

WELCOME TO *Home Helpers*

Starting a new job is exciting, but at times can be overwhelming. This employee handbook has been developed to help you become acquainted with our company and answer many of your initial questions.

As an employee of our company, the importance of your contribution cannot be overstated. Our goal is to provide the finest-quality products and services to our clients and to do this more efficiently and economically than our competitors. By satisfying our clients' needs, they will continue to do business with us and will recommend us to others.

You are an important part of this process. Your work directly influences our company's reputation.

We are glad you have joined us, and we hope you will find your work to be both challenging and rewarding.

Sincerely,

Debbie Humphrey, Administrator

A WORD ABOUT THIS HANDBOOK

This Employee Handbook contains information about the employment policies and practices of the company. **We expect each employee to read this Employee Handbook carefully**, as it is a valuable reference for understanding your job and the company. The policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time.

The company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company. This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and inconsistent verbal or written policy statements. Except for the policy of at-will employment, which can only be changed by the President of the company in writing, the company reserves the rights to revise, delete, and add to the provisions of this Employee Handbook. All such revisions, deletions, or additions must be in writing and must be signed by the President of the company. No oral statements or representations can change the provisions of this Employee Handbook.

The provisions of this Handbook are not intended to create contractual obligations with respect to any matters it covers. Nor is this Handbook intended to create a contract guaranteeing that you will be employed for any specific time period.

OUR COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS HANDBOOK, EITHER YOU OR THE COMPANY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT WILL. NO OFFICE EMPLOYEE OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT-EXPRESS OR IMPLIED-WITH ANY EMPLOYEE FOR EMPLOYMENT OTHER THAN AT-WILL UNLESS THOSE AGREEMENTS ARE IN A WRITTEN CONTRACT SIGNED BY THE PRESIDENT OF THE COMPANY.

MISSION STATEMENT, CULTURE, VISION, VALUES, GOAL

“We’re not just Caregivers, We’re Family.”

We expect that all Employees will treat clients with the dignity and respect they would give their own family members, and with the same they would expect for themselves.

Our Mission

Become the most TRUSTED and RESPECTED provider of non-medical home care services and support for individuals who choose to remain independent in their homes and communities. To deliver the same quality of care that we would expect for ourselves.

Our Vision

Inspired by the love, devotion, and strength of family Caregivers, our vision is to provide the best care in the least restricted environment to those who, due to illness, injury, surgery, pregnancy, childbirth or the aging process, need extra assistance to heal, recover, or age with dignity.

Our Values

Be **BOLD**:

- **Bring your passion every day**
- **Own your results**
- **Love what you do**
- **Driven by excellence**

At Home Helpers, we value the human spirit and the desire to live independently. We value integrity and doing the right thing. We value education and the thirst for wanting to better one’s self. We value trust and take the trust bestowed to us very seriously. We value diversity in culture and in age.

Our Goal

Our goal is to be the best and to consistently exceed our clients’ and our own expectations. By ensuring our staff is well-informed and providing superior service, we will guarantee our clients’ well-being and ultimately our organization’s success.

WHAT SERVICES WE OFFER

Homemaker & Companion Care (“No Touch”) and Personal Care (“Touch”)

We provide help with instrumental activities of daily living such as laundry, cleaning, cooking, as well as help managing household tasks and upkeep.

We provide help with activities of daily living such as bathing, personal hygiene, dressing transferring, and toileting.

We also provide social interaction. We are not sitters. We provide interactive care that enables our clients to thrive and actively age.

Transportation

We provide reliable transportation for personal errands, scheduled appointments or simply to visit friends or family. Transportation may be provided in the client’s car or the caregiver’s car.

Direct Link (Personal Emergency Response System)

Seniors who have a Personal Emergency Response System are able to stay in their homes an average of six years longer than seniors without. With our Direct Link system, help is just a touch of a button away. Whether our client needs a neighbor, a family member, or emergency personnel, one touch of a button and our friendly operator will stay on the phone with them until the help they need arrives.

SECTION 1: THE WAY WE WORK

BUSINESS HOURS

Office hours:

Monday through Friday 9am – 5pm

Saturday, Sunday – closed

EQUAL EMPLOYMENT OPPORTUNITY

Our company is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally recognized basis including, but not limited to race, color, age, religion, sex, national origin, physical or mental disability or veteran status.

AMERICANS WITH DISABILITIES ACT

Our company is committed to providing equal employment opportunities to otherwise qualified individuals with disabilities, which may include providing reasonable accommodation where appropriate.

In general, it is your responsibility to notify the company of the need for accommodation. Upon doing so, you may be asked for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability.

Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals.

A WORD ABOUT OUR EMPLOYEE RELATIONS PHILOSOPHY

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. **Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork, individuals working together to attain a common goal.**

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open, and problems can be discussed and resolved in a mutually respectful atmosphere. We consider individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

SEXUAL & OTHER UNLAWFUL HARASSMENT

Sexual harassment and unlawful harassment are prohibited behavior and against Company policy. The Company is committed to providing a work environment free of inappropriate and disrespectful behavior, intimidation, communications and other conduct directed at an individual because of their sex, including conduct that may be defined as sexual harassment.

Applicable federal and state law defines sexual harassment as unwanted sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature when: (1) submission of the conduct is made a term or condition of employment; or (2) submission to or rejection of the conduct is used as basis for employment decisions affecting the individual; or (3) the conduct has the purpose or effect of unreasonably interfering with the employees work performance or creating an intimidating, hostile, or offensive working environment.

The following list contains examples of prohibited conduct.

- Unwanted sexual advances;
- Offering employment benefits in exchange for sexual favors;
- Visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters;
- Verbal conduct such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about any employee's body or dress;
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations;
- Physical conduct such as touching, assault, or impeding and/or blocking movements;
- Retaliation for reporting harassment or threatening to report harassment.

Sexual harassment on the job is unlawful whether it involves coworker harassment, harassment by a manager, or harassment by persons doing business with or for the Company, such as clients, customers or vendors.

OTHER TYPES OF HARRASSMENT

Prohibited harassment based on race, color, religion, national origin, ancestry, physical or mental disability, veteran status, age, or any other basis protected under local, state or federal law, includes behavior similar to sexual harassment, such as:

- Verbal conduct such as threats, epithets, derogatory comments, or slurs

- Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures
- Physical conduct such as assault, unwanted touching, or blocking normal movement
- Retaliation for reporting harassment or threatening to report harassment.

RETALIATION

It is against Company policy and unlawful to retaliate in any way against anyone who has lodged a harassment complaint, has expressed a concern about harassment, including sexual harassment, or has cooperated in a harassment investigation. Therefore, the initiation of a complaint, in good faith, will not under any circumstances be grounds for disciplinary action.

ENFORCEMENT

All managers and supervisors are responsible for:

- Implementing the Company policy on harassment, which includes, but is not limited to, sexual harassment and retaliation
- Ensuring that all employees they supervise have knowledge of and understand the Company policy
- Reporting any complaints of misconduct to the designated Company representative so they may be investigated and resolved internally
- Taking and/or assisting in prompt and appropriate corrective action when necessary to ensure compliance with the policy
- Conducting themselves in a manner consistent with the policy.

HARRASSMENT COMPLAINT PROCEDURE

The Company's complaint procedure provides for an immediate, thorough, and objective investigation of any claim of unlawful or prohibited harassment, appropriate disciplinary action against one found to have engaged in prohibited harassment, and appropriate remedies for any victim of harassment. A claim of harassment may exist even if the employee has not lost a job or some economic benefit.

Anyone who has been subjected to the conduct prohibited under this policy, or who has knowledge of such conduct, should report this information following the normal Complaint Procedure as soon as possible. However, employees are not required to report any prohibited conduct to a supervisor who may be hostile, who has engaged in such conduct, who is a close associate of the person who has engaged in the conduct in question or with whom the employee is uncomfortable discussing such matters. Complaints regarding harassment or retaliation may be

oral or in writing. *Any individual who makes a complaint that is demonstrated to be intentionally false may be subject to discipline, up to and including termination.*

All reported incidents of prohibited harassment will be promptly investigated. When the investigation is complete, a determination regarding the reported harassment will be made and communicated to the employee who complained and to the accused harasser. During the investigation, confidentiality will fully be preserved without compromising the Company's ability to conduct a good faith and thorough investigation.

If the Company determines that prohibited harassment has occurred, the Company will take effective remedial action commensurate with the circumstances. Appropriate action will also be taken to deter any future harassment. If a complaint of prohibited harassment is substantiated, appropriate disciplinary action, up to and including discharge, will be taken.

