do not clock out for these breaks.

Illnesses or Injury

Call the scheduling office to report any unplanned time off as soon as these situations arise. (NEVER REPORT AN ILLNESS OR INJURY REQUIRING TIME OFF VIA TEXT MESSAGE OR EMAIL.) This allows added time to find a caregiver to cover the shift. A minimum of six (6) hours notice is required, twenty-four (24) preferred. We may require a physician's note for you to return to work. This includes absences for family members as well as yourself. When absence is due to sickness or injury of employee or dependent child, not covered under FMLA, only the first day of an illness causing an absence longer than one day will be counted. You may be pulled from all shifts that are within 48 hours of the shift for which you are calling out. You will then need to call more than 24 hours before your next scheduled shift if you need to extend your absence. You must also call to confirm that you will be working your next scheduled shift. If your illness or injury required extensive time off, a visit to an emergency room or urgent care, a surgery, or a stay in a hospital you may be required to provide a doctor's note clearing you to return to work.

Communication

ElderCare 4 Families encourages open communication among all employees to create an environment conducive to carrying out the mission and achieving operational objectives.

Personal Communication Devices

While operating a motor vehicle that is in motion, employees should not write, send or read text-based communication using a personal communication device to manually communicate with any person using text-based communication, including but not limited to communications referred to as a text message, instant message or electronic mail. When using

a personal communication device for the purpose of making or receiving a phone call, while operating a motor vehicle that is in motion, employees must use a hands free device.

Telephone Calls

You must remember the telephone is the client's property and you are in their home to provide excellent service. We ask that you place your personal cell phone on silent/vibrate and limit calls to only emergencies. In order to use the client's personal phone for purposes other than telephony, the client's permission must be obtained prior to placing any calls. Any toll or long distance calls should be made on a collect basis or on a personal calling card. The use of mobile phones and personal calls does not ensure quality care for our clients and should therefore not be used for calling, texting or searching the internet while caring for a client. Do not give out your personal/home numbers to clients and/or their families. If families or clients are requesting a number to reach you, please give out ElderCare 4 Families telephone number of 502-244-8446.

Family and Friends at the Workplace

Family and friends are not allowed on your work site or at the client's home. Clients should also not be taken to your home for any reason. Liability insurance only covers you, the caregiver. Family and friends are not allowed to provide services to clients either on a voluntary or paid basis.

Contacting the Client When off Duty

You should not contact the client or authorized party or go to their place of residence for any reason when you are not on duty. The office staff will contact the family and/or client if necessary. You should **not** give your personal cell or home phone to clients or their families. All scheduling calls and issues concerning clients should be coordinated through the scheduling office.

Client Offering Gifts/Loans to Employees

Gifts should not exceed a \$100.00 retail value per calendar year per client. You must call and notify the office within 48 hours of accepting a gift from a client. A note will be maintained in the employee's file regarding the gift. Gifts and gratuities must never be solicited from clients. Payment from clients directly to employees for services rendered is strictly prohibited. At no time are you ever allowed to accept a loan from a client under any circumstances. Even if the client offers the loan as a gift, it is strictly prohibited. Accepting money from a client that is interpreted as a loan is grounds for immediate termination.

Procedures for Handling On-The-Job Injuries

If you experience an on-the-job injury, no matter how minor, immediately call the office to report the injury. A report must be made to our Workers' Compensation carrier. The following are procedures for normal business hours and after business hours.

- The initial call is made to the office to report the injury.
- The person gathering your information will either enter the claim online via the Workers' Compensation carrier web site or a written injury report will be completed and submitted to our Workers' Compensation carrier. A report must be filed within 24 hours after you report the injury.
- It is our policy that a drug and alcohol screen be conducted after an on-the-job injury occurs.
- You will be advised to go to the following location:

During regular business hours

Occupational Physician Services

3430 Newburg Road
Louisville, KY (502) 451-1100

BaptistWorx

11630 Commonwealth Drive
Louisville, KY 40299 (502) 267-6292

Page 16

After regular business hours

Jewish East/Urgent Care

3920 Dutchman's Lane
Louisville, KY (502) 259-6000

For Emergencies

The Scheduling office or the Scheduler on call will find another caregiver to cover the remainder of your shift(s). You should go to the nearest emergency facility. The person receiving the report will notify the owner or Director of Operations, as appropriate.

You are required to provide us with copies of Doctor's notes, return to work statements, etc. regarding any job restrictions.

All bills should be sent to **ElderCare 4 Families, ATTN: Human Resources**. You will not be permitted to return to duty without a full physician's release. The scheduler on call must have the release in hand prior to allowing a return to duty. Human Resources will follow up with the employee on the next business day. Our Workers' Compensation carrier is KESA. Their phone number is (502) 894-8484.

HIPAA Compliance

ElderCare 4 Families is serious about protecting our client's privacy. We are committed to protecting the privacy and confidentiality of health information about our clients. Protected Health Information (PHI) is strictly confidential and should never be given, nor confirmed, to anyone who is not authorized.

