

Company Employee Handbook

Issue Date: _____

Version Number: _____

To Blessed Home Healthcare Company Employees:

This is our new Employee Handbook. Please review it and sign the attached acknowledgment and drop the acknowledgment in _Drop off timesheet box or turn back into office as soon as possible.

You may keep a copy of the Handbook if you wish, but a copy will always be available to you through the office. If you do not wish to keep a copy, please note that you will still be held accountable for everything that has been stated within the handbook.

This Employee Handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the Handbook as soon as possible, for it will answer many questions about employment with Blessed Home Healthcare Company.

INTRODUCTORY STATEMENT

This Handbook is designed to acquaint you with Blessed Home Healthcare Company and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. This Handbook is not a contract and is not intended to create any contractual or legal obligations. You should read, understand, and comply with all provisions of the Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Blessed Home Healthcare Company to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No Handbook can anticipate every circumstance or question about policy. As Blessed Home Healthcare Company continues to grow, the need may arise, and Blessed Home Healthcare Company reserves the right to revise, supplement, or rescind any policies or portion of the Handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception is our employment-at-will policy permitting you or Blessed Home Healthcare Company to end our relationship for any reason at any time. The employment-at-will policy cannot be changed except in a written agreement signed by both you and the President of the Company. Employees will, of course, be notified of such changes to the Handbook as they occur.

Clients/Patients are among our organization's most valuable assets. Every employee represents Blessed Home Healthcare Company to our customers and the public. The way we do our jobs presents an image of our entire organization. Clients/Patient's judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any clients/patients or potential clients/patients. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to clients/patients while we are in their homes providing Skilled Nursing Care or HHA services.

Blessed Home Healthcare Company will provide training to all employees who will be providing extensive patient/client contact. Our personal contact with the public, our manners on the telephone, while we are providing care in their homes, and the way that we communicate while

we are in the home in the office is a reflection not only of ourselves, but also of the professionalism of Blessed Home Healthcare Company. Positive customer relations not only enhance the public's perception or image of Blessed Home Healthcare Company, but also pay off in greater admission longevity and enhance our relationships in the healthcare system with Doctors and facilities who are discharging clients into the community and who need services after they have been discharge. Providing good care and being prompt and reliable will set us apart from other agencies and give us a chance to grow and establish more benefits for or employees and establish us in the community as a prominent Healthcare Agency in the community.

1-01 Nature of Employment

Employment with Blessed Home Healthcare Company is voluntarily entered into and is "at-will," which means that the employee is free to resign at will at any time, with or without notice or cause. Similarly, Blessed Home Healthcare Company may terminate the employment relationship at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law. No one has the authority to make verbal statements that change the at-will nature of employment, and the at-will relationship cannot be changed or modified for any employee except in a written agreement signed by that employee and the President of Blessed Home Healthcare Company.

Policies set forth in this Handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Blessed Home Healthcare Company and any of its employees. The provisions of the Handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at Blessed Home Healthcare Company's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the CEO or person designated by the CEO of Blessed Home Healthcare Company.

1-02 Employee Relations

Blessed Home Healthcare Company believes that the work conditions and wages it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Blessed Home Healthcare Company amply demonstrates its commitment to employees by responding effectively to employee concerns.

1-03 Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Blessed Home Healthcare Company will be based on merit, qualifications, and the needs of the company. Blessed Home Healthcare Company does not unlawfully discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, ancestry, medical conditions, family care status, sexual orientation, or any other basis prohibited by law.

Blessed Home Healthcare Company will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to the

PASSPORT Code of Ethics

The provider shall adopt and implement ethical standards to require its staff members to provide goods and services in an ethical professional, respectful, and legal manner and not engage in any unethical, unprofessional, disrespectful, or illegal behavior including the following behaviors:

- (1) Consuming the individual's food or drink, or using the individual's personal property without his or her consent.
- (2) Bringing a child, friend, relative, or anyone else, or a pet, to the individual's place of residence.
- (3) Taking the individual to the provider's place of business, unless the place of business is the care setting.
- (4) Consuming alcohol while providing goods or services to the individual.
- (5) Consuming medicine, drugs, or other chemical substances in a way that is illegal, unprescribed, or impairs the provider from providing goods or services to the individual.
- (6) Discussing religion or politics with the individual and others in the care setting.
- (7) Discussing personal issues with the individual or any other person in the care setting.
- (8) Accepting, obtaining, or attempting to obtain money, or anything of value, including gifts or tips, from the individual or his or her household members or family members.
- (9) Engaging the individual in sexual conduct, or in conduct a reasonable person would interpret as sexual in nature, even if the conduct is consensual.
- (10) Leaving the individual's home for a purpose not related to providing a service without notifying the agency supervisor, the individual's emergency contact person, any identified caregiver, or the individual's case manager. "Emergency contact person" means a person the individual or caregiver wants the provider to contact in the event of an emergency to inform the person about the nature of the emergency.
- (11) Engaging in any activity that may distract the provider from providing goods or services, including the following activities:
 - (a) Watching television or playing computer or video games, including on the provider's phone or the individual's phone.
 - (b) Non-care-related socialization with a person other than the individual (e.g., a visit from a person who is not providing care to the individual; making or receiving a personal telephone call; or, sending or receiving a personal text message, email, or video).
 - (c) Providing care to a person other than the individual.
 - (d) Smoking without the individual's consent.
 - (e) Sleeping.
- (12) Engaging in behavior that causes, or may cause, physical, verbal, mental, or emotional distress or abuse to the individual including publishing any manner of photos of the individual on social media websites without the individual's written consent.
- (13) Engaging in behavior a reasonable person would interpret as inappropriate involvement in the individual's personal relationships.
- (14) Making decisions, or being designated to make decisions, for the individual in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, guardianship; or authorized representative.
- (15) Selling to, or purchasing from, the individual products or personal items, unless the provider is the individual's family member who does so only when not providing goods or services.
- (16) Engaging in behavior constituting a conflict of interest, or taking advantage of, or manipulating services resulting in an unintended advantage for personal gain that has detrimental results to the individual, the individual's family or caregivers, or another provider.

