



POLICIES & PROCEDURES FOR VISITING ANGELS CAREGIVERS

FORWARD

This handbook represents an introduction to our organization and gives you information about some of the work rules, work environment, and policies under which we operate. The purpose of this handbook is to assist you by answering general questions you may have about *VISITING ANGELS, LIVING ASSISTANCE SERVICES* policies and procedures. More extensive information is available from the agency director should you have questions concerning the interpretation of specific sections.

As a company, we are influenced by the desire to operate on a highly ethical and professional level. The success of this organization can be attributed to our employees' knowledge, skill and commitment to providing outstanding customer service. We hope that you will join us in this effort since we value the individual strengths that each employee contributes to the team. We trust that you will find satisfaction in the work and that your association with *VISITING ANGELS* proves to be mutually beneficial.

The policies outlined herein are reviewed frequently and revised when necessary to meet new conditions and to provide for the needs of the individuals within our organization. Therefore, the company reserves the right, at its sole discretion, to modify, supplement or invalidate any of the terms and conditions of the policies and procedures contained within this handbook at any time, without advance notice.

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Goals & Objectives

VISITING ANGELS IS A SERVICE COMPANY

We strive to:

1. Give the finest care to our clients and to maintain the highest possible standards of integrity in each aspect of our service, thus meriting the goodwill of our clients;
2. Work together with mutual respect and cooperation, accepting our responsibilities as employees and dealing fairly with others;
3. Provide each employee with a position which pays a fair and equitable wage for services rendered;
4. Provide opportunities for individual progress and growth.

General Employment Information

The established policies, rules, and regulations should not be regarded as limitations, rather as statements of rights and privileges. They are designed for your benefit, individually and as a member of the *VISITING ANGELS* team, with regard for your rights and those of others. Those "others" include your fellow employees, the owners of *VISITING ANGELS* and, most importantly, our clients.

1. Equal Opportunity Employment

It is our policy to seek and employ qualified personnel and to provide equal opportunities for the advancement of employees, including promotion and training, and to administer these activities in a manner which will not discriminate against any person because of race, color, ancestry, religious creed, national origin, sex, marital status, disability, age, or any other characteristic protected by law. We maintain a strict policy prohibiting unlawful harassment or discrimination

in any form. If you have a question about any type of discrimination at work, talk with your immediate supervisor or Managing Director.

2. At Will Employment

Visiting Angels requires you to adhere to the standards described in this handbook. However, the statements and language in this handbook are not intended to create or constitute a contract between the company and any one or all its employees. Employment with *Visiting Angels* is at will, meaning you or the company may terminate the employment relationship at any time with or without cause. No company representative or supervisor, other than the Managing Director, has the authority to enter into any agreement with any employee which would guarantee employment for any specified period or to make any agreement contrary to the foregoing. For any such agreement to be effective, it must be in writing and signed by the President and the employee involved.

3. Non-Harassment and Non-Discrimination

Visiting Angels is committed to providing a work environment that is free of discrimination and harassment. Harassment and/or discrimination are prohibited and are subject to discipline up to and including termination.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and/or other verbal, physical, or visual conduct of a sexual nature, or based upon sex, which affects the terms and conditions of employment. Such conduct is a violation of the Company rules when:

Submission to the conduct is made either explicitly or implicitly as a term or condition of employment; or submission to or rejection of the conduct is used as the basis for an employment decision; or the conduct has a purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

Other Harassing and Discriminatory Conduct

Other prohibited harassment is defined as verbal or physical conduct that defames or shows hostility toward an individual because of his or her race, color, religion, gender, national origin, age, or disability, or that of the individual's relatives or associates that, 1) has the purpose or

effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment, or 2) otherwise adversely affects an individual's employment opportunities. Prohibited discrimination is defined as unequal treatment of an individual because of his or her race, color, religion, gender, national origin, age, or disability.

Prohibited conduct also includes engaging in harassing conduct against an employee in retaliation for that employee making a complaint of harassment or discrimination under this policy, or any other work-related complaint as provided by law.

Reporting Procedures

Any employee who has been the victim of, witnessed, is aware of, or otherwise wants to report an incident of harassment or discrimination, whether committed by a supervisor, co-worker, client (or client's associates), or other non-employee, should promptly report the matter to the care manager or on-call manager. In addition, any employee who believes that he or she has been subject to retaliation for making a work-related complaint must report the conduct immediately to the client care manager or on-call manager. If the care manager or on-call manager is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the Managing Director. Employees can raise concerns and make reports without fear of reprisal.

The Company considers harassment and discrimination a serious matter and all reported incidents will be thoroughly investigated and handled in the most confidential manner possible.

If the results of the investigation reveal that an employee has engaged or is engaging in conduct in violation of this policy, he or she will be subject to disciplinary action, up to and including termination of employment. All supervisors and managers are responsible for implementing and monitoring compliance with this policy. Any manager or supervisor who has been advised or has knowledge that this policy has been violated must promptly and fully report the matter to management.

About Your Job

1. Employee Categories

Part Time: Employees regularly scheduled to work less than 35 hours per week in general, are not eligible for benefits other than certain types of insurance coverage required by law for all employees.