The Company recognizes that actions that were not intended to be offensive may be taken as such. An employee who believes that they have been subjected to sexual harassment by anyone is encouraged, but not required, to promptly tell the person that the conduct is unwelcome and ask the person to immediately stop the conduct. A person who receives such a request must comply with it and must not retaliate against the employee for rejecting the conduct. The Company encourages, but does not require, individuals to take this step before utilizing the above Complaint Procedure.

ABUSIVE CONDUCT

Abusive conduct means malicious conduct of an employer or employee in the workplace that a reasonable person would find hostile, offensive, and unrelated to an employer's legitimate business interests. Abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, and epithets, verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the gratuitous sabotage or undermining of a person's work performance. A single act will generally not constitute abusive conduct, unless especially severe and egregious.

The Company considers abusive conduct in the workplace unacceptable and will not tolerate it under any circumstances. Employees should report any abusive conduct to a supervisor or manager with whom employees are comfortable speaking. Supervisors and managers are to assume the responsibility to ensure employees are not subjected to abusive conduct. All complaints will be treated seriously and investigated promptly. During the investigation process the Company will fully attempt to maintain confidentiality.

It is a violation of Company policy to retaliate or otherwise victimize an employee who makes a complaint or a witness who serves in the investigation of the abusive conduct allegation.

AHCA BACKGROUND SCREENING

To meet the state background screening requirement, all employees must have a status of “Eligible” in the AHCA Clearinghouse system. The cost of the background screening, which is good for 5 years, and keeping the background screening current, are the responsibility of the employee.

NEW EMPLOYEE ORIENTATION

Upon joining our company, you were given an electronic copy of our employee handbook. If you have signed and confirmed receipt via our online process, it is not necessary to return a signed hardcopy of the receipt page.

You will also be asked to complete personnel, payroll and benefit forms as part of our online onboarding process.

If you lose your electronic copy of your handbook, please notify the Administrator as soon as possible to obtain a replacement copy. If you would like a printed copy, please notify the office manager.

The Administrator is responsible for the operations of your department. The Administrator will be a good source of information about the company and your job.

CATEGORIES OF EMPLOYMENT

INTRODUCTORY PERIOD: All employees are on an introductory period during their first 60 days of employment.

During this period, you will be able to determine if your new job is suitable for you, and your supervisor will have an opportunity to evaluate your work performance.

However, the completion of the introductory period does not guarantee employment for any period thereafter.

FULL-TIME EMPLOYEES regularly work 32 hours or more each week.

PART-TIME EMPLOYEES work less than 32 hours each week.

Note: All Caregivers will fall under the part-time designation. Hours are not guaranteed, and Caregivers are free to accept or reject an assignment offered to them.

MINIMUM REQUIREMENTS FOR EMPLOYMENT

At Home Helpers Home Care, we must abide by the guidelines set forth by both the law and our insurance companies. At a minimum, the following requirements must be met. If the requirements are not met, you will be removed from all cases currently assigned. In addition, not meeting the minimum requirements are grounds for termination of employment.

All Employees

- Driver's License - Must be current and not suspended. This is the employee's responsibility, and the employee is responsible for all costs related to this.
- Auto Insurance – Must be current and is required for ALL employees. This is the employee's responsibility, and the employee is responsible for any costs related to this.
- AHCA Background Screening – Must be current. This is the employee's responsibility, and the employee is responsible for any costs related to this.

Home Health Aides and Certified Nursing Assistants

- CPR certification – Must be a certification from an in-person course. Must be renewed every 2 years. Renewals can be from an online course if we have the original in-person training on file. This is the employee's responsibility, and the employee is responsible for any costs related to this.

Minimum Training Requirements

Please see “continuing education” in Section 2 for further information for minimum training requirements.

IMMIGRATION REFORM AND CONTROL ACT

Each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the company.

TALK TO US

We encourage you to bring your questions, suggestions, and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations. If you feel you have a problem, present the situation to the Administrator so that the problem can be settled by

examination and discussion of the facts. We hope that the Administrator will be able to satisfactorily resolve most matters.

Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

If at any time you do not feel comfortable speaking with your supervisor or the next level of management, discuss your concerns with any other supervisor with whom you feel comfortable.

SECTION 2: YOUR PAY, YOUR PROGRESS, YOUR INFORMATION

RECORDING YOUR TIME

An employee's caregiver documentation is a vital record. It forms the basis for our billing and your paycheck. By following the proper procedure, your correct payroll will be available on the designation day.

You are required to maintain an accurate record of all time worked. Employees must record their hours in the agency's Clear Care software.

There are laws surrounding Electronic Visit Verification (EVV) effective December 1, 2019. If you are having problems clocking in or out correctly, please notify the office immediately. Clocking in and out according to policy ensures you are paid correctly.

MILEAGE REIMBURSEMENT

Home Helpers will reimburse caregivers for mileage accrued while using their personal vehicles to provide services to clients. This does not include mileage traveling to or from the client's home.

The ClearCareGo Mobile App will be used to document mileage.

Home Helpers encourages all caregivers reimbursed for miles driven to maintain their own mileage log to protect them in the event of an IRS audit.

TRAVEL TIME

What is “travel time”?

Simple definition: The time it takes to travel between client locations or worksites during a workday.

***Example:** Let us say you have a shift at Client A that is from 9am to noon and another shift with Client B from 5pm to 9pm. If it takes 15 minutes to drive from Client A to Client B, you are compensated at minimum wage for the 15 minutes (not five hours). Our ClearCare system automatically calculates the time using Google Maps.*

REQUIRED TIME IN OFFICE FOR TRAINING

Time spent in the office for mandatory/required meetings or training will be compensated at the current Florida minimum wage rate.

CANCELED SHIFTS

Unfortunately, in the home care industry scheduled shifts will be periodically canceled by our clients. This may be due to hospitalization, changes to their scheduling requirements, etc. When this happens, the Company admin personnel will notify the impacted employee with as much advance notice as possible and make best efforts to assign the impacted employee to another available shift.

However, the Company makes no guarantee that an employee will be paid for a canceled shift nor does it guarantee the assignment of additional shifts/hours in place of the canceled shift.

PAYDAY

You will be paid bi-weekly every other Friday. The payroll week is from Saturday to Friday. Each pay period consists of two payroll weeks. The Friday after the last full payroll week is when you will be paid.

When our payday is a holiday, you will be paid on the day before the holiday.

Direct Deposit is the only method for payroll and is available to all caregivers.

PAYCHECK DEDUCTIONS

The company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal taxes and Social Security (FICA) taxes. All

deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

VIEW ONLINE PAY CHECKS

Our company uses Paychex Flex as our payroll provider. This allows all employees to view their pay stub online. Once you have registered online you may view your pay stub and other payroll information. The website is: www.paychexflex.com

UPDATE PERSONAL, BANK AND TAX INFORMATION

IMPORTANT: To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information. Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be updated promptly.

PERFORMANCE REVIEWS

Your performance is important to our company. Each year, according to your anniversary date, *the* Administrator will review your job progress within our company and help you to set new job performance plans.

Our performance review program is designed to provide the basis for better understanding between you, and the Administrator with respect to your job performance, potential and development within the company.

New employees will generally be reviewed at the end of their introductory period.

The evaluation is an opportunity for an open and honest discussion to provide a better understanding of what is expected from both parties. Input from client surveys will also be included when appropriate. Your performance will be evaluated in the following areas:

Communication skills

Client satisfaction

Professionalism

Attendance

Personal appearance

PAY ADVANCES

Pay advances will not be granted to employees.

We offer a benefit from TapCheck.

TapCheck offers the financial flexibility you need by allowing you to access your earnings whenever you need them.

<https://www.tapcheck.com/>

PROMOTIONS, TRANSFERS & PAY RAISES

We believe that career advancement is rewarding for both the employee and our company. We will promote qualified employees to new positions whenever possible.

Depending upon your performance and our company's profitability, adjustments in your pay may be made when there has been an improvement in or sustainment of an already good performance during the review period.

At least 2 hours of continued education courses, per year, are required to be considered for a pay rate increase.

OVERTIME

There may be times when you will need to work overtime so that we may meet the needs of our clients. Although you will be given advance notice when feasible, this is not always possible.

Non-exempt employees **must have all overtime approved** in advance by their Supervisor.

Non-exempt employees will be paid at a rate of time and one-half their regular hourly rate for hours worked in excess of 40 hours in a work week, unless state law provides otherwise.

If you accrue overtime in a week that you also work a recognized holiday and exceed 40 hours, you will not receive overtime pay and holiday pay.

PAID ON-CALL PROGRAM

We currently have a paid on-call program, which allows an eligible employee to be "on-call" during specified periods to cover call-offs and/or new shifts.