At all times, protect a client's information as if it were your own. Look at, use, talk to or give to others a client's PHI only if you need it to perform your job. Under HIPAA, you are **only** allowed to **use information required to do your job**.

Do not speak about PHI in public areas such as elevators, hallways, lunchrooms, restrooms, other public places or on social media sites. Be very careful about telephone conversations from public places. Do not share PHI with family members or relatives, or others unless that person is the client's legal representative or the client has given permission to share information with them. Do not forward any email plans of care and shred all documents if printed after they have been read. Generally the HIPAA Privacy Law allows you to discuss the client's PHI with a family member or friend who is "involved with the client's care" or anyone else the client wants, but you are required to ask the client if this is agreeable to them first. If the client is incapacitated and can't say yes or no, call the office for guidance. Personal representatives are those individuals who are able to make healthcare decisions on behalf of the patient, such as a power-of-attorney.

Media, Social Media, Internet, Facebook, Twitter and any other internet services

ElderCare 4 Families does not permit caregivers to communicate with the media while on the clock in the event of an emergency or while with a client. If asked for comments during your scheduled shift, please let the media know you are not authorized under company rules to speak with the media. The media sources may call the office to speak with management.

Caregivers should not post pictures of any ElderCare 4 Families' clients or share any client names or information outside

of **ElderCare 4 Families** via text, email, blog or on any internet site as this is a HIPAA violation. In addition, caregivers are not authorized to submit any information about **ElderCare 4 Families, its clients, their families or authorized parties, other caregivers, office staff or management** to any multi-media sources including radio, newspaper, magazines or public media, social networking sites, blogs, wikis or internet websites of any type without management's written permission. Caregivers should not initiate or accept requests to be "friends" with clients on social media sites due to HIPAA and privacy rules regarding contacting clients outside of working hours.

Express only your personal opinions. Never represent yourself as a spokesperson for ElderCare 4 Families. ElderCare 4 Families may monitor content out on the internet. Policy violations may result in discipline up to and including termination of employment.

Logos and Forms

The use of the **ElderCare 4 Families** logo is strictly prohibited by our caregivers. All company communications must be issued through our office staff and must be approved in advance prior to publishing or using. All forms, intellectual property, are the property of **ElderCare 4 Families** and not allowed to be reproduced, copied or used in any other means. These forms are strictly for the care and use by **ElderCare 4 Families** clients and caregivers and their families.

Page 17

SECTION 4 – BENEFITS

Health and Welfare Benefits

Depending on your average hours worked per week, you may be eligible to participate in the health and welfare benefits and you **may be** eligible to receive an amount toward the purchase of medical benefits only. See the chart below.

Staff Level	Eligibility
Full Time: 30+ hours per week	All benefits – eligible for company contribution toward medical benefits only
Part Time: 0 – 29 hours per week	No benefits

There is a waiting period before you are eligible to participate in benefits.. A payroll deduction authorization must be on file prior to the benefits becoming active as your cost will be deducted from your pay weekly.

The following benefits are offered:

Health Insurance
Dental Insurance
Vision Insurance

Simple IRA

Holidays

The following holidays are observed:

New Year's Day
Easter
Derby Day
Mother's Day
Memorial Day
Independence Day

Labor Day
Thanksgiving Day
Christmas Eve
Christmas Day
New Year's Eve

If you work on a holiday, you are paid at time and one half your regular rate of pay. If you are not scheduled to work on a holiday and you do not work, then holiday pay does not apply to you. If you are requesting off for the holidays, make sure you check the payroll notices for the holiday off request deadline. A one month notification is required if you are requesting the holiday off. Because the payroll period begins at 12:00 midnight on Saturday, it may be possible that a shift may include holiday hours at time and a half and regular hours at straight pay.

Overtime

Hours worked in excess of 40 hours per week will be paid at time and one half of the average pay for the clients you serve during that week.

Vacations

You will earn between 30-40 hours of paid time off if you work more than 1560 hours in the prior year. Anyone who works 1560-2000 hours will earn 30 hours of vacation. Anyone who works greater than 2000 hours will earn 40 hours of vacation. This time may be taken off or paid out after the calendar year in which the hours occurred. If you need to schedule a vacation, please contact the Scheduling Office at least 2 weeks in advance. Exceptions to this rule will be made for emergency situations and special circumstances. If you resign or terminate your position prior to completing 1560 hours or greater, no vacation time will be paid. If you resign or terminate and you have earned vacation, a written request must be submitted within 2 weeks of your last day worked to ensure pay out of your vacation. Live-in caregivers will be paid 40 hours at regular rate based on the number of days they work each week and have worked at least 200 days that year.

Page 18

Bereavement

Effective 1/1/2013, ElderCare 4 Families will pay for bereavement leave for an active, full-time employee in the event of a death of a spouse or child. To be paid bereavement leave, the following must be met:

- Minimum of seven years of active employment with ElderCare 4 Families which is based on the caregiver's hire date
- 2020 completed hours of care in the previous calendar year with ElderCare 4 Families
- Active status and in good standing with ElderCare 4 Families

Bereavement leave will be three (3) paid days after submitting a signed bereavement request. This leave pay will be paid the following payroll.