Temporary: A temporary employee is one who is employed for a specific project or for a specific period and whose employment will automatically terminate at the end of that project or that period of time. A temporary employee may be assigned to work either a full-time schedule or a part-time schedule. Temporary employees are not eligible for the benefits provided by the company other than certain types of insurance coverage required by law for all caregiver/employees.

If you have questions regarding your status, please see your supervisor or the Office Manager.

2. Orientation and Training

Orientation for a new caregiver will be conducted by an agency representative. The company has adopted a structured program for the orientation of new employees that is designed to facilitate a smooth integration into the work force.

It is our intention that every employee will receive the training necessary to work at peak efficiency. We will be conducting in-service training classes at various times during the year. In-service attendance is mandatory unless otherwise noted.

3. Personnel Records

It is your responsibility to make sure that the personal data in the file is accurate and up to date. Report any change of address, phone number, etc. to the Human Resource Manager in writing immediately, as these changes occur. A copy of the any current license or certification, including a driver's license, which includes the license number, is also kept in the personnel file and updated accordingly. It is the responsibility of the caregiver to keep the license current.

As an employee of *Visiting Angels*, you have the right to inspect your personnel file at the premises of *Visiting Angels* at a time mutually convenient for you and *Visiting Angels*. You may add your version of any disputed item (in your personnel file) to the file.

4. Compensation

Visiting Angels employees are paid every two weeks. Pay checks will be issued on Friday of the second week in each pay period by Payroll Manager. Paychecks may either be directly deposited or picked up in person by the employee at the office between on payday. Payroll advances are not permitted. If, in special circumstance, the paycheck is to be picked up by someone other than the employee, written authorization must be provided. Final paychecks must be picked up in person, and all company property must be returned with the issuance of the final paycheck.

5. Time Sheets/Telephony

All caregiver time sheets are handled through the ClearCare AP which you must have downloaded on to your cell phone. You must follow the instructions given during orientation for properly “clocking in” and “clocking out” using you **cell phone**. When “clocking out” you will be asked to document your tasks performed on your shift. If for any reason you are unable to use your cell phone you can clock in and out on the client’s phone, however it is preferable that you use your cell phone when possible. If you experience an issue with clocking in or out, you must call the office. Paper time sheets will be extended to you to log your time and you will need to get your clients signature for payroll. Caregivers are paid only for actual time spent in the homes of clients.

When you are conducting any work for *Visiting Angels* and are not scheduled in the scheduling system, you will need a paper time sheet to log your time spent on *Visiting Angels* work. It is your responsibility to maintain these time sheets and to turn them into *Visiting Angels* at the end of each pay period. For clarification on what would apply to this policy please contact the Managing Director

Employees must clock in and out for themselves. No other person is authorized to clock in or out for an employee.

Office employees must also keep timesheets, via the Clear Care system as directed by the Managing Director.

Violation of any of these provisions, or falsification of a timesheet, will result in disciplinary action up to and including termination.

6. Overtime

Employees may be required to work overtime (hours beyond the employee's regular schedule) as needed. No overtime may be worked without prior authorization of a supervisor. Non-exempt employees will be compensated for overtime hours worked in accordance with federal and state wage and hour laws. If you have any questions regarding your overtime pay status, speak to your supervisor or the Managing Director.

7. Paid Time Off

You will begin to accumulate Paid Time Off (PTO) hours after 90 days of employment. These hours will be banked for you via our payroll provider. After you have been employed with us for 6 months, you can begin to use these banked hours toward time off. All use of PTO requests must be made a minimum of one week in advance. At the end of the calendar year, if PTO hours are unused, employees may carry over only 20 hours for part time and 40 hours for full time employees for use in the next calendar year only. Paid time off accumulations will not be "cashed out" in lieu of time off without prior and discretion of the managing director's approval and must be of an emergency nature.

8. Health Benefits

After 90 days of employment, all employees will be eligible for Health Care benefits. Payment of Health Insurance premiums are the responsibility of the employee. Visiting Angels will reimburse a set dollar amount for each qualifying participant based upon number of average hours worked.

9. Performance Review

During the first year of employment, two (2) reviews are usually given: the first is usually at the end of the first three months of employment and the other at the end of the first year. Thereafter, performance reviews are conducted annually. Performance reviews are an important part of the

company's personnel policy. All performance appraisals shall be reviewed with you by your supervisor in the office and you will have the opportunity to express your views on the appraisals. A copy of the appraisal will be given to you and the original placed in your personnel file. Performance appraisals are also considered in connection with proposed salary adjustments, promotions, and other personnel actions.

10. Holidays & Weekend Assignments

Visiting Angels observes seven (7) holidays a year. Caregivers who are required to work on a holiday may be compensated at one and one-half (1-1/2) times your hourly or daily rate of pay. This is for private pay clients only.

New Year's Day

Labor Day

Easter Day

Thanksgiving Day

Memorial Day

Christmas Day

Fourth of July

Management reserves the right to rotate holiday work schedules as deemed necessary and fair for all caregivers.

Many clients need care on Saturdays and/or Sundays. As an employee of *Visiting Angels*, you understand that you may be asked to work on weekends. Management will do its best to honor your request, if applicable, to not work weekends, but reserves the right to require such to best meet the needs of our clients.

11. Employment Termination

If you are terminated from employment with *Visiting Angels*, you will receive your final pay in person after returning all company property, including but not limited to employee identification, employee manuals and door keys.