- On-call shifts are released on Wednesday via ClearCare software's 'First-Come, First-Serve'. The first caregiver to accept the shift will be scheduled.
- The On-Call caregiver will be compensated \$50 for this shift.
- If the On-Call caregiver is called to work a shift, the shift will be paid at the caregiver's hourly rate plus the \$50 on-call shift rate.
- The caregiver will be notified on Friday to confirm On-Call shifts.
- Caregivers CANNOT sign up for more than 2 consecutive on-call shifts.
- Caregiver responsibilities while On-Call:
 - ✓ Always keep cell phone on
 - ✓ No drinking while on-call
 - ✓ Cannot go out of town while on-call

- ✓ Must be available to be at client's home within an hour of receiving a call
- ✓ Working a shift while on-call must not put the caregiver into overtime
- ✓ Caregiver cannot say "NO" or refuse to take a shift while On-Call

*****If the on-call caregiver is called and says "NO" or does not show up for the shift then they will lose on-call privileges and be subject to written warning and possible termination.**

EMPLOYEE RECOGNITION PROGRAMS

Exceptional Caregiver of the Month Award (ECOTM)

All caregivers, in good standing, are eligible to receive this ECOTM award.

This award is given to the caregiver who has provided service that goes “above and beyond” and helps fulfill our mission of *Making Life Easier* for our clients and their family members. Each ECOTM will receive a certificate and gift of recognition. In addition, each ECOTM will be recognized on our website, social media, and be added to our wall of fame, for their contributions to our community.

Exceptional Caregiver of the Year Award (ECOTY)

This award program has been implemented by the 6 Home Helpers agencies in the Tampa Bay area. All ECOTM from that calendar year, in good standing, are eligible for the ECOTY award.

Each month, each Home Helpers agency will be recognizing an Exceptional Caregiver of the Month (ECOTM).

At the end of the year, a finalist will be selected from the ECOTMs from each of the 6 Home Helpers Agencies by a third-party representative.

Here's what the 6 finalists can receive!

- A chance to be named the Tampa Bay Home Helpers Exceptional Caregiver of the Year amongst their peers and a grand prize!
- All runner ups will receive a \$100 gift card.

Caregiver Performance Incentive Program

Eligibility:

- You are eligible to participate on the first day of a calendar month after you begin employment with Home Helpers. For example, if you begin employment on May 15th, your eligibility in the program will begin the following June 1st.

Incentive:

- Every month ALL caregivers will be entered into a raffle for a valuable prize or \$200 to be paid in their next paycheck. Just by following the “Rules of Eligibility” below, you will be entered in a drawing to be the winner that month!!
- At the beginning of each month, the criteria will reset for everyone (you start with a clean slate).
- At the end of each month, we will review the criteria for each individual and if all are met you will be entered in the raffle.
- **You can earn one extra entry per month for picking up a short notice/call off shift.**

Rules of Eligibility:

- You CLOCK IN on time for all shifts. No entry for the month if you do not clock in on time for a scheduled shift.

So, plan on arriving a few minutes early for your shift to ensure you are on time. Remember: To correctly clock in, there are TWO acceptable options: 1) Use our ClearCare Go mobile app -OR- 2) Use telephony by calling the phone number on the back of your employee ID using the client’s phone. The ClearCare Go mobile app should always be used UNLESS there is an issue that renders it unusable. In that case, telephony should be used as a backup option.

- You CLOCK OUT and DOCUMENT correctly for all shifts. No entry for the month if you do not clock out for all shifts. By clocking out, you are completing required daily logs/caregiver documentation in the process. Therefore, clocking out is very important. Remember: To correctly clock out, there are TWO acceptable options: 1) Use our ClearCare Go mobile app -OR- 2) Use telephony by calling the phone number on the back of your employee ID using the client’s phone. The ClearCare Go mobile app should always be used UNLESS there is an issue that renders it unusable. In that case, telephony should be used as a backup option.

- You have no calls outs for any shifts. No entry for the month if you call out or miss a scheduled shift. There will be no exceptions to this rule. We do understand things come up. However, we do believe that our best caregivers can accomplish this most, if not all, months of the year.

***We understand that sometimes clients are not always a good fit. If you have accepted a client and feel that it is not working out, you must continue to provide services for that client over the next calendar week to meet this criterion. For example, if you call the office on a Tuesday asking to be removed from the client, you must work any shifts you are assigned to over the next 7 days (through the following Tuesday) to allow the scheduler ample time to find a great replacement.

- You do not leave any shifts early. No entry for the month if you leave any shifts early on account of a personal decision to leave early –OR- the client requesting that you leave because they are unhappy with your service or feel you would be unable to complete your shift.
- You have no client complaints. No entry for the month if there are any client complaints regarding your service, whether verbal or written. **Make sure you stay off your cell phone, wear proper attire, and hair and nails are appropriate.**
- Time off is requested 2 weeks in advance. No entry for the month if you have not followed the policy of requesting time off 2 weeks in advance.
- Must be in good standing with the agency. All required training has been completed. All required documents are up to date (example: auto insurance, driver's license, CPR card). Pro tip: pay attention to the reminders sent from ClearCare.
***Entry will be forfeited for staff who leave or are terminated from the organization.

CONTINUING EDUCATION

Any training required AFTER hire will be compensated at the current Florida minimum wage rate.

Any non-required training requested by the employee and authorized by the agency is not eligible for reimbursement.

IMPORTANT: Training that will be compensated for does NOT include training related to maintaining a state license or a current CPR Card. You are responsible for the cost related to those items and will not be compensated for that time. In addition, HIV/AIDS training will be a condition of hire and will be made available at no cost. However, it will not be compensated for.

IMPORTANT: For online/web-based training, you will be compensated for the estimated time to complete as determined by the training provider.

Minimum Required Training for Home Health Aides and CNAs

- 40 hours of home health aide training, completion of the Home Health Aide Competency test OR a current CNA license
- Current CPR Card
- HIV/Aids Training: One-time requirement. Training prior to hire is sufficient. If the individual does not have this training prior to hire, this training will be offered at no cost. However, there will be no compensation for the training.

• Alzheimer’s Training (must be completed within first 9 months of hire): One-time requirement, training through a DOEA (Department of Elder Affairs) approved curriculum prior to hire is enough.

• Assistance with Self-Administration of Meds: One-time requirement if the employee is assisting with medications. Training prior to hire is enough.

Minimum Required Training for Homemaker/Companions

• HIV/Aids Training: One-time requirement. Training prior to hire is enough. If the individual does not have this training prior to hire, this training will be offered at no cost. However, there will be no compensation for the training.

• Alzheimer’s Training (must be completed within first 9 months of hire): One-time requirement, training through a DOEA (Department of Elder Affairs) approved curriculum prior to hire is enough.

Additional Training Requirements

Additional training may be required for specific clients or to provide services related to specific programs. For these situations, the Employee will be requested to complete the training and will be compensated for it.

Caregiver Genius: Our Next Level Educational Program

Bronze Level \$50 bonus

Complete the following:

- COVID-19 Care Certification (4 classes)
- Safety and Falls Prevention Certification (4 classes)
- Complete both certifications in 6 weeks from the start of first course.

Silver Level \$75 bonus

Complete the following:

- Respiratory Condition Care Certification (2 classes)
- Heart Disease Care Certification (2 classes)
- Stroke Recovery Care Certification (5 classes)
- Complete all 3 certifications in 9 weeks from the start of the first course.

Gold Level \$100 bonus

Complete the following:

- Parkinson's Disease Care Certification (2 classes)
- Diabetes Care Certification (3 classes)
- Behavioral Health Certification (10 classes)
- Complete all 3 certifications in 12 weeks from the start of the first course.

Dementia Care Certification (Alzheimer's Association Approved) \$150 bonus

- 17 classes

All courses will be provided through our Care Academy web-based training software.

Upon completion of each level, you will receive:

- *the cash bonus indicated at each level*
- *a certificate of completion for each certification*
- *an achievement pin*

You cannot move on to the next training level without completing the level before it.

If you do not complete the designated certifications for that level, in the assigned amount of time, you will be unenrolled and will need to start over.

SECTION 3: TIME AWAY FROM WORK AND OTHER BENEFITS

HOLIDAYS

Our company observes the following holidays each year:

New Year's Day
Easter
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

If a holiday falls on your regularly scheduled day you must notify the office thirty (30) days in advance if you plan to request time off. If you work on a recognized holiday your compensation will be one and a half times your normal hourly rate. Holiday time off will be granted on a first asked and/or rotating basis.

Please keep in mind that some of our clients need help every day.

TIME OFF REQUESTS (UNPAID)

Special requests for time off will only be considered if the Caregiver submits the request in writing at least fourteen (14) days prior to the date in question. Bear in mind that our clients' needs come first and that we may not be able to honor your request in some circumstances.

*****Do not direct requests for time off directly to your client unless authorized to do so by your Supervisor.**

MEDICAL INSURANCE

Employer paid medical benefits are not being offered at this time.