Other Benefits

You are covered by worker's compensation insurance, general liability and a business service bond. All company drivers are also covered by a non-owned auto insurance. We deduct and pay all appropriate payroll related taxes and social security. In addition, we contribute to the Unemployment Insurance Fund.

Caregiver Referral Bonus

ElderCare 4 Families offers active caregivers the opportunity to earn a referral bonus. Referral bonuses are paid based on the program in place at the time the employee onboards and meets requirements of hours worked and good standing with the company. If the candidate does not put your name on the application or mention to the staff during the interview process that you referred them and is hired, you will not be eligible for the caregiver bonus. If two employees refer the same candidate, the referral fee will be split between the two employees. You may refer as many excellent caregivers as you choose and each referral will be eligible for the bonus.

Client Referral Bonus

In the event that you are working for an individual privately (not currently a **ElderCare 4 Families** client) and that individual is seeking an agency to assist with taxes, coverage, liability insurance or more care, you may refer the individual to our agency. In the event the individual becomes a client of our company, you will be paid a one-time bonus of \$50.00 – \$200.00 depending on client hours. Bonuses will be paid to you after the client pays for the first week. In the event the client does not or is not able to pay, the bonus will not be paid. \$50.00 will be paid for clients requiring 20-80 hours of service per week; \$100.00 for clients requiring 81-120 hours per week and \$200.00 for clients requiring 121-168 hours of service per week. Private pay and long term care insurance are accepted from clients. Please insure that the client lets us know that you referred them. You are also welcome to call the office and report that you have referred a particular client. If two employees refer the same client, the bonus will be split equally between employees.

Bonus Bucks

The Bonus Bucks program is set up to reward those caregivers with additional dollars and/or prizes for exceptional care, length of service, excellent attendance, outstanding service or for going the extra mile. Pretend money will be issued to employees based on predetermined criteria. You will keep the pretend money until you are ready to cash the dollars in for prizes or money. Any dollars earned in a calendar year will be subject to tax deductions per federal and state laws. Bonus Bucks may be turned in at any time. You must be in good standing and in compliance with all training and personnel documentation, have no logged complaints or have any tardy occurrences or cancellation of shifts in that quarter to receive Bonus Bucks awards. A second complaint voids all money issued and you will not be eligible for the contest for the calendar year. You also must be an active employee who has completed a shift within the last 5 days.

Deductions Required By Law

Because **ElderCare 4 Families** is required by law to withhold a portion of your income, the amount of your check does not represent the full amount of your earnings. We are required to withhold federal social security tax, federal and state income taxes and local taxes, where applicable.

You may change your filing status with the payroll department by simply filling out new tax documents. These documents will be forwarded to our payroll processor and will become effective within two (2) payroll periods. Deductions may also be made for wage attachments and garnishments if required by a court order. Salary garnishments create inconvenient and unnecessary administrative expense for the company. Employees are encouraged to manage their financial affairs prudently so that salary garnishment is not necessary. The company reserves the right to pursue any legal progressive disciplinary steps, including dismissal, if an employee is subject to multiple salary garnishments.

Deductions Authorized by You

You may authorize us to make certain deductions from your checks for items like insurance premiums or simple IRA contributions. A payroll deduction authorization form must be filled out prior to the payroll period.

Reimbursement for Company and Client Expenses

Prior to incurring any company or client expenses, prior approval from office management is required. Reimbursement for all pre-approved expenses will be included with the payroll disbursement.

Mileage reimbursement for employees driving for clients is .58 cents per mile. The mileage starts when you leave the client's location and ends when the client returns. The beginning and ending odometer should be entered on the mileage log. All mileage driven that day must be recorded on telephony when clocking out for the day.

Jury Duty

You will be given the time off for jury duty if you are called to serve. Please give us as much advance notice as possible. Written documentation is required as soon as you receive notification. In the event, that you are temporarily excused from jury duty, you are expected to report to Human Resources.

Voting

We encourage and support your right to vote. You are encouraged to take advantage of polling hours prior to the beginning or following the end of your workday.

If this cannot be arranged, Human Resources will approve time off to vote either at the beginning or end of your workday, provided that you give at least one day's notice to Human Resources.

Dishonesty and Illegal Activity

ElderCare 4 Families will not tolerate stealing, or any other forms of dishonesty or illegal activity. Because of the nature of our business, **ElderCare 4 Families** and the clients we serve may be especially vulnerable to theft. Accordingly, you are required to act affirmatively on our behalf and on the behalf of the clients we serve to protect all food, cash, personal property, and any other items of value from theft. All allegations of theft will be thoroughly investigated and, where appropriate, may be turned over to law enforcement officials for prosecution. No conduct that is unethical, dishonest or illegal will be tolerated.