If you find that you must resign from your position at *Visiting Angels*, we request that you submit written notice two (2) weeks in advance. This notice should indicate the reason for your resignation and should state your final day of work. Caregivers who do not resign with appropriate notice may not be eligible for rehire.

12. Post-Employment References

Visiting Angels may respond, at management's sole discretion, to references for current or former employees. Information may include, but not be limited to, dates of employment, position held, salary, reasons for termination, eligibility for rehire and other job-related information.

Our Expectations

Employee Conduct and Disciplinary Action

Visiting Angels strives to promote and deliver excellence while maintaining a good relationship with those we serve and the community. Our employees are expected to conduct themselves in a manner which will further this objective. You are expected to meet acceptable standards of conduct and performance. Disregarding or failing to conform to these standards shall warrant disciplinary action ranging from verbal and/or written warnings up to and including immediate dismissal.

1. Prohibited Conduct

Acts of misconduct that may result in disciplinary action up to and including immediate termination include but are not limited to:

1. Physical or verbal abuse towards a client or family member.
2. Release of confidential information about the company, its employees or its clients.
3. Possessing or being under the influence of alcohol, narcotics or drugs during working hours or while on company or client property.
4. Theft of company or client property, or destruction, damage or unauthorized removal of company property or personal property of client.
5. Leaving a work shift without prior approval from management or otherwise abandoning a client.
6. No call/no show to a job assignment.

7. Working privately for current or past client(s) of *Visiting Angels* without written authorization or soliciting a client or family member introduced to you by *Visiting Angels* for private work.
8. Insubordination: includes refusal to follow instructions of authorized personnel, refusing or failure to perform assigned work, (including reassignment of tasks, duties or client assignments), rude or discourteous behavior of co-workers, staff, clients or families.
9. Irregular attendance; repeated tardiness; unreported, unexcused, excessive or pattern absences; repeated requests for days off; overstaying a leave of absence without written authorization; leaving one's job area without permission of management during assigned working hours; calling off on a holiday without a doctor's note.
10. Inefficient or careless performance of job responsibilities or inability to perform duties satisfactorily.
11. Failure to promptly report to the office an on-the-job injury or accident involving a client or yourself
12. Negligence that results in injury to a client.
13. Any action which endangers the health or safety of others.
14. Intentional falsification of records required in the transaction of company business, including timesheets and client logs.
15. Gambling on company or client property; participating in a fight or altercation while on company property or at home of client.
16. Harassing, threatening, intimidating or coercing a client or other employee.
17. Giving you home or cellular phone number to client or family member.
18. Use of abusive or vulgar language.
19. Making malicious, false or derogatory statements that may damage the integrity or reputation of the company or its employees.
20. Misrepresentation or withholding of pertinent facts in securing employment; falsifying employment application.
21. Violation of dress code standards.
22. Improper use of client or company telephones. Cell phones are not to be used while working, including text, email or other phone functions.
23. Abuse of break and lunch times.

24. Sleeping while on duty. Assigned Live-In caregivers are allowed to sleep.
25. Transaction of personal business during work hours.
26. Accepting gratuities, tips or gifts, personal checks or credit cards, or cash (whether as a gift or loan) from clients. Management may make some exceptions for nominal gifts, but these must be approved by management in advance.
27. Use of client vehicles without prior approval of management and client, or in a careless and/or unsafe manner.
28. Receiving a ticket and/or being involved in an auto accident while driving a client that upon investigation is proven to be the fault of the employee.
29. Conviction of a felony or gross misdemeanor or other crime related to or impacting upon the job.
30. Possession, display or use of explosives, firearms or other dangerous weapons while on duty or on company or client property.
31. Participation in a business enterprise in direct competition with VISITING ANGELS.
Any action that is detrimental to the orderly conduct of business.
32. Any violation of a company policy procedure or rule of which a copy has been given the employee or which has been posted for your review.

Visiting Angels may, in its discretion, apply progressive disciplinary action or lesser penalties to infractions. Disciplinary action will be considered on a case to case basis. Immediate termination may occur even for first time infractions.

2. Prohibited Activity

Caregivers are **not** permitted to provide medical service, including but not limited to:

- dispensing medications
- injections
- wound care
- colostomy care
- feeding tube assistance
- enemas
- any service that is defined as “medical” by the State

3. Complaint Procedure

From time to time you may have a problem affecting your work or you may have questions or complaints regarding your working conditions. These problems may involve honest differences of opinion, confusion about policies, grievances of disciplinary actions, etc. These conditions cannot be corrected unless you make them known to the company. If you have a concern or complaint about a work-related matter, it should first be discussed with the care manager or on-call manager. If, for any reason, you do not feel comfortable discussing it with the care manager or on-call manager, you may go to the Managing Director/Owner.

4. Appearance / Dress Code

The importance of personal appearance of all employees of *Visiting Angels* cannot be overemphasized. As perceived by the client, each individual person from *Visiting Angels* is the company. All employees will practice good hygiene. Clothing is expected to be neatly laundered. Jewelry must be kept to a minimum. Piercings/tattoos may need to be removed or covered for the comfort of the client.