However, disability, accident and cancer insurance are offered at a competitive rate through our partner Liberty National.

LEAVE OF ABSENCE

Under special circumstances, employees who have completed 1 year(s) of employment may be granted a leave of absence without pay. The granting of this type of leave is normally for compelling reasons and is dependent upon the written approval of your immediate supervisor.

We will make reasonable efforts to return you to the same or similar job as held prior to the leave of absence, subject to our staffing and business requirements.

FAMILY MEDICAL LEAVE ACT (FMLA)

Employees who have completed 12 months(s) of employment may be granted a leave of absence without pay upon the birth or adoption of a child, to care for an immediate family member (spouse, child, or parent) with a serious health condition, to take medical leave when the employee is unable to work because of a serious health condition.

Employees may also take up to 26 work weeks of leave to care for a "member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness" FMLA permits a "spouse, son, daughter, parent, or next of kin" to take the Military FMLA.

Such leave must begin within six months of the birth of the child and/or placement of a child for adoption.

FMLA may not exceed 12 weeks in a 12-month period. Employees seeking FMLA must provide a minimum of 30 days advance notice of their intent to take parental leave and the anticipated date of their return. Employees may not accept other employment or apply for unemployment insurance while on parental leave. Acceptance of other employment while on leave will be treated as a voluntary resignation from employment.

We will make a reasonable effort to return you to the same or a similar position upon your return from leave subject to our staffing and business requirements.

This leave may run concurrently with any other leave where permitted by state and federal law.

SOCIAL SECURITY

During your employment, you, and the company both contribute funds to the Federal Government to support the Social Security program. This program is intended to provide you with retirement benefit payments and medical coverage once you reach retirement age.

WORKERS' COMPENSATION

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you.

If you are injured on the job, no matter how slightly, report the incident immediately to your immediate Supervisor or Human Resources.

Consistent with applicable state law, failure to report an injury within a reasonable period could jeopardize your claim we ask for your assistance in alerting management to any condition which could lead to or contribute to an employee accident. Additionally, the company will attempt to provide a reasonable accommodation which is medically necessary, feasible and does not impose an undue hardship on the company as prescribed by applicable Federal, state, or local law.

SECTION 4: ON THE JOB

SCHEDULING ASSIGNMENTS

Scheduling assignments is a cooperative effort between the office staff and the home care staff and is vital to our efficiency. The following guidelines will assure smooth operation.

- 1. Routine Scheduling:** All routine scheduling is done during regular office hours. However, we are available 24 hours/day for emergencies.
- 2. Transportation:** All employees must have a reliable means of transportation.
- 3. Telephone:** All employees must have a telephone at which they can be reached.
- 4. Availability:** Employees must communicate their availability to the office staff.

Please call the office to ensure the admin staff has been updated with any new availability.

5. Assignment Acceptance: Employees must consider each assignment carefully before accepting or rejecting it. This agency strives to limit the number of home care staff assigned to a client in order to provide continuity of care. Therefore, when an employee accepts an assignment, we expect them to fulfill their commitment in a professional manner for the length of the shift.

6. Inability to Complete Assignment: If an employee is unable to complete an assignment due to illness or an urgent family crisis, the employee must call the office immediately. Administrative staff that can document the inability to complete an assignment can be reached 24 hours a day, 7 days a week. ***Inability to complete an assignment will be considered a call off.***

7. Shift Call Off/Cancellation: Excessive employee late cancellation (call-offs) of assignments may be cause for disciplinary action. This also includes cancellation of assignments, with proper notice, if a pattern of cancellation exists. Employees who regularly accept, then cancel assignments, may be offered less work.

8. Short Notice Calls: Late notice (last minute) assignments sometimes occur.

9. Do not leave shifts early: Do not leave early; make sure you have given the Client the scheduled time. (If the client insists that you leave, which is considered a change in schedule, you must contact the office immediately.)

SCHEDULE COMMUNICATION

Your schedule will be kept up to date in our ClearCare scheduling system. When assigned to a shift, you will be notified via email or phone and must log into ClearCare to confirm acceptance of the shift. Also, prior to the day of a scheduled shift, you will receive an email text reminder at approximately 5:30pm.

Due to clients' changing needs, the schedule may be altered as necessary.

Note: You can ALWAYS view your current schedule via our ClearCareGo mobile app. You will also receive email and/or text notifications of your shifts.

There are **NO EXCUSES** for not being aware of your schedule.

REQUESTED SCHEDULE CHANGES DIRECTLY FROM CLIENT TO EMPLOYEE

Occasionally a client may request a schedule change directly from their Caregiver. All schedule changes (both increases and decreases in hours) must be processed and approved through the office. If this should occur with one of your clients, you must telephone the office immediately. This includes situations where you are currently working a shift and the client has asked that you stay longer. For some of our clients, there are strict limits in terms of the amount of time we can provide services.

CLOCK-IN AND CLOCK-OUT, DOCUMENTING TASKS

ClearCareGo Mobile App (GPS) & ClearCare Telephony

Clocking in and out at clients, as well as accurately documenting what tasks in the client's care assessment were completed/not completed, is a **MANDATORY** part of the Caregiver's job.

Why are clocking in/out and accurately documenting tasks so important?

- There are laws surrounding Electronic Visit Verification (EVV) effective December 1, 2019. If you are having problems clocking in and out correctly or documenting your tasks correctly, please notify the office immediately. Clocking in and out according to policy ensures you are paid correctly.

- Supervisory staff, clients, client family members, and other designated individuals have been granted access to our system to view task documentation. In addition, task documentation is also sent/made available to organizations with oversight such as the Agency for Health Care Administration (AHCA), insurance companies, Medicaid, and the VA (The U.S. Department of Veteran Affairs).

Clock-In and Clock-Out

Caregivers have 2 options to clock-in and clock-out and document tasks at clients:

ClearCareGo Mobile App (GPS) or ClearCare Telephony.

Either option MUST be used by the Caregiver, UNLESS the situation does not allow for one or both of the options (e.g. Client doesn't have a home phone, Client requests a specific option, Client is in a temporary location that is not programmed into our system).

The easiest option is to use ClearCareGo Mobile App (GPS) so that you can clock-in and clock-out outside the client's home without being distracted (and possibly forgetting) to do so.

Caregivers who do not observe Company Policy and accumulate three (3) Documented Events will be released from employment.

ClearCareGo Mobile App - GPS technology

The app is available for both iPhones (IOS) and Android smartphones. You can find the application in iTunes or the Android Play Store. You will receive login information on the day of hire as well as instructional information on how to use the app.

Our ClearCareGo mobile app uses the GPS technology of a smartphone which allows the Caregiver to clock in and clock out when within proximity of the client's residence. To use this functionality, the Caregiver will need to have a smartphone with cell service to which the required app must be downloaded and installed.

Instructions for using the smartphone app are provided via an email or by watching the tutorial video when logging into the app for the first time.

ClearCare Telephony

Our ClearCare telephony system allows for the Caregiver to clock in and clock out using the Client's phone.

Important:

- The telephony instructions with the toll-free number to call and other useful information are on the back of your employee ID.

- You will be assigned a PIN number if/when you need to access the Telephony system.

Documenting Tasks Accurately

A required part of your job is to document tasks (also known as care logs) in a client's care assessment and to document them accurately. If you have completed a task, you are expected to accurately mark the tasks as completed in the ClearCareGo Mobile App (GPS) or ClearCare Telephony. If you have not completed a task(s), you are expected to accurately mark the task as not being completed and to also briefly note why the task was not completed.

ATTENDANCE AND PUNCTUALITY

Attendance and punctuality are important factors for your success within our company. We work as a team, and this requires that each person be in the right place at the right time.

****If you are going to be late for work or absent, you must notify your immediate supervisor as soon as possible but no later than 60 minutes before the start of your shift.*

IMPORTANT: A No-call, No-show by ANY employee is grounds for termination.

IMPORTANT: Having reliable transportation is a required part of your job. If you are having car issues and do not realize it until shortly before the start of your shift, it is expected that you will find other means (e.g. Taxi, Uber, family) to travel to your client. If in these situations you do not make it to your shift, a late cancellation will be documented in your file.

Personal issues requiring time away from your work such as doctor's appointments should be scheduled during non-working hours if possible.

Caregivers may not be absent or tardy more than two times per month for any reason.

If you are scheduled and are absent more than two days in a row due to illness or injury, you are required to furnish a doctor's excuse before you may return to work.

Documentation may be requested for an absence under some circumstances.

Frequent absences or tardiness may result in probation, suspension, or termination.

SHIFT CALL OFFS

Proper notice for a call off is 24 hours in advance of the start of your shift.

***You must CALL the office and speak with someone to report the call off. No texting or emailing of call offs is permitted!

SICK DAYS

Employees do not accrue and are not paid for sick days at this time.