Substance Abuse

ElderCare 4 Families has a vital interest in maintaining a safe, healthy and efficient working environment for its clients and employees. Being under the influence of an illegal drug or alcohol on the job can potentially cause serious safety and health risks to the user and to all who come in contact with the user. We maintain a drug-free workplace and we prohibit the use, sale, manufacture, purchase, transfer or possession of an illegal drug or alcohol, in any detectable manner, while at the office building, client premises or when performing company business. We reserve the right to conduct random or for cause drug tests to detect substance abuse. If an employee is tested and the test results substantiate illegal substance abuse, the employee may request a second test at their own cost within 24 hours of the first test. The employee is removed from any active cases until the results are received. In the event the second test is also positive, the employee will be terminated. If the second test is negative, the employee may be eligible to continue working; however, he or she may be subject to additional random tests at our discretion. Refusal of an employee to submit to a random or for cause drug screen upon request of the appropriate management personnel will be considered the equivalent of a positive screen and disciplinary action may be taken on that basis.

Smoke-free Workplace

ElderCare 4 Families is committed to a smoke-free workplace. Smoking is prohibited in all company facilities. Smoking is not permitted in a client's home. Smoking is not permitted in the car while a client is present.

Anti Harassment Policy and Complaint Procedure

ElderCare 4 Families is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, **ElderCare 4 Families** expects that all relationships among persons will be business-like and free of bias, prejudice and harassment.

It is the policy of **ElderCare 4 Families** to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. **ElderCare 4 Families** prohibits any such discrimination or harassment.

ElderCare 4 Families encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of **ElderCare 4 Families** to promptly and thoroughly investigate such reports. **ElderCare 4 Families** prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

Definitions of Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Page 21

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that

a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

Individuals and Conduct Covered

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to **ElderCare 4 Families** (e.g., an outside vendor, consultant or client or client's family, friends and vendors).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Complaint Process

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, Human Resources or any member of management. When possible, **ElderCare 4 Families** encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. **ElderCare 4 Families** recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

ElderCare 4 Families encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed. Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

If a party to a complaint does not agree with its resolution, that party may appeal to **ElderCare 4 Families** Director of Operations.

False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate disciplinary action.

Page 22

Attendance

The value of an employee to **ElderCare 4 Families** is largely determined by his/her dependability. Each employee is important in providing efficient and effective services to our clients and guests. Absenteeism and tardiness place an undue burden on co-workers and prevent them from performing at their best level. Occasions that are protected under the provisions of FMLA will not be counted as occurrences for the purpose of imposing corrective action under this policy.

If an employee is unable to report to work, he/she should notify the office as far in advance as possible. If less than twenty-four hour notice is given, the absence is considered a callout.

When an employee reports to work as scheduled, but fails to complete the scheduled shift, this will count as one unscheduled absence. Pre-scheduled occasions of leaving early that were approved prior to the beginning of the shift are not included.

An employee will be considered to have voluntarily resigned if he/she fails to report or notify the office for a scheduled shift.

Excessive Tardiness:

- Tardiness occurs when an employee reports for work one (1) or more minutes past the beginning of his/her scheduled shift.
 - Three (3) occurrences of tardiness within any consecutive three (3) month period may be considered excessive tardiness.
-

Corrective Action:

First Offense:

Three (3) or more occurrences within any consecutive three (3) month period may result in a written warning. If you are a newly hired employee, three (3) occurrences will adversely affect your 90 day review.

Second Offense:

Three (3) or more occurrences within any three (3) month period from the first offense may result in a final written warning.

Third Offense:

Three (3) or more occurrences, or as noted above, within any three (3) month period from the second offense, may result in the employee being placed on probation and/or loss of on-going shifts. Further occurrences during probation may result in termination.

Excessive Time Off Requests:

- Any absence other than for FMLA, Jury Duty, Funeral Leaves, or other approved and scheduled leave shall count as an occurrence.
- When absence is due to sickness or injury of employee or dependent child, not covered under FMLA, only the first day of an illness causing an absence longer than one day will be counted. You will be pulled from all shifts that are within 48 hours of the shift for which you are calling out. You will then need to call more than 24 hours before your next scheduled shift if you need to extend your absence. You must also call to confirm that you will be working your next scheduled shift.
- Time lost to on the job injuries will not be counted.
- Due to the office being closed and coverage being handled via on call personnel, a request for time off on a Saturday, Sunday or Monday will be considered a callout if it is requested to scheduling after 12:00 p.m. on the last business day the office is open prior to Saturday.

Three (3) occurrences of absenteeism within any consecutive three (3) month period shall be considered excessive absenteeism.

Page 23

Corrective Action:

First Offense:

Three (3) or more occurrences within a consecutive three (3) month period may result in a written warning. If you are a newly hired employee, three occurrences will adversely affect your 90 day review.

Second Offense:

Three (3) or more occurrences within any three (3) month period from the first offense may result in a final written warning.

Third Offense:

Three (3) or more occurrences within any three (3) month period from second offense may result in the employee being placed on probation and/or loss of on-going shifts. Further occurrences during probation may result in termination. Employees may be required to provide a physician's statement at any time and at the discretion of management or human resources.