All employees must dress in a manner consistent with professional standards of *Visiting Angels*. Caregivers dress code is a plain blue scrub top. Pants may be scrub bottoms or slacks. Shoes must be closed back and closed toe and must either tie with laces or Velcro (no slide in shoes, clogs, crocs flip flops, etc.). Absolutely no jeans, leggings, tank tops, tube tops, bare midriff styles, sun dresses, t-shirts, sweatpants and shirts, shorts, and cut-offs are to be worn. Casual slacks, and scrub pants are appropriate. Skirts, dresses, blouses, or sweaters may be appropriate with management approval.

Employee identification badges must always be worn while on duty, in a client's home, and/or while accompanying a client off-premises.

Management will make the final decision concerning appropriate attire and may modify dress requirements in consideration of weather conditions, special promotions or other circumstances

5. Transportation

Transportation to and from work (client's home) is the caregiver's responsibility. Some clients request that we provide transportation services for errands and doctor appointments. You must have a valid driver's license and provide a copy for your personnel file to accept these cases.

Caregivers will be reimbursed for actual mileage driven at the federal mandated rate and it is the caregiver's responsibility to document the odometer readings/mileage on mileage forms. Mileage forms must be turned into the office at the end of each 2 week pay period. Employees are specifically prohibited from using cell phones (for phone, text or other purposes) while driving while on duty.

Any employee who drives a Company Vehicle or drives a personal vehicle for business purposes must maintain a valid drivers' license and provide the Company with a copy of his/her valid drivers' license.

Any employee who drives a Company Vehicle or drives a personal vehicle for business purposes must maintain private automobile insurance with coverage limits as deemed appropriate by Visiting Angels and must provide the company with proof of this insurance. Without such coverage and proof, employees are not permitted to provide any transportation services for clients or qualify for travel time and mileage reimbursements

Any employee who drives a personal or company vehicle for business purposes is required to notify the company within 48 hours of any of the following occurrences:

- (a) Any conviction, plea of no contest and/or payment of waiver related to a driving offense (including speeding tickets), except for non-moving violations (parking tickets).
- (b) The suspension, revocation or cancellation of his/her drivers' license, or any other loss of driving privileges by any jurisdiction.

In addition, any employee who is not able to be insured by the company's regular insurer, or whose driving record would cause the company to incur additional costs for insurance, may be reassigned to a non-driving position or terminated at the company's discretion.

"Company Vehicle" means any vehicle owned or leased by *Visiting Angels*

6. Attendance & Punctuality

We expect our employees to be at work in the office or in the home of our clients as scheduled and to arrange their personal schedules to accommodate our established working hours (these hours will vary according to the needs of each client).

Unscheduled absences:

If you find that you must be out due to illness or other emergencies, you must notify the office as far in advance as possible but at least four (4) hours PRIOR to your scheduled start time with the reason for your absence. You must also call in at the beginning of each day that you are scheduled but unable to work due to illness unless you are on an approved leave of absence. You can not text an absence from work. Texting an absence will be considered a no call no show to your shift and appropriate disciplinary action will occur.

If you become ill while at work or find it necessary to leave the premises during working hours, immediately contact the office. Never leave work or go home before the end of your schedule without first getting the permission of your manager or their designee.

Any employee who is on an excused absence for three (3) or more days due to illness or injury is required to submit a physician's release or work restrictions prior to returning to work. Management reserves the right to request physician's documentation prior to a scheduled medical leave of absence. This includes an absence immediately prior or following requested time off

If you have a poor attendance record you may be subject to disciplinary action, up to and including termination of employment.

Scheduled Absences:

All requests for scheduled time off must be made in writing a minimum of 2 weeks in advance. Requests for time off must be made in person in the office and must have management or office staff approval. Management reserves the right to deny requests for time off based upon operational need. Verbal requests or notification of needed days off will not be accepted, documented or acknowledged via the phone.

Management recognizes that caregivers and staff desire holiday time off. Recognizing that our clients receive care every day, including holidays, caregivers will not be allowed to request every holiday off (this includes days before and after) from their work assignment when scheduled for work. When multiple caregivers are on the same client assignment, management reserves the right to rotate holiday work schedules for caregivers to best meet the needs of the clients served.

Tardiness:

Tardiness is not an acceptable practice. If you are not present during regular working hours, our ability to provide quality service is jeopardized. Repeated instances of tardiness (or even a single event, depending on the circumstances) will result in corrective action, including possible termination.

No call/no show:

Not reporting to work, without the prior approval of your manager is not acceptable at *Visiting Angels* and may result in immediate termination.

7. Handling of Client Funds

Handling of client funds is only as needed. Upon request for the caregiver to make a purchase for the client the caregiver will:

1. List date the amount of cash or list the card on the receipt
2. Have client sign and caregiver sign
3. Run the errand and make purchase
4. List all purchases
5. Return all change and cards to the client
6. Have client sign and also sign the charge card line
7. Attach receipts
- 8.

All questions and discrepancy to be reported to the office immediately.

8. Confidential Information

During your daily work, you may receive information that is considered strictly confidential. You may receive information that contains *Visiting Angels* trade secrets or is considered

proprietary to *Visiting Angels*. This information includes, but is not limited to client information, including medical information, personal and family information, finances and company charges or billings. This information should not be discussed with anybody, including; clients, care recipients, co-workers, other families, your family, and friends. You must be alert to others overhearing your professional discussions regarding a client's condition or an employee's behavior/performance.