If you are ill and cannot work, it is important that you notify the office as soon as reasonably possible. You must speak directly to anyone at the office. You may be required to provide a note from your doctor or other acceptable proof upon request.

If you become sick at work, notify the office immediately.

NAME TAGS

Home Helpers employees are given a name tag and are required to wear them during work hours to properly identify them. Name tags remain the property of Home Helpers and must be returned at the of employment.

STANDARDS OF CONDUCT

Home Helpers Home Care takes our policies and standards seriously. They are based on the law, respect for the agency, respect for the clients, respect for our employees and common sense. Violation of a policy or standard may result in disciplinary action and termination.

Home Helpers Home Care uses progressive disciplinary action for the purpose of allowing corrections of a performance problem or misconduct. We are committed to making certain that disciplinary actions are prompt, uniform, and impartial.

Note: Disrespectful or discourteous conduct toward a client, client's family member, a coworker, or referral source will result in immediate termination.

Disciplinary action can include a verbal or written warning and probation of a specified length. An employee's failure to correct his/her actions may result in termination. For certain serious violations of policies, procedures, and rules, and for certain performance issues, some steps of the process may be bypassed, and no warning will be given. Depending on the nature of the conduct, termination may be immediate.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and the agency.

An employee accused of a serious allegation or incident may be suspended without pay during a period necessary to investigate the occurrence. Proper authorities will be notified if the situation warrants further investigation.

We emphasize that discharge decisions will be based on an assessment of all relevant factors. Nothing in this policy is designed to modify our employment-at-will policy.

CUSTOMER AND PUBLIC RELATIONS

Our company's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every employee.

The opinions and attitudes that customers have toward our company may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a customer for granted, but if we do, we run the risk of losing not only that customer, but his or her associates, friends or family who may also be customers or prospective customers.

Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

SOLICITATION AND DISTRIBUTION

To avoid unnecessary annoyances and interruptions from your work, solicitation by an employee of another employee is prohibited while either person is on working time.

Employee distribution of literature, including handbills, in work areas is always prohibited.

Trespassing, soliciting or distribution of literature by non-employees on these premises is always prohibited.

PROTECTING COMPANY INFORMATION

Protecting our company's information is the responsibility of every employee, and we all share a common interest in making sure it is not improperly or accidentally disclosed. **Do not discuss the company's confidential business with anyone who does not work for us.** You will be required to sign a non-compete/non-disclosure agreement as a condition of your employment, in accordance with state and federal law.

All telephone calls regarding a current or former employee's position/compensation with our company must be forwarded to Human Resources.

The company's address shall not be used for the receipt of personal mail.

You shall not discuss your pay rate with any client or employee other than the office staff.

SOCIAL MEDIA

Employees must refrain from using social media while on work time or on Company equipment unless it is work-related as authorized by a manager. Employees may not use Company email addresses to register on social networks, blogs, or other online tools utilized for personal use.

MEDIA CONTACTS

Employees should not speak to the media on the Company's behalf without contacting Human Resources. All media inquiries should be directed to them.

CONFLICT OF INTEREST EMPLOYMENT

Home Helpers management understands sometimes employees may need to accept work outside the Company. However, we fully expect you to report to your assignment refreshed and ready to fulfill your duties. We also expect your assignment with Home Helpers to be your priority commitment.

When working with another home care company, we expect you to keep confidential any information regarding this agency and our clients. You are not to discuss our policies or activities with our competitors. Violation of this policy will result in disciplinary action.

SEVERE WEATHER

Severe weather is to be expected during certain months of the year. Although driving may at times be difficult, when caution is exercised, the roads are normally passable. **Except in cases of severe storms, we are all expected to work our regular hours.** Time taken off due to poor weather conditions must be approved by your immediate supervisor.

DRESS POLICY

Employees are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance always. Our clients' satisfaction represents the most important and challenging aspect of our business. Whether or not your job responsibilities place you in direct customer contact, you represent the company with your appearance as well as your actions. The properly attired individual helps to create a favorable image for the company, to the public and fellow employees.

A Caregiver's personal appearance is important to the overall image that the Company is promoting. You are expected to wear appropriate attire and ensure that it is maintained in a clean and pressed condition for each shift.

Scrubs are the preferred uniform for all employees.

Your uniform must match.

Home Helpers will provide a Home Helpers t-shirt or black scrub top with acceptance of your first shift. Additional shirts can be purchased at \$15 each.

Home Helpers uniforms are required for any facility work.

Sneakers or closed toed shoes are required.

Personal hygiene is equally important for conveying a professional appearance. Your hands, fingernails, teeth, and hair must always be clean and properly groomed. If you choose to wear jewelry, it should be conservative.

IF YOU MUST LEAVE US

Should you decide to leave your employment with us, we ask that you provide your immediate supervisor with at least 2 weeks' advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the company.

Employees who are rehired following a break in service in excess of 6 month(s) other than an approved leave of absence must serve a new initial introductory period. Such employees are considered new employees from the effective date of their reemployment for all purposes.

Our company does not provide a "letter of reference" to former employees. Generally, we will confirm, upon request, our employees' dates of employment, salary history and job title.

Additionally, all company property, including this employee handbook, must be returned upon termination. Otherwise, the company may take action to recoup any replacement costs and/or seek the return of company property through the appropriate legal recourse.

Please do not discuss your leaving us. Let the office discuss this with the client.

You should notify the company if your address changes during the calendar year in which termination occurs so that your tax information will be sent to the proper address.

SECTION 5: CLIENT RELATIONS

ELIGIBILITY FOR HOME HELPERS OF SERVICES

Our services can be provided to anyone who needs assistance in their home, at a facility or other place of residence.

We provide services regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, veterans' status or disability. This is also reflected

in all employment practices and policies regarding hiring, training, promotions, transfers, rates of pay, termination and other forms of compensation.

The following policies have been established for the benefit of the Employees in hopes of preventing potential conflicts between our clients, their family, the company and you, the Caregiver.

CLIENT CARE

The care we give our clients is very important to us. So is the treatment of our Caregivers. Therefore, we will never allow either a situation where they may be in danger or mistreated for any reason.

One of the most important components of the service we provide is the relationship between the client and their Caregiver. It is critical that our Caregivers always maintain a respectful, helpful and pleasant manner when dealing with our clients. Disrespectful or discourteous conduct toward a client, client's family member, and a co-worker or referral source will result in immediate termination.

It is the responsibility of every employee to promote friendly and courteous behavior toward our clients. On occasion, no matter how hard we try, a client may feel that we are not meeting their expectations. Although a Caregiver should always try to anticipate a client's needs and attempt to avoid problems before they arise, sometimes problems occur despite our best efforts. If a problem does develop, keep in mind these important pointers:

1. **Listen attentively and express genuine concern.** Try to see the issue from the client's point of view. REMEMBER: We are employed to protect the client's welfare and ensure they are comfortable.
2. **Never, ever, argue with the client.** Always do whatever is in your power to make the client happy.
3. **Always report a problem to the office.** If appropriate, telephone the office immediately from the client's home or contact the office immediately after your shift.
4. **Never argue with anyone else in the presence of the client in his or her home.**

Tips for working with Elderly

1. **Respect the individual.** Keep in mind all our past experiences have made us who we are. There are many cultural and environmental differences that could exist between employees and clients. However, you can always find shared interests, understanding and values common to you and your client.
2. **Be friendly and positive.** A friendly and positive attitude along with a smile goes a long way toward developing and keeping a good relationship.
3. **Put household objects in designated places.** ALWAYS put items back where they came from especially with vision impaired clients. Misplaced items are not only difficult to find, but also may cause a safety hazard.

4. Communication tips for the hearing impaired
 - a. Communicate face to face. Facial and body gestures are clues to what you are trying to communicate.
 - b. Never cover your mouth, mumble or eat while speaking
 - c. Speak naturally. Shouting or speaking very loudly will distort the message. Speak more slowly and pronounce your words clearly.
 - d. Never speak directly into a person's ear. This may distort your speech and will hide all visual cues.
 - e. Position yourself to speak toward the person's better ear.
5. Be a patient listener. It will bring pleasure to your client if you are willing to listen as they reminisce.
6. Respect the confidentiality of your communication. Trust and respecting confidences are important values to many older people. (If it is something that may bring harm, of course, you must report it to the proper person.)
7. Be patient and understanding. You must be sensitive to the needs of your client. You are there to care for them.
8. Respect the way they want things done. You are in their home and they may have a specific way they want things done. Please ask and follow their wishes within reason.

CODE OF ETHICS

There are often several family members and/or friends involved with the client, each concerned with the care and welfare of that individual, and the Caregiver is placed in the sensitive position of caring for a vulnerable and dependent person. Therefore, the family could become suspicious of any employee action that appears questionable. If an employee conducts himself/herself in accordance with these policies a misunderstanding that could lead to claims of abuse, neglect, theft, or any type of criminal conduct can be limited.