Employees within the initial 90-day orientation period are subject to the guidelines of this policy, however, they need not be taken through the entire disciplinary process prior to termination of employment for occurrences of absenteeism and tardiness.

Corrective Action

ElderCare 4 Families has standards for employee behavior. Situations may arise that require corrective action. Also, certain conduct by employees may be so unacceptable to the interest of clients, other employees, and the company, that termination may be necessary. Certain violations of policy such as excessive tardiness, absenteeism and callouts may lead to an employee being removed from an ongoing shift. Certain violations may lead to termination without prior

warning or corrective attempts

All following examples of offenses are provided as a guide and are not intended to be all inclusive. Offenses not specifically listed will be treated as the class most similar to those listed.

Corrective Action may be suggested whenever Human Resources or other management believes that an employee's performance is less than satisfactory and can be resolved through adequate counseling. Corrective counseling is completely at the discretion of company management. The company expressly reserves the right to discharge "at will." Even if corrective counseling is implemented, the action may be terminated at any step at the discretion of management. Management, in its sole discretion, may warn, reassign, suspend or discharge any employee at will, whichever it chooses and at any time.

CLASS I	
CORRECTIVE ACTION IMPOSED	VIOLATIONS
1 st Offense – Oral Warning	<ul style="list-style-type: none"> Absence from work area without permission.
2 nd Offense – Written Warning 3 rd Offense – Final Written Warning/ Probation	<ul style="list-style-type: none"> Poor performance/unsatisfactory quality or quantity of work. Failure to perform or not performing work assignment.
	<ul style="list-style-type: none"> Contributing to unsanitary conditions or poor housekeeping.
	<ul style="list-style-type: none"> Smoking or using tobacco products in unauthorized places.
	<ul style="list-style-type: none"> Improper conduct. Failure to clock in/out or clocking in/out too early. On 5th failure, employee will be required to come to office for review of telephony system.
CLASS II	
CORRECTIVE ACTION IMPOSED	VIOLATIONS
1 st Offense – Written Warning	Improperly reported absence.
Page 24 2 nd Offense – Final Written Warning 3 rd Offense – Probation and/or loss of on-going shifts	Absenteeism. Tardiness. Callouts. Failure to follow dress code policy.
	Failure to be available when scheduled for call time.
	Personal work on agency/client time.
	Restricting output or intentional slowdown.
	Failure to use safety devices or follow safety procedures.
	Improper conduct.
CLASS III	
CORRECTIVE ACTION IMPOSED	VIOLATIONS
1 st Offense – Written Warning/ Probation 2 nd Offense – Discharge	<ul style="list-style-type: none"> Damage to property or equipment through carelessness.
	<ul style="list-style-type: none"> False and/or malicious statements made about employees, clients, or the company.
	<ul style="list-style-type: none"> Gambling.
	<ul style="list-style-type: none"> Horseplay.

	<ul style="list-style-type: none"> • Failure to report injuries or exposure within 24 hours.
	<ul style="list-style-type: none"> • Soliciting for any cause in work areas during working time. • Use of threatening or abusive language. • Eating or drinking client's food or drinks without approval. • Communicating with client when not scheduled (i.e. going to client's home or place of residence, calling, texting, emailing).
	<ul style="list-style-type: none"> • Violations which adversely or could adversely affect client care or company operations, such as: • Breach of confidentiality (HIPAA violations). • Media or Internet Policy Violations
	<ul style="list-style-type: none"> • Poor work performance. • Mismanagement or lack of competence. • Intentional activity. • Improper conduct. • Using client's credit cards, cash or checks without client being present or without company authorization - this excludes company issued credit cards for client use on approved expenses. • Failure to perform work assignment. • Failure to follow job instructions. • Leaving work area without permission, walking off job or refusing to come to work. Each shift, or portion of a shift in which this occurs, constitutes a separate offense.
	<ul style="list-style-type: none"> • Failure to comply with Standards of Conduct. • Smoking or use of tobacco products in unauthorized areas.

Page 25		
CLASS IV		
CORRECTIVE ACTION IMPOSED	VIOLATIONS	
1 st Offense – Discharge	<ul style="list-style-type: none"> • Illegal possession or use of controlled substance, or being unable to perform job duties because of impaired functioning. 	
NOTE: Class IV offenses are considered "Gross Misconduct" requiring immediate action. When this is true, employees should be suspended until a complete and immediate investigation can be made. Violations of this nature will lead to discharge without prior warnings or corrective attempts.	<ul style="list-style-type: none"> • Willful damage to property or equipment. 	
	<ul style="list-style-type: none"> • Unauthorized use of company telephone long distance network. 	
	<ul style="list-style-type: none"> • Falsifying employment application, work records, time records or clocking in/out for another employee. • Assault on another person. Assault means physically touching or attempting to touch another in anger or with the intention of causing harm or pain to that person, or to cause fear on the part of that person, including fighting. 	
	<ul style="list-style-type: none"> • Theft. 	
	<ul style="list-style-type: none"> • Failure to wear seat belts. 	