Visiting Angels will maintain the confidentiality of “protected health information” (“PHI” as defined by HIPAA) and other information that is deemed to be confidential by other laws. Confidential information may be information in any form: e.g., written, electronic, oral, overheard or observed. Access to all information is granted on a “need to know basis”. A “need to know” is defined as information that is required in order to do your job.

9. Release of Information

The Administrative Assistant is the sole source of information concerning current or past employees and clients. An employee may not copy or otherwise obtain the names or addresses of any of *Visiting Angels* employees or clients or any part of company records without permission of the Office Manager.

No caregiver is allowed to give out information about the agency business or a client's condition to anyone unless he or she has specific authorization. The Managing Director is the only person authorized to release this information.

If anyone - company employee, current or prospective client, government representative, or otherwise - asks you for names, addresses or any information relating to present or former employees or clients, or to other company business immediately report the matter to the Office Manager or another member of management.

All inquiries from the friends and family of a client are to be directed to the Managing Director. Any caregiver who reveals confidential information without authorization is subject to immediate termination.

10. Safety

It is the company's policy to constantly strive for the highest level of safety in all services. The safety of employees and others on company premises is of utmost importance to us. The company is firmly committed to complying with applicable safety and health standards and will do its best to ensure that all work areas are free of hazardous conditions. We make every effort to provide working conditions that are as safe as possible, and we ask our employees to be just as careful. It is each employee's responsibility to know and comply with all health and safety rules, and to act in a safe manner.

If an unsafe condition of any kind is noted in any work area, be certain to report it immediately to the office.

11. On-the-job injuries

If you are injured on-the-job or contract a work-related illness, regardless of how minor it may seem, you must **immediately** report the injury or illness to the office and complete an injury/illness report form. If you require immediate medical treatment, notify the office that a replacement caregiver is needed.

The company may require employees to submit to a drug or alcohol test post-injury/accident or upon reasonable suspicion that the employee is under the influence. A refusal to test or adulteration/attempted adulteration will be considered the same as a positive test and may result in immediate discharge.

Any positive result or any refusal to test may affect your eligibility for compensation benefits under the applicable workers' compensation laws.

12. TB Screening

All caregivers are required to have an initial TB Test (Mantoux) prior to their first assignment, and thereafter on an annual basis or otherwise as required by law. You may provide the results from a previous test, if it was administered within the last 12 months. If a chest x-ray was administered due to inability to take a TB test, the chest x-ray results need to be provided.

13. Solicitation

Solicitation, of any kind, is strictly forbidden at the home of a care recipient. This includes school and organization fundraisers and personal businesses. The company does permit solicitation in the office by employees or visitors for charitable purposes only, and then only to the extent that business operations are not disrupted.

14. Working Two or More Jobs

Employees may work for another employer while employed by the company IF:

1. Your other job does not in any way interfere, directly or indirectly, with your job performance or the hours you are required to work with *Visiting Angels*. Management reserves the right to limit the hours you work for *Visiting Angels* if it is believed such other work compromises your ability to commit fully to the work requirements of *Visiting Angels*.
2. The nature of the work does not reflect adversely on *Visiting Angels*.
3. There is no conflict of interest, as determined by management, between your position at *Visiting Angels* and your secondary job.
4. You notify your supervisor of the other job.
5. You fulfill your commitment to *Visiting Angels* once you accept hours from us regardless of other jobs offering additional work.

Visiting Angels will hold all employees to the same standards of performance and cannot make exceptions for employees who hold outside jobs.

15. Smoking

Visiting Angels complies with Ohio's no smoking laws, and no smoking is allowed within *Visiting Angels*' office or in the office building. Smoking may be permitted on the building premises, as posted. Employees are expected to report violations of this policy to management. Employees violating this policy will be subject to disciplinary action, up to and including termination. Caregivers may not smoke in a client's home or on the premises.

16. Drug Free Workplace Policy

Visiting Angels is committed to a drug-free environment. We require that all employees report to work in a drug- and alcohol-free condition, fully able to perform their duties.

For the purpose of this Handbook, “Company Premises” includes not only the office, but also any location where an employee is conducting business for *Visiting Angels*, including client’s homes, nursing homes, doctor’s offices, etc. “Illicit Drugs” includes drugs (a) that are not legal; (b) that are legal but not legally obtained; (c) that are legal but used in a manner or for a purpose that is not legal or prescribed; (d) Drugs that are legal and prescribed but impair the employees ability to perform assigned duties. This includes medical marijuana.

The following will not be tolerated and may be cause for discipline and/or termination while the employee is on Company Premises, is operating a vehicle during work hours, or is on the clock regardless of location:

- Manufacture, distribution, dispensing, use of or being under the influence of Illicit Drugs;
- Possession of alcohol or being under the influence of alcohol or Drugs. Use of alcohol or drugs (either illicit or prescription) off premises or off duty may be cause for disciplinary action when it adversely affects the employee’s performance, personal safety, safety of others, and/or the Company’s reputation.

A drug test may be required at any time, including but not limited to random testing, post-accident/injury or upon reasonable suspicion. Those who test positive or are found to be in violation of the policy may be subject to disciplinary action up to and including termination. A refusal to test immediately upon notification by the company, adulteration or attempted adulteration of a test sample will be treated the same as a positive test sample.