The management of Home Helpers will cooperate fully with police or any investigating agency concerning allegations by a client or a client's family about the wrongdoing of a caregiver.

1. You must provide your own food and beverage while you are working in a client's home. Do not consume the client's food/drink without their offering or consent. Any consumption of the client's food and/drink SHOULD NOT occur on a regular basis.

On-Duty Meal Breaks

Due to the nature of our business, employees are not allowed to leave the premises for breaks during their shift. Therefore, an employee must adequately prepare in the event a meal/snack is desired during a shift by bringing food to the client site. Because there are no unpaid breaks during an employee's shift, the employee should typically plan to eat when the client is eating or resting in order to minimize any impacts to the client's care. In most cases, there is plenty of down time during a shift where an employee will have time to eat when necessary. However, we generally expect employees to limit themselves to a snack if the shift length is less than 4 hours. If employees elect to eat during one of these short shifts, they are generally expected to limit themselves to a small snack that doesn't involve extensive time away from the client. Meal breaks for longer shifts (those of 4 or more hours) should be kept to a reasonable length of time.

Employees are not expected to bring their own food when a client is requesting to eat out in a restaurant as part of their care that day. If that applies, the client will generally be responsible for paying for the employee's meal.

Employees may be entitled to exceptions to this policy based on medical need or if under the age of 18. If either of these apply, please contact Human Resources.

2. Do not use the client's personal property without the client's offering and consent.
3. Do not bring any unauthorized individual into the client's home. This means you may not bring your children, family members, friends, pets, or anyone else into the client's home during a scheduled assignment or when you are off duty.
4. Do not take the client to your place of residence.
5. Do not consume or use alcoholic beverages, medicines, drugs, or other chemical substances prior to your shift or while on duty.
6. Never discuss your personal problems with the client or their family. A health care worker should never develop a social relationship with the client or their family. Try to maintain a friendly, but professional relationship.
7. Never discuss controversial topics with clients or others in the care setting.
8. Never accept money, gifts, tips, or anything of value from a client, household members, or family members of the client. This includes, but is not limited to, gifts or loans for any purpose.
 - This policy includes any form of payment for services. All payments must follow the Company's normal billing procedure.
 - Home Helpers does recognize, however, that on some occasions (birthdays or holidays) a client may want to express appreciation or good wishes with a gift. If so, please inform the client that he/she must contact the office before you can accept any gift.
9. Never solicit money from clients for the purpose of selling products or personal items for any school, social, church, volunteer, or charitable organization.
10. Never purchase from the client any products or personal items.
11. You are to perform only the duties or provide only the care included in your job description or designated in the Plan of Care or task sheet for the client to whom you are assigned. Call the office if you have any questions regarding your responsibilities.
12. Do not leave the home for a purpose not related to the provision of services without notifying the supervisor, the client's emergency contact person, any identified Employee, and/or the client's case manager, or, for client-directed services, do not leave the home without consent and/or knowledge of the client. You may leave only if you are doing so at the request of the

client unless the client is not competent to make such a request. In the case of a client with Alzheimer's, Dementia, or other mental disorder, YOU MUST contact the office or client's emergency contact before leaving the home. You must never leave the home during your shift if the health and safety of the client will be jeopardized if you leave.

13. Do not engage in activities that may distract the Employee from responsibilities, including, but not limited to:

- a) Watching television or playing computer or video games.
- b) Making or receiving personal telephone calls.
- c) Engaging in non-care related socialization with persons other than the client.
- d) Providing care to individuals other than the client. Personal care (hands-on care) for individuals other than a client is STRICTLY PROHIBITED. However, homemaker activities such as preparing a meal, doing laundry, etc. is allowable when it makes sense to do so.
- e) Smoking. No smoking during your shift. There are no exceptions.
- f) Sleeping. No sleeping at any client.

14. Do not use the client's telephone for any personal calls unless an emergency arises.

15. Do not use a client's internet for personal use. Do not browse or read personal email on a client's computer.

16. Under absolutely no circumstances are you to give out a client's telephone number. If your family needs to reach you, they can contact you directly on your cell phone -OR- they can contact the office and a member of the office staff will contact you at the client's home.

17. Do not give your home telephone number or address to any client.

Note: In some instances, giving your phone number to the client may become a necessity based on different factors. If this is the case, communication should be limited to the time during your shift -OR- shortly before your shift for coordination purposes. Under NO circumstances should you EVER give your address to a client.

18. Never engage with the client in sexual conduct or in conduct that may be reasonably be interpreted as sexual in nature, regardless of whether or not the contact is consensual.

19. Do not engage in behavior that causes or may cause physical, verbal, mental, or emotional distress or abuse to the client.

20. Do not engage in behavior that may reasonably be interpreted as inappropriate involvement in the client's personal relationships.

21. If you are required in the course of your duties to make purchases for the client, and the client provides you with a credit card, prepaid card, or cash for those purchases, you must document all transactions in client's care log and obtain receipts to account for all money spent.

22. You must keep the client's affairs confidential and respect the client's privacy. Do not disclose or discuss with anyone (including the client's family members, unless they are responsible for the client) any personal or financial information regarding the client that you have learned through your position in his/her home.

23. Assistance with financial affairs, such as bill paying, is PROHIBITED.

24. Do not be designated to make decisions for the client in any capacity. Examples include declaration for mental health treatment, power of attorney, durable power of attorney, and guardianship.

25. Do not discuss matters relating to a client's Last Will and Testament with the client or anyone. If a client asks you for advice, encourage the client to consult an attorney. Employees may NOT sign or witness any documents for the client such as checks or wills.

26. Do not accept any keys, including house, car, safe deposit box, etc. from a client unless you notify a supervisor and have received approval.

27. Transportation may be provided to APPROVED clients only. Do not use the client's vehicle or transport a client while providing transportation services unless prior authorization has been received from the office.

28. You must immediately report to the office any incident in a home involving an accident or injury to the client or yourself. You must also report missing or lost personal property belonging to the client or yourself. Filing the proper reports can protect your interests as well as the client.

29. Employees are not permitted to cut a client's fingernails or toenails UNDER ANY CIRCUMSTANCES.

30. Employees are not permitted to lift a client UNDER ANY CIRCUMSTANCES.

31. You are expected to arrive on time for your scheduled shift. A client's welfare may depend on your promptness. If you are unable to be on time, you must CALL the office so we can provide coverage for you. Do not contact the client directly. If you do not show up for work or notify the office of your inability to report to work, you will be subject to immediate termination.

32. All scheduling is done through the office. Do not alter any schedules without first notifying the office.

33. Do not engage in behavior that constitutes a conflict of interest or takes advantage of our services resulting in advantage for personal gain or that has detrimental results for the client, the client's family or family caregivers, or another provider.

OTHER IMPORTANT TIPS TO ENSURE BEING A SUCCESSFUL CAREGIVER

1. Assume every client's home has a "nanny cam". Technology is inexpensive nowadays. A large percentage of homes have at least one camera. Oftentimes those cameras are hidden. It is very common in our industry for the family members of home care clients to monitor the care of our loved one. Falling asleep and cell phone use are common complaints in the home care industry.

2. Make yourself irreplaceable. Be on-time, be proactive, be attentive, ask questions, etc.

3. Stay off your cell phone...period. The biggest complaint and the fastest way to lose hours is use of your cell phone for non-emergency related purposes during your shift.

4. Know your audience. Not all conversations are appropriate for all clients and/or their family members. For example, be mindful of any conversations related to political affiliations or issues with the law.

5. Do not argue with clients and/or their family members.

6. Do not park your car in a client's driveway if your car leaks oil or any other type of fluids. Many of our clients live in a deed restricted community where fines are given for driveways with stains. In addition, many clients are conscious of the appearance of their driveway. If your client is aware of a car issue and allows you to park on their driveway with that knowledge, then parking on the driveway would be acceptable.

7. Do not park on a client's grass unless given authorization from the client or family. Whether you are parking alongside a client's property on the road or parking on the client's property in general, none of the tires of your vehicle should touch the grass unless given authorization from the client or client's family.

8. Do not arrive to or leave your client's home with loud music blaring from your car.

9. Do not smell like smoke.

10. Do not sleep on the job.

11. Do not take pictures or videos in your client's home or of your client and/or their family.
12. Leave valuables in your car.
13. Always lock the doors to your car.
14. Never write checks for a client or assist with any unauthorized financial matters. As a caregiver, you are given access to some of the most vulnerable members of our community. As such, you want to stay away from any activity that may be perceived as stealing or taking advantage of a client. In addition, there may be inherent temptations to borrow or even steal from a client (e.g. "I need the money and I'll pay it back before they notice.") We have seen instances in our community where caregivers in our community have ruined their lives by stealing from vulnerable adults. The news may become public, AHCA will ban you from employment in Florida from AHCA-regulated organizations, you will go to jail, and have a blemish on your record that impacts you for the remainder of your life. IT IS JUST NOT WORTH IT!