	<ul style="list-style-type: none"> • Possession of firearms, weapons or explosives.
	<ul style="list-style-type: none"> • Removal of property without authority.
	<ul style="list-style-type: none"> • Intoxication or being under the influence of alcohol or drugs while on the job. • Sleeping while on duty. This is defined as sleeping or giving the appearance of sleeping while on assigned shift.
	<ul style="list-style-type: none"> • No Call/No Show.
	<ul style="list-style-type: none"> • Refusing to follow job instructions or assignment orders.
	<ul style="list-style-type: none"> • Harassment/sexual or otherwise.
	<ul style="list-style-type: none"> • Borrowing money from a client. • Borrowing a client's property (Ex: Automobile)
	<ul style="list-style-type: none"> • Use of the internet, cable, e-mail, and/or fax machine which could cause embarrassment to a client or the Company. This includes, but is not limited to, obscenity and pornography.
	<p>Violations which critically or could critically affect client care or company operations, such as:</p> <ul style="list-style-type: none"> • Improper conduct. • Mismanagement or lack of competence. • Carelessness or failure to perform work assignment. • Intentional activity. • Leaving work site without permission. • Breach of confidentiality (HIPAA violations). • Poor work performance.

Verbal counseling — Verbal counseling may be used to address unacceptable performance or behavior or to review pertinent job requirements with the employee to ensure his or her understanding of them.

Page 26

Written counseling — If the unacceptable performance or behavior continues, written counseling may be taken. The written warning defines the problem and how it may be corrected.

Probation — If the problem has not been resolved through written counseling and/or the circumstances warrant it, an employee may be placed on probation. Probation will not be offered if the violation involves quality of client care. Typically, a probation period should be at least two weeks and no longer than 60 days, depending on the circumstances.

Termination – If the problem cannot be resolved through any of the above steps, termination of employment may result. At all steps in the corrective action, the employee is advised that termination will occur if improvement in performance or conduct is not achieved within a specified time.

Human Resources Records

The company will maintain complete files on all your employment records. All employment records are confidential and are the sole property of **ElderCare 4 Families**. Your personnel file will include information including, but not limited to, your performance evaluations, non-compete agreements, wage records, attendance records, notes, memos, disciplinary action records, and letters or other information relating your job performance.

You may examine your personnel records in accordance with state law. You may not inspect any information relating to potential job assignments, predictions of future salary or personnel planning information. You may ask to have any matter corrected or deleted from your personnel file. To do so, you must submit a formal written request to the company. If your request for a correction or a deletion is denied, you may write a written statement of disagreement with any item in the file. Any written statement of disagreement will become a permanent part of your personnel file.

Unless authorized by law, you may not alter or copy the files or remove anything from the files, and you may not remove

files from the company unless specially authorized by the owner of the company. We will provide prospective employers with only your dates of employment, and position. With your written permission, we will also provide your salary history. We will provide any information to state or federal law enforcement officials or administrative agencies in response to a valid summons, subpoena or any other administrative or judicial orders.

Changes in Personal Information

You must immediately report changes in any of the following:

- Name
- Address
- Marital Status
- Telephone number
- Dependents
- Person(s) to notify in case of an emergency
- Benefits beneficiary
- Physical problems that may limit the ability to work
- Medical plan coverage
- Driving record

Failure to provide this updated information could result in delays in processing your paycheck or problems in computing your benefits. Personnel records will be retained for five (5) years following the resignation/ termination date.

Company Property

If you have been assigned company property (keys, phone, fax, laptop, computer, credit cards, identification cards) remember this equipment is the sole property of **ElderCare 4 Families**. Any company property must be returned if your employment ends or if requested by the Office Manager. You are responsible for the care and safekeeping of this property. If it is lost, stolen, or damaged, you must immediately advise the Office Manager. You may be required to make payment for the loss, theft or damage to company property.

Page 27

Confidentiality of Company Information — E-Mail

Company computers and e-mail system are company property. You are expected to use good judgment in using electronic mail and to avoid indiscretions such as offensive or inappropriate messages or any other message we deem inappropriate. E-mail messages should be used for business and not for soliciting outside business ventures or other matters unrelated to the company's affairs. Misuse of email may result in disciplinary action up to and including termination.

Confidentiality of Company Information

It is the responsibility of all employees to safeguard sensitive company information. All employees sign non-disclosure agreements upon accepting employment with the company. In cases of conflict, these agreements supersede the Policy Manual guidelines that follow. The nature of our business and the economic well being of our company are dependent upon protecting and maintaining proprietary company information. Continued employment with the company is contingent upon compliance with this policy.

Grievance Procedure

Satisfactory working relationships depend on mutual understanding of our goals and objectives. Good relationships are easier to achieve in an atmosphere in which problems and opinions are discussed openly. We encourage you to discuss any concern you feel pertaining to your job satisfaction with the office staff, starting with Human Resources.

Termination

Terminations are treated in a confidential and professional manner by all concerned. We assure thorough, consistent and even-handed termination procedures. This policy and its administration will be implemented in accordance with the company equal opportunity statement. Terminated employees are entitled to receive all earned pay. Employment with the company is normally terminated through one of the following actions:

Resignation — voluntary termination by you.