Legally prescribed medications are permitted only when the use of such medications does not adversely affect the employee's work ability, job performance, or the safety of that individual or others. If you are on medically prescribed medication that may affect your work abilities, it is your responsibility to advise the office of this fact before reporting to work. This includes Medical Marijuana.

Management may, in its discretion, allow an employee who self-reports or tests positive for alcohol or drugs under this policy to enter into a “last chance agreement” to allow for rehabilitation and recovery. This is determined on a case-by-case basis and under no circumstance should this be construed as precedent for other employees to be given the same consideration.

ANY POSITIVE RESULT OR ANY REFUSAL TO TEST MAY AFFECT YOUR ELIGIBILITY FOR COMPENSATION BENEFITS UNDER THE APPLICABLE WORKERS' COMPENSATION LAWS.

17. Criminal Charges

Due to the nature of our business and clients, all Employees are required to notify Visiting Angels of Columbus anytime they are convicted of a felony. Random background screenings may be performed throughout the year and failure to report any felony conviction will result in termination. Employees will be fingerprinted and sent to BCI/FBI every 5 years.

18. Personal Visits and Phone Calls

Employees may not make or receive personal calls (on cell phones or client's phone) while they are at work. This includes texting or use of email/internet on personal phones. Personal calls may be made during meal breaks. (Meals should be eaten during times when the client is resting, asleep or with their approval.) Under no circumstance should you make or charge a long-distance call to the company. Personal acquaintances or relatives may not visit with you while you are working. They are not to enter the home of the client even if dropping you off or picking you up from work. It is required by management that you not give your home or cellular telephone number to clients. In case of emergency, family and friends may reach you through the office. Employees are not permitted to conduct personal business during working hours.

19. Universal Precautions

Universal precautions are infection control guidelines designed to protect workers from exposure to diseases spread by blood and certain body fluids. In the workplace, universal precautions should be followed when workers are exposed to blood and certain other body fluids.

Personal Protective Equipment (PPE) in home care primarily includes gloves and in rare instances gowns and masks. The purpose of PPE is to prevent blood and body fluids from reaching the workers' skin, mucous, membranes or personal clothing. Clients are responsible for providing gloves in the home for the performance of care giving duties. It is required that all caregivers keep a box of gloves in their car or on their person in the event they arrive for work and gloves are not available. *Visiting Angels* does not provide PPE for its employees. All caregivers are responsible for practicing and adhering to sound infection control practices and should wear gloves when providing hygiene assistance, incontinence care/toileting and during any other duty whereby transmission of blood or body fluid could occur. If such practices are not followed, progressive disciplinary action will commence. Caregivers' hands play an important role in transmitting microorganisms. The single most effective means of preventing the transmission of infection is through conscientious hand washing. Caregivers must wash their hands immediately at the beginning of each work shift and repeatedly throughout the entire work shift as necessary.

20. Workplace Inspections

Visiting Angels reserves the right to inspect employees, as well as any articles and property in their possession. *Visiting Angels* also reserves the right to inspect personal vehicles on company or client property, packages, lunch boxes, containers, and other articles brought onto company or client property that might conceal alcohol, illegal drugs, contraband and/or other inappropriate materials.

21. Military Leave

If you are called to active military duty or to Reserve or National Guard training, or if you volunteer for such duty, notify your supervisor and submit copies of your military orders. You will be granted a military leave of absence without pay for the period of military service, in accordance with applicable federal and state laws. If you are a reservist or a member of the National Guard, you will be granted time off without pay for required military training. Your eligibility for reinstatement after your military duty or training is completed will be determined in accordance with applicable federal and state laws.

22. Medical Leaves of Absence/FMLA

Visiting Angels abides by any Federal or State of Ohio mandates for Medical leave or FMLA and both employee and employer will follow these mandates.

The Company may require that the employee provide additional medical proof concerning a medical leave of absence in the event the medical certification or recertification is insufficient.

So that an employee's return to work can be properly scheduled, an employee on a leave is requested to provide the Company with at least two (2) weeks advance written notice of the date the employee intends to return to work. Employees returning from a medical leave must submit a health care provider's report certifying their fitness to return to work including any restrictions. The employee's return to work will be denied until such certification is provided. *Visiting Angels* will attempt to return the employee to work upon certification, but such return will be dependent upon operational need and return to the same client and/or work schedule is not guaranteed.

23. Electronic Communication Policy

Employees may be provided with company computer, internet and/or email access. All electronic communication, including computer files, e-mail, text, voice mail and text messages, that is sent, received or stored in Company systems is the property of the Company. The Company reserves the right to access, read, review, monitor, and copy all messages and files on its electronic systems at any time and without notice. By using these systems employees agree to the access and monitoring of all electronic communication by the Company and understand they have no expectation of privacy regarding these communications. The Company's e-mail, voice mail and the computer systems, including internet access, are for business use, and are not to be used for personal use.

The following are examples of misuse of the Company's electronic systems and can result in disciplinary action up to and including termination:

- Sending or posting offensive, obscene, discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain

- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Attempting to break into the computer system of another organization or person
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Jeopardizing the security of the organization's electronic communications systems
- Engaging in any other illegal activities

If an employee receives any electronic communication whose content is in violation of this policy or discovers offensive material on a Company computer, he/she must report this immediately to the Managing Director.