JOB PERFORMANCE

1. Always read the Plan of Care at the start of your first shift with a new client. Review the Plan of Care at the beginning of every shift for changes and updates.
2. Proper documentation is required for all you do for the client. This may include additional written documentation in a client notebook.
3. The client must sign all Communication logs with duties performed and hours worked daily.
4. Call the office to speak with someone before performing any functions for which you feel inadequately trained. Please request additional training for any task you do not feel qualified to perform.
5. Changes in the client's condition must be IMMEDIATELY reported to the office.
6. IMMEDIATELY notify the office if your client falls or is injured. Document the incident/accident on the Incident Reporting form.
7. Most of the time a death is expected before it happens and specific issues regarding care of the client during and after death have been addressed ahead of time. If you have any questions concerning your client, call the office. If a sudden death occurs, follow instructions in the EMERGENCY SITUATIONS policy.

JOB DUTIES

First among the caregiver's professional duties is a responsibility to the client. Utmost care must be taken to ensure respect and confidentiality for all clients. Caregivers should demonstrate respect for their clients through language and actions. In all client encounters, Caregivers should use non-threatening and non-judgmental language and behavior. Caregivers should not hesitate to call their supervisor when in doubt.

Verbal and written communication regarding a client should be neither offensive nor judgmental.

Every client and Plan of Care is different. Therefore, job duties and responsibilities may differ dramatically from client to client.

During the initial consultation, Home Helpers completes a Service Request Form, which identifies the specific duties required for that client and a Plan of Care is written.

The duties that you are expected to perform are outlined in your Employment Agreement. They include but are not limited to:

Hand washing and infection control

Guidelines per orientation and training

Safety

Safety is foremost and will help you make good decisions regarding the care of your client. All clients are on fall precautions. Client specific safety precautions will be covered.

No-lift Policy

During the initial visit, the safest way to transfer a Client will be assessed and determined. Equipment such as gait belts, Hoyer Lifts, etc. will be utilized as necessary. At no time under any circumstances are you to lift a client.

Light Housekeeping

Cleaning floors, vacuuming, and surface cleaning of bathrooms, furniture, appliances, trash etc., and linen change.

Meal Preparation

Cooking a complete, nutritionally balance meal for the client based on their individual requirements.

Laundry

Washing/drying/folding the client's personal clothing and Line as needed or requested

Companionship care

Visiting and talking with the client, reading, listening to Music, taking walks, games/puzzles etc.

Personal care

Assisting the client with oral care, personal hygiene (including) shower or bed bath and incontinence care.

Documentation

Written accountability of services performed and observations regarding the client. Signed daily by client.

Errand Service

Picking up groceries, dry-cleaning, prescriptions etc.

Transportation Service

Driving the client to appointments, shopping or to social activities in the client's or the caregiver's car. If the caregiver's auto is used, there will be mileage reimbursement.

FOLLOWING UNIVERSAL PRECAUTIONS IS A PART OF YOUR JOB

Following Universal Precautions is a part of your job responsibility. You have received the state required HIV/Aids training to ensure you are familiar with them.

If you are asked to do a task where you do not feel you have the proper safety equipment, please notify the office and await further direction. Do not perform the task. This precautionary measure is for your safety as well as that of the client.

At a minimum, you should be wearing gloves per the universal precautions. If gloves have not been provided for a task where gloves are necessary, please notify the office and await further direction. Do not perform the task.

You should wear single, disposable gloves when:

- Touching blood or body fluids
- You or the care recipient has broken areas of skin
- You are assisting with personal care, such as cleaning stool or urine
- You are handling soiled clothing or linens
- The client's hands, clothes and home environment are not generally clean
- Cleaning the bathroom

Quick Tips for using gloves:

- Remove gloves prior to touching non-contaminated objects. Remove gloves promptly after use and wash hands thoroughly. Do not reuse or wash gloves for any reason!

- Before putting on gloves, wash your hands, then make sure the gloves do not have any tears or holes.

INCIDENT AND SIGNIFICANT CHANGES REPORTING PROCEDURE

In an emergency:

1. Employee should immediately contact the proper authorities. (E.g. 911)
2. Notify the office as soon as possible.
3. The designated emergency contact should be notified as soon as possible by the office.
4. If directed by a supervisor, the employee must come to the office to complete the Incident Report.
5. Office personnel will notify the caseworker or other appropriate personnel as soon as possible and submit proper documentation.
6. Information regarding the incident will be kept in client file.
7. Follow up and report as necessary for closure to incident.

Non-emergency situation:

1. Employee should report any incident and/or concerns to the office as soon as possible.
2. If directed by a supervisor, the employee must come to the office to complete the Incident Report.
3. Office personnel will notify the caseworker or other appropriate personnel as soon as possible and submit proper documentation. (When applicable.)
4. Information regarding the incident will be kept in client file.
5. Follow up and report as necessary for closure to incident.

Incidents / Concerns

Following is a partial list of possible concerns or incidents that should be reported. Please keep in mind this is only a few of the possibilities and each incident or concern should be treated with respect.

- Unable to provide service for any reason
- Accident

- Illness
- Abnormal or sudden change in client behavior
- Unusual request by client
- Health risk
- Safety risk
- Medication error
- Suspect abuse of medications
- Suspect theft
- Suspect client abuse
- Lack of food/supplies in home
- Marks, scratches, bruises, etc. on client
- Suspect fraud against client
- Suspicious visitor(s)
- Repairs needed
- Complaint(s) by client

TRANSPORTING CLIENTS

The use of seat belts is mandatory of operators and passengers of vehicles.

Vehicle maintenance is the responsibility of the caregiver. A caregivers' vehicle must always be in a safe working condition. The vehicle must have a current registration and valid automobile insurance.

When transporting clients, the vehicle must also be clean, minus the smell of smoke and have working air conditioning.

CONFIDENTIALITY

The care of our clients is, by its very nature, personal. Caregivers must keep confidential all information about our clients. Every employee is obligated to refrain from discussion or disclosure of sensitive information to outsiders, including his or her own family. **This includes their names, addresses and telephone numbers.** Also, only those persons within Home Helpers with a need to know should have access to sensitive information. Perhaps our most important policy, we insist our home care staff respect this policy both in spirit and in fact. Divulging information about our client's during and after employment is considered a gross violation of our company policy, and we will take disciplinary action.

CLIENT CARE RELATIONS DURING OFF DUTY HOURS

Due to the confidential nature of our business and the safety of both our clients and Employees, we ask that contact with clients be strictly during your scheduled time. **Visiting clients while others are on duty and/or when you are off duty is prohibited.** As stated in the confidentiality section, client information is confidential; therefore, it is understood that your family may not go to the client's home. AVOID giving a client your phone number for your own protection. Never give a client your address. **Direct as much communication to the office as possible.**

CLIENT CONFIDENTIALITY, NON-SOLICITATION AND NON-COMPETITION

Per the confidentiality, non-solicitation, and non-competition agreement signed upon hire by our agency, below is our policy.

During employment and for a six-month period thereafter the Employee is prohibited from engaging in any of the following:

- induce any employee of the Agency to resign
- encourage any client or entity to discontinue any relationship with the Agency
- enter any direct/private/independent hire relationship with any client of the Agency (current and within the past six-month period)
- provide services through another company to any client of the Agency (current and within the past six-month period)
- solicit referrals or opportunities from any referral source.

Violation of this agreement will result in termination and any additional remedy available to the Agency including legal action to remedy all damages including loss of profits, cost of replacing and training employees improperly solicited for competitive employment, etc. suffered by the Agency. This includes the right to seek an immediate injunction if the Employee has entered into a direct/private/independent hire relationship with any client of the Agency (current and within

past six-month period). Employee will be required to reimburse the Agency for all legal fees, costs, and other expenses.

CLIENT MONEY HANDLING POLICY

Employees must ALWAYS respect the privacy of our clients.

Employees are only authorized to follow the instructions documented for the client in the care assessment. If another method is requested, the employee must contact our office. Our client money handling policy will help protect the client, Employee, and the Company from possible confusion.

The possible options clients have are as follows:

1. Prepaid Card

Families may elect to have gift cards specific to the stores where a client prefers to shop (e.g. Publix, Wal-Mart, Walgreens, etc.).

2. Credit Card

The employee may use the client's or family member's credit card for purchases if instructions for doing so are included in the Client's care assessment.

3. Cash

The employee may use the client's or family member's cash for purchases if instructions for doing so are included in the Client's care assessment.