Inactivity – If you do not work an active case within 14 days of hire or during any 14 day period thereafter, your employment status will be terminated. If you have no contact with office for five (5) consecutive business days your status

will be terminated. (This excludes if you are on an approved leave such as Family Medical Leave.) If you wish to review or change your status, you must contact Human Resources.

Dismissal — involuntary termination for substandard performance or misconduct.

Termination Processing Procedures

Human Resources must immediately notify the Office Manager of the termination so that a termination checklist can be initiated. The management team will approve and direct the termination procedure. On the final day of employment, Human Resources must receive all keys, name badge and company property from the employee. The employee will pick up his or her final payroll check. The final check shall include all earned pay and any expenses due the employee.

Page 28

SECTION 6 - COMPENSATION AND PAY PRACTICES

Salary Administration

ElderCare 4 Families strives to maintain a fair and equitable relationship between both the wages paid for the type of work performed, and the rates for similar jobs in the community among similar companies. Discussing pay rates with other employees is grounds for termination.

Overtime

Hours worked in excess of 40 hours per week will be paid at time and one half of the average pay for the clients you serve during that week.

Telephony

Telephony is your time-tracking system. It allows you to clock in and out of your shifts via the CLIENT phone. If you try to clock in from a phone that is not permitted, Telephony will tell you they do not recognize the number and you will not be clocked in. Clock in NO MORE than 10 minutes before your shift. If you try to clock in earlier than that Telephony will say there is not an available shift for you at this time. CALL 1-844-394-9663 to clock in and out. Listen to the prompts and follow them completely. When clocking in, be sure you are clocking yourself in and not someone else out. When clocking out, you need to hear "You have been clocked out of the home of [client's name]. Goodbye!" before hanging up the phone. If you have problems with clocking in/out, please call immediately. If you do not clock in/out according to policy, you may not be paid until the next pay period.

Time Sheets

You may be required to complete a timesheet on a weekly basis for VA and LTC insurance clients. The use of timesheets provides a tool in which clients and employees certify that the care giving services performed in the home were completed at the stated date and time designated and that the work was done in a satisfactory manner. We make every effort to have an accurate payroll. The time sheet ensures accurate billing of clients for services performed and accurate compensation to caregivers for work rendered. Time sheets are provided in the Care Plan Book on all clients. An exception will be made if the client refuses to accept a Care Plan Book. If this happens, additional time sheets will be available to you. Some clients may not be able to sign their name on the timesheet due to age, mental or physical condition. Senior Advocates will identify those clients and a person or persons will be designated to sign for them. This practice is compatible with Federal Home Health Agency regulations and standard billing practices. Do not ask Nursing Home or hospital staff to sign your timesheet. Time sheets must be filled out completely and need to include caregiver and client's name, date of service, time in and out, total hours and check marks by all activities of daily living that the caregiver

assisted client with each day. Timesheets are due in the office by Saturday at 4:30 p.m. Time sheets may be delivered to the office during office hours, faxed, mailed or scanned and e-mailed. We also have a drop box for the time sheets labeled "Elder Care Solutions" located outside our door at 13806 Lake Point Circle, Suite 201, Louisville, KY 40223. We recommend that you call *prior* to noon on Mondays to verify that your time sheets have been received by a member of the office staff. Repeated failure to submit required timesheets by deadline, could result in removal from your case and blockage from all cases which require timesheets.

Payroll Period The payroll period is from Saturday 12:00 am to the following week Friday at 11:59 pm. We do not "hold back" any wages. You will receive your first check within ten (10) days after the end of your first payroll period. Direct deposit, debit cards or picking up checks in the office are the three options to receive your paychecks. **Paychecks are not mailed.** Direct deposit checks are deposited by Friday. In the event, Friday is a legal holiday, all direct deposits will occur no later than Monday. Checks are available for pickup on Friday from 8:00 a.m. to 4:30 p.m. or the following week (Monday thru Friday) 8:00 a.m. to 4:30 p.m. **Checks may not be picked up prior to Friday.**

Page 29

Time Between Client Schedules

If you work for two clients or more and they have no more than an hour between them, you will get paid travel time to clients EXCEPT the first one.

Cashing Payroll Checks

Payroll checks are dated for the day on which they are to be distributed (Friday). You cannot cash or deposit the paycheck before the date that appears on the check. If you do so, a fee imposed on ElderCare 4 Families by our payroll processing company (ADP) will be deducted from your next check.

Corrections to Check

Please inform the staff immediately of any errors you notice on your paycheck. If an adjustment is warranted, it will be made either on your next paycheck or a separate check may be issued.

Final Pay

Terminating employees receive their final pay on the next scheduled payday for the pay period in which termination occurs provided proper documentation/paperwork and company equipment has been submitted to the office.