24. Communicating or Posting Information on The Internet

The Company understands that individual employees may post personal comments on the Internet via personal “blogs”, internet bulletin boards, or sites such as YouTube, MySpace, Facebook, and Twitter. Any information regarding *Visiting Angels* that is communicated or posted on public internet outlets, must adhere to the following rules:

1. Any and all rules stated in the Company’s Employee Handbook also apply to information posted on individual blogs or other public internet outlets. This includes but is not limited to harassment and discrimination policies and anti-defamation policies.
2. Employees may not reveal any confidential and/or proprietary and/or trade secret information about *Visiting Angels* or its clients via blogs or any other public internet outlet. If you have any questions whether information may or may not fall within these categories, contact the Managing Director prior to posting such information.
3. Blogging activities or any other Internet communications may not interfere with company business or individual work commitments and/or work performance.
4. Employees are not authorized to make any statement on the *Visiting Angels*’ behalf on personal blogs. Any blog entry containing information which relates to the company’s

business or could appear to relate to the company's business should contain the following disclaimer: "The views on this website are mine alone and not those of my employer."

25. Cell Phone Policy

Use of personal use cell phones by caregivers in a client's home during the workday is not allowed. This includes text, email or internet functions on smart phones or other electronic devices.

Office staff may use cell phones sparingly for work related issues however use of the ClearCare System for texting is preferred and is to be used whenever possible. Use of Company phones/cell phones for personal business is only to be used when necessary and is to be limited to emergency or necessary calls.

All employees are expected to follow applicable local, state or federal laws or regulations regarding the use of cell phones at all times. Employees who drive for business reasons are prohibited from using cell phones while driving. Texting while driving is strictly prohibited. Employees who are charged with traffic violations resulting from the use of their phone or PDA while driving will be solely responsible for all liabilities that result from such actions.

The Company may provide cell phones to some employees for business purposes. Cell phone invoices may be regularly monitored. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the phone for return or inspection. Employees unable to present the phone in good working condition within the time period requested (i.e. 24 hours) may be expected to bear the cost of a replacement.

26. Video or Audio Recording Devices

The use of cameras, camera phones, smart phones or other audio or video recording capable devices on the Company's or client's premises may constitute not only an invasion of employees' and client's personal privacy but may breach confidentiality of the Company's trade secrets or other protected information. Therefore, the use of camera or other audio and video-capable recording devices by an employee on Company or client premises is prohibited. This policy applies to all employees and all visitors while on company or client premises. This does

not include the client who may use audio or video recording devices in their own home, Caregivers should expect that most clients will have to have audio and video recording devices in their home.

Employee Service Standards

As a caregiver, you represent the agency in the client's home. Therefore, there are high standards to maintain. In a client's home, physician's office, hospital, and so forth, you are a guest and are expected to act accordingly. You are not to chew gum, smoke, gossip, or complain in the presence of the public or clients. You are to refrain from any activity that is disturbing to the client or family. Any complaints are to be directed through the appropriate channels within the agency. You are expected to use your intelligence and energy to promote good will.

re not to discuss shift assignments or changes in schedules with the client or members of their families unless requested to by management. Caregivers are not to inform the client if they are

Basic Service & Conduct

1. Uninterrupted Service

You will exert every reasonable effort to have our client(s) constantly attended to, without interruption of service, during the hours on the predetermined weekly schedule.

2. Abandonment

Clients should never be left alone. Exceptions would be errands or grocery shopping approved by management. If a client becomes agitated and orders you to leave, DO NOT LEAVE.

Explain you must call the office and do so immediately. If you are physically threatened or in danger, you may leave the premise but immediately notify the office and the proper authorities when necessary. If you have a personal emergency and must leave, call the office and we will arrange for a replacement.

3. Personal Possessions of Client

You may not accept gifts, of any kind, from the clients. You must not examine any personal items of the client without written permission from the client. You are not to accept money from clients under any circumstance unless shopping for them is a part of your job duties. Please contact the office any time a client offers you a gift or money including birthday and holiday gifts.

4. Telephone Calls

You must not make telephone calls without the permission of the client. You are not to give the clients phone number to family or friends. Cell phones are not to be used in the client's home. You are prohibited from receiving calls at the client's home. You are to direct all emergency calls for you to the office. You are to return all calls to the office within 3 hours and if necessary, check your home answering machine remotely for messages. Replying to management that you did not receive the message is an unacceptable response.

5. Visitors

You are not permitted to have your friends, family or other unauthorized visitors in the home of the client. You may not bring your children to the home of a client.

6. Breaks

You must secure written permission from the client prior to taking any "breaks" or prior to leaving the home of the care recipient during predetermined working hours.

7. Housekeeping

Services provided by non-medical homecare are those which provide fellowship, care and protection for clients who cannot care for their own needs. Such services include household work such as meal preparation, bed making, washing of clothes and other similar services specifically related to that client. Caregivers are to perform services for the client only, not for other members of the household. Although certain services for the client may benefit other members of the household, caregivers are prohibited from providing more than twenty percent (20%) of their total weekly hours worked in the performance of general household services that do not directly benefit the client. This does not mean that a caregiver may not do any general household activity; rather, it simply means that such work must not exceed the twenty percent

(20%) limitation. In the event a client requests a caregiver to perform more than very limited general household work (*i.e.*, more than twenty percent (20%) of the employee's total weekly hours), the employee may not do so and should notify their supervisor of the request.