****When using any of these options, the employee must document the date, amount received, the amount spent, where money was spent, the amount of change returned. The employee must provide itemized receipts showing all items/services purchased to the client upon returning to the home. There are no exceptions to this rule. The receipts can be photographed into care logs via CCGo Mobile app.*

Non-Authorized Transaction Types

The employee may never do the following:

- Write a check for a client or Use a debit card for a client that requires a pin code.

SMOKING IN THE WORKPLACE

Our company is committed to providing a safe and healthy environment for employees and visitors. To accomplish this, smoking is prohibited.

VISITORS AND PERSONAL BUSINESS

Entertaining personal friends or relatives is not permitted while at a client's home. It is your responsibility to ensure that nobody visits you while you are working. If the client has visitors while you are working, please note the visitor's name in your documentation for that shift.

CELLULAR TELEPHONES & USE OF CLIENT'S PHONE

Unauthorized use of the telephone for personal reasons is not permitted while at a client's home. We encourage you to take your cell phone into the client's home. Your cell phone should be placed on silent or vibrate. In addition, your cell phone should only be used for emergencies or for use in communication with the office. No personal calls or texting during your shift except under rare or urgent circumstances (i.e., family emergency, coordination of transportation, etc).

Except under extreme emergencies, you are not to use the client's phone.

Note: This policy is in place to help you quickly deal with or respond to high priority/emergency/high priority situations concerning you and/or your loved ones. **DO NOT ABUSE THIS POLICY.** This policy may be revised at any time specifically for you if there are complaints from the client/client's family. Excessive phone use will not be tolerated and may result in your losing your client and will affect your assignment to other clients.

FAILURE OF CLIENT TO OPEN DOOR

1. If the client does not answer the door, and the door is unlocked:
 - A. The caregiver will:
 - Call the local office for assistance
 - Check with the neighbors to determine if they have any information regarding the client's whereabouts, and then advise the local office that:
 - The client is not home and provide the reason for his/her absence; or
 - The client is not at home for unknown reasons
 - B. If the client is absent for a known reason, the local office will give direction to the caregiver
 - C. If the client is absent for unknown reasons, the local office will:
 - Call the client's emergency contact person to advise him/her that the client isn't home for the scheduled service; and
 - Inquire to see if the client has any scheduled appointments, is hospitalized or has another reason for not being home and leaving the door unlocked.
2. If the client does not answer the door, and the caregiver cannot gain access:
 - A. The caregiver will:

- Look through box, windows, side and back of house, etc., to determine if the client can be seen
 - If the client cannot be seen, call the local office for assistance
 - If the client cannot be seen, check with the neighbors to determine if they have any opinion regarding his/her whereabouts and/or if they have a key to the house; and
 - If the neighbors do not have any information regarding the client's whereabouts or do not have a key, telephone the local office for further instructions
- B. The local office will:
- Contact the client's emergency contact person to advise him/her that the client isn't home for the scheduled service and inquire to see if the client has any scheduled appointments, is hospitalized or has another reason for not being home
 - If the emergency contact person is available, encourage him/her to contact the local law enforcement for assistance with entering the client's home
 - If it is determined that the client is not home and is not lying sick or injured at home, notify all persons involved about the outcome
3. If the caregiver can see the client lying on the floor and/or can determine that he/she is not responding, the caregiver will:
- Call "911" following procedures outlined in the local office's policy on Client Emergencies
 - Call the local office to report the incident and await further instructions
 - Stay at client's home until help arrives
 - Ensure house is secure when leaving
4. If the caregiver finds the client apparently dead, the caregiver will:
- Call "911"
 - Call the local office and await further instructions
 - Remain at the client's home until assistance arrives
 - Not touch anything at the client's home
 - Ensure house is secure when leaving
 - Complete the local office's Incident Report

EMERGENCY SITUATIONS (REGARDING RESUSCITATION)

Employees may face an emergency while caring for a client. The Plan of Care has specific, written instructions regarding the client's wishes for resuscitation. Employees should follow the written instructions, not verbal instructions of family members.

Emergencies should be handled as follows:

Extreme Emergency (life-threatening): If a client stops breathing, has difficulty breathing for any reason, has a sudden onset of unexpected pain, becomes unconscious or in any way becomes severely physically distressed, he/she may be in a life-threatening situation.

(A) DIAL 911, then call the office as soon as reasonably possible.

(B) If the instructions are DNR (Do Not Resuscitate), immediately call 911 and then the office. When help arrives, you may present the DNR order at that time.

In both cases, you are NOT responsible to notify the client's family. This is the office's responsibility.

Client Health Related (not life-threatening):

Employees may have questions or need health care directions for the client's care. Routine questions should be addressed during regular office hours.

(A) During office hours: Call the office. A member of the office staff will answer your questions or have the appropriate staff member respond to your concern.

(B) After office hours: Call the office. The afterhours coordinator will answer your question, refer you to the nursing supervisor or take appropriate action.

REPORTING ABUSE, NEGLECT, AND/OR EXPLOITATION

It is your mandatory responsibility to report any suspicions of abuse, neglect, and/or exploitation to your supervisor, who will contact the proper authority

If you suspect or know of a vulnerable individual in immediate danger, call 911.

If you are aware of or suspect abuse taking place, you must immediately report it to your supervisor or another person who has been designated by management. If the suspected abuse is to an adult, you should report the abuse to your local or state Adult Protective Services (APS) Agency. If it is a child who is the victim, then you should report the suspected abuse to your local or state child abuse agency. If you do not know your state child abuse agency you can call the Child Help's National Child Abuse Hotline. 1-800-422-4453, TDD 1-800-222-4453. Appropriate family members should be notified of alleged instances of abuse.

Local numbers for reporting:

- Adult Protective Services: 1-800-962-2873 or 1-800-96-ABUSE. Report online at

<https://reportabuse.dcf.state.fl.us>

- Children's Services: 1-800-962-2873 or 1-800-96-ABUSE. Report online at <https://reportabuse.dcf.state.fl.us>

SECTION 5: SAFETY IN THE WORKPLACE

EMPLOYEE RESPONSIBILITY

Safety can only be achieved through teamwork at our company. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately to their supervisor.

Please observe the following precautions:

1. Notify your supervisor of any emergency. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor immediately.
2. The unauthorized use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the Company's property is forbidden.
3. Use, adjust and repair machines and equipment only if you are trained and qualified.
4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects. **UNDER NO CIRCUMSTANCES ARE YOU TO LIFT A CLIENT.**
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess, ask your supervisor.
6. Know the locations, contents and use of first aid and firefighting equipment.
7. Wear personal protective equipment in accordance with the job you are performing.
8. Comply with OSHA standards as written in our safety procedures manual.
9. Unauthorized possession, use or sale of weapons, firearms or explosives on work premises is forbidden.

A violation of a safety precaution is an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

WORKPLACE VIOLENCE

Violence by an employee or anyone else against an employee, supervisor or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage of Company property in the event someone, for whatever reason, may be unhappy with a Company decision or action by an employee or member of management.

If you receive or overhear any threatening communications from an employee or outside third party, report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential, to the extent possible, investigated and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence.

Violations of this policy, including your failure to report or fully cooperate in the Company's investigation, may result in disciplinary action, up to and including immediate discharge.

SUBSTANCE ABUSE

The company has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the customers we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment and continued employment with the company the following substance abuse policy.

Home Helpers does random drug testing in compliance with state and federal laws.

- If you are chosen, you will be given a form and must report to the local testing site before the end of that day. If an employee withholds consent to such medical testing, then Home Helpers may discipline the employee, up to and including immediate termination.
- Home Helpers also reserves the right to require employees to undergo medical testing for alcohol and/or drug use if it has reason to believe that the employee is in violation of this policy or if it is required by a client or a government agency.

Employees are prohibited from reporting to work or working while using illegal or unauthorized substances.

Employees are prohibited from reporting to work or working when the employee uses any controlled substances, except when the use is pursuant to a doctor's orders and the doctor

advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal substances and alcohol in the workplace including on company paid time, on company premises, in company vehicles, or while engaged in company activities.

Employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems.

Employees are also prohibited from consuming alcohol during working hours, including meal and break periods. This does not include the authorized use of alcohol at company-sponsored functions or activities.

Your employment or continued employment with the company is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action up to and including discharge. Furthermore, any employee who violates this policy who is subject to termination may be permitted in lieu of termination, at the company's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state and local laws.

Consistent with its fair employment policy, the company maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves, or others. The company will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence, and other measures, consistent with the company's policies and applicable federal, state or local laws.

The company further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of company issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the company has reasonable suspicion to believe that the employee has violated this substance abuse policy.

This policy represents management guidelines only and should not be interpreted as a contract of employment.