SECTION 7 – LEAVES OF ABSENCE

Family and Medical Leave (FMLA)

- A. An eligible employee is entitled to a maximum of 12 weeks of unpaid leave in any “rolling” 12-month period for FMLA-qualified reasons.
- B. To be eligible, an employee must have been employed for at least 12 months. That 12-month employment need not be consecutive employment. However, the employee must have worked at least 1,250 hours during the previous 12 consecutive months.

Eligible employees are entitled to FMLA leave in three situations:

1. **The employee’s serious health condition:**
An employee is eligible for this benefit when the employee has a serious health condition that makes him or her unable to perform the functions of his or her position. **A Serious Health Condition** is defined as:
2. The birth of a child or placement of a child with an employee for purposes of adoption or foster care. Entitlement to FMLA for a birth or placement of a child expires 12 months from the date of birth or placement of the child.
3. Caring for the employee’s sick child, spouse, or parent when the child, spouse or parent has a serious health condition.

Joint Employment

If a husband and wife both work for the Company, they can have only 12 weeks of leave for birth, placement of a child, which they can split between them. However, both are entitled to the full 12 weeks for their own illness or caring for a sick child, spouse or parent.

Medical Certification

We may require medical certification before granting FMLA leave for the employee’s own illness and certification that the employee is needed to care for a sick relative. A certification should include whether there is a serious health condition, if it requires time away from work, and an estimate of its duration. If Company disagrees with the certification, it may pay for a second opinion and if the two opinions differ, it may pay for a third opinion that will be binding. If FMLA leave is granted, we may require periodic reports during the leave regarding the employee’s status, intent to return to work, and possible fitness-for-duty exam. Reasonable re-certification as a leave continues may also be required.

The Amount of FMLA Leave That Can Be Taken

The maximum of 12 work weeks (total, for one or more reasons) of FMLA leave can be taken continuously or under certain circumstances on a reduced leave schedule (e.g. two days a week) or intermittently. It cannot be carried over from year to year.

The actual leave entitlement depends on the employee’s regular work schedule. For instance employees who work five days a week are entitled to 60 days of leave (5x12) every 12 months. Employees who regularly work three days per week are entitled to 36 days (3x12).

If an employee’s schedule varies from week to week, a weekly average of the hours worked over the 12 weeks prior to the beginning of the leave period is used to calculate the employee’s normal work week.

FMLA leave is normally without pay. Employees who have a personal serious health condition must use vacation and/or

sick leave under the guidelines of those individual policies. Such use may be substituted for unpaid FMLA leave, but is not “in addition to”.

Page 31

If an employee was paid leave under circumstances which do not qualify as FMLA leave, the leave will not count against the 12 weeks of FMLA leave to which the employee is entitled. For example, paid sick leave used for a medical condition which is not a serious health condition does not count against the 12 weeks of FMLA leave entitlement.

Requesting and Scheduling Leave

If possible, employees must provide 30 days advance notice of FMLA leave—for instance an anticipated date of birth or adoption or a medical treatment that is planned in advance. Failure to provide 30 days notice for foreseeable leave with no reasonable excuse for the delay is grounds for denial until at least 30 days from the date notice is given. If 30 days notice is not possible, employees should give as much advance notice as possible.

In the case of a new child, employees may take a reduced schedule or intermittent leave only with the consent of the Company. In the case of family illness or the employee’s own illness, a reduced schedule or intermittent leave is by law the employee’s right. When medically necessary, a reduced schedule or intermittent leave may be requested and taken even without the consent of Company though the medical necessity must be certified as best accommodated through intermittent or reduced leave. Where possible, employees must make a reasonable effort to schedule medical treatment for minimum disruption of Company operations.

Health Benefits

We will continue group health benefits—medical health plans—for employees on FMLA leave, paying the same share of cost that it normally pays.

Employees who wish to drop health plan coverage during the FMLA leave, may do so. When they return, they can request to be reinstated in the plans with no loss of benefits, no new eligibility requirements, no limitations on pre-existing conditions and no new deductibles to satisfy.

Employees will be given the same options they had as if they were not on leave such as changing health plans during annual enrollments or being enrolled in a new plan established while they are on leave. Any premium increase during the leave will be passed on just as it is to active employees.

If the employee fails to return from leave as scheduled, we may recover health premiums we paid on behalf of the employee during the leave.

Although this policy requires employees to be reinstated in benefits when they return from leave, it does not give employees the right to acquire any new rights or benefits they would not have had otherwise.

Employees wishing to continue health plan coverage during an unpaid leave must make arrangements with Human Resources for payment of premiums during that period.

Non medical benefits and normal benefit accruals will continue.

Return to Work

We will make every attempt to restore the employee returning from an approved family or medical leave of no longer than 12 weeks, to the same position including shift and schedule the employee held when the leave began. If the position is no longer available, then the returning employee will be offered an equivalent position with equivalent pay, benefits and other terms and conditions of employment.

The employee is ordinarily entitled to return to the same shift, unless that shift has been cancelled. However, if a position has been filled temporarily by another employee, the FMLA employee is entitled to return to the same shift on which the employee worked before taking leave. If an employee returns to work after exceeding their approved and available FMLA leave, reinstatement will be subject to position availability at the time the employee returns to work.