8. Incident Reports

Client accident or injury:

In the event of a client accident or injury, you must immediately report the incident to the office and complete an incident form. Any fall by a client is considered an incident, and all accidents must be reported, no matter how minor. If a client appears to be injured or has fallen and can't get up under their own power, the caregiver must:

- 1) Call 911 immediately
- 2) Notify family
- 3) Notify the office

If caregiver is involved in a client accident or injury or witnesses a client accident or injury, an incident report form is to be filled out by the end of the employee's regular shift. The caregiver is to document on the appropriate incident report specifically what occurred, name any witnesses, and state, what, if any, action was taken by the caregiver, family or emergency personnel if contacted.

The Company may require employees to submit to a drug or alcohol test post-injury/accident or upon reasonable suspicion that the employee is under the influence. A refusal to test or adulteration/attempted adulteration will be considered the same as a positive test and may result in immediate discharge.

9. Case Assignments

Assignments will be made for employees based on their skills, training, experience, location and client needs. Management will make every effort to match employees and clients using the above criteria, realizing that some clients are occasionally more difficult than others to care for. Please keep in mind that these difficult clients are as worthy of good care as the others.

Caregivers are expected to work the schedule assigned by the scheduler. Caregivers apermanently or temporarily leaving the assignment without management permission.

Caregivers are expected to be available for all client assignments, unless specific time/availability restrictions are noted in advance in the caregiver's file. (Example: weekend only assignments; or no overnight assignments.) Refusal of a client assignment or failure to respond to a proposed assignment may result in a gap before another assignment becomes available. Repeated assignment refusals may result in termination of employment.

If you are unable to find the location of your work assignment, call the office from the area in which you became lost. The office staff or on call person will help you with directions and you will be expected to go to that assignment.

One instance of "no call / no-show" is grounds for immediate termination.

10. Communication Log

In some clients homes you may find a folder or notebook for use as a communication log. Each caregiver needs to read this log at the beginning of their shift. You will be notified if a log is in the client's home. Most documentation will be conducted through the ClearCare System AP. You will document end at your clock out and the next caregiver will be able to have access to these notes. Entries will be limited to pertinent, relevant information logged by each employee daily. This information pertains to the client's well-being only. Information should be simple and to the point. Caregivers should not log their own opinions as to the status of the client. This information should be communicated verbally to management as necessary.

REMEMBER - this is an open communication log for caregivers, clients and their families only.

If a medical agency is in the home, they may read the log with permission from management.

11. In-Service and Continuing Education Program

Education programs are presented on an ongoing basis as required by the State of Ohio and are planned by the Managing Director or their designee. Topics are chosen to increase the knowledge and ability of personnel enabling them to provide optimal patient care. It is the desire of this agency that caregivers are well informed in matters pertaining to home care and the types

of client problems that may be encountered in the delivery of care. Unless otherwise stated, attendance at in-service trainings or other staff meetings is mandatory.

Any caregiver may contribute to the in-service according to his or her area of expertise. Groups of employees may present an in-service program (e.g., role playing, report from a seminar attended, or a multiple approach to a topic of interest).

In-service education programs are held periodically. Notice of in-service meetings is given to personnel at least one week in advance and attendance is mandatory, unless previously approved by your supervisor. Each in-service is documented with date presented, staff members present, and a summary of the topic discussed.

REMEMBER OUR IMAGE

We view service to our patients and their families as our most important responsibility. You are expected to help us carry out this policy by extending every courtesy and assistance towards patients and families, as well as your co-workers. Below are some guidelines to help meet this responsibility.

- Leave personal problems at home
- Have a cheerful and optimistic attitude
- Come to work with enthusiasm
- Promote the Visiting Angels Image
- Maintain the highest professional standards of service to our clients;
conduct our business affairs with honesty and integrity.
- Avoid misrepresentation of services, false promises, or any statement that might lead to misconceptions on the part of the client.
- Do everything possible to enhance the reputation of Visiting Angels as a group of skilled professionals; offer honest, dependable, competent service to the client.
- Be on your best behavior
- No smoking
- No foul language
- Wipe feet before entering a home
- Introduce yourself by name
- Continue to use the client's name throughout the visit, prefaced by Mr. or Mrs. unless told differently.
- Never argue
- Listen to complaints; ask what we can do to remedy the situation
- Don't take things personally.

*** Please remember we are here to help you. Never hesitate to bring us your ideas or concerns.

Together we can make a difference

HANDBOOK RECEIPT AND EMPLOYEE ACKNOWLEDGMENT FORM

The employee handbook describes important information about *Visiting Angels*, and I understand that I should consult with my supervisor or *Visiting Angels* management regarding any questions not answered in the handbook. I have entered my employment relationship with *Visiting Angels* voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or the company, can terminate the relationship at will, with or without cause, at any time.

I acknowledge that revisions to the Handbook may occur, except to the company's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing provisions.

Furthermore, I acknowledge that this Handbook is neither a contract of employment nor a legal document. I further understand that no company representative or supervisor, other than the Managing Director, has the authority to enter any oral or written representation for any specific period of time or contrary to the foregoing. I have received the Handbook and I understand that it is my responsibility to become familiar with its contents and any revisions made to this Handbook.

Employee's Signature

Date