Printed Name of Employee

Employee Signature

Date

4/25/17

extent required by law. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the CEO and CFO of the company. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

1-04 Business Ethics and Conduct

The successful business operation and reputation of Blessed Home Healthcare Company are built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and the letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Blessed Home Healthcare Company is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Blessed Home Healthcare Company, its patients, and its patient's families to act in a way that will merit the continued trust and confidence of the public.

Blessed Home Healthcare Company will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the DON, CEO and or CFO for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Blessed Home Healthcare Company employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

1-05 Personal Relationships in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, relatives are any persons who are related to each other by blood or marriage or whose relationship is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative except as required by law. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. Blessed Home Healthcare Company also reserves the right to take prompt action if an actual or potential

conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

1-07 Immigration Law Compliance

Blessed Home Healthcare Company is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Blessed Home Healthcare Company within the past three years or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

1-08 Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Blessed Home Healthcare Company wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Blessed Home Healthcare office for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of Blessed Home Healthcare Company's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of Blessed Home Healthcare Company as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Blessed Home Healthcare Company does business, but also

when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Blessed Home Healthcare Company.

1-12 Non-Disclosure

The protection of confidential patient information and healthcare records is vital to the interests and the success of Blessed Home Healthcare Company. All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose client or company information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

1-14 Disability Accommodation

Blessed Home Healthcare Company is committed to complying fully with applicable disability laws and ensuring equal opportunity in employment for qualified persons with disabilities.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made regarding only an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions to the extent required by law. All employment decisions are based on the merits of the situation and the needs of the company, not the disability of the individual.

Blessed Home Healthcare Company is also committed to not unlawfully discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability.

This policy is neither exhaustive nor exclusive. Blessed Home Healthcare Company is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

2-01 Employment Categories

It is the intent of Blessed Home Healthcare Company to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and Blessed Home Healthcare Company.

.REGULAR FULL-TIME / Or Part time employees are those who are not in a temporary or introductory status and who are regularly scheduled to work Blessed Home Healthcare Company's full-time schedule not exceeding 40hours weekly. While Part time is anything below 40hrs weekly.

INTRODUCTORY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with Blessed Home Healthcare Company is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

2-02 Access to Personnel Files

PERFORMANCE EVALUATION

TITLE OF POSITION: HOME HEALTH AIDE

TITLE OF IMMEDIATE SUPERVISOR: Nursing Supervisor/Director of Nursing

EVALUATION SCALE:

1 Excellent	2 Very Good	3 Average
4 Below Average	5 Poor	

RESPONSIBILITY/DUTY	GRADE				
	1	2	3	4	5
1. Follows the plan of care to provide, safe, competent care to the client	1	2	3	4	5
2. Helps the patient to maintain good personal hygiene and assists in maintaining a healthful, safe environment	1	2	3	4	5
3. Plans and prepares nutritious meals, markets when instructed to do so by the nurse	1	2	3	4	5
4. Assists the patient with ambulation and assists with certain treatments as ordered by the physician and approved and supervised by the nurse	1	2	3	4	5
5. Assists the therapy personnel as needed with rehabilitative processes	1	2	3	4	5
6. Encourages the patient to become as independent as possible according to the nursing care plan	1	2	3	4	5
7. Attempts to promote patient's mental alertness through involvement in activities of interest	1	2	3	4	5
8. Gives simple emotional and psychological support to the patient and other members of the household and establishes a relationship with patient and family which transmits trust and confidentiality	1	2	3	4	5
9. Reports any change in the patient's mental or physical condition or in the home situation to the staff nurse, or to the Aide supervisor	1	2	3	4	5
10. Performs routine housekeeping tasks as related to a safe and comfortable environment for the patient, as instructed by the professional nurse	1	2	3	4	5
11. Prepares a visit report promptly and incorporates same in the clinical record weekly	1	2	3	4	5
12. Confirms on a weekly basis, the scheduling of visits so that other necessary visits by staff members can be coordinated	1	2	3	4	5
13. Attends inservices as required by regulation	1	2	3	4	5
14. Participates in Agency meetings and staff development s required	1	2	3	4	5

PERSON BEING EVALUATED:
EVALUATOR:
GOAL SETTING:

ACKNOWLEDGMENT

Employee Signature

Date

Evaluators Signature

Additional Comments

BLESSED HOME HEALTH CARE AGENCY

Blessed Home Healthcare Company maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, résumé, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Blessed Home Healthcare Company and access to the information they contain is restricted. Generally, only supervisors and management personnel of Blessed Home Healthcare Company who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Blessed Home Healthcare office. With reasonable advance notice, employees may review their own personnel files in _ Blessed Home Healthcare Company's offices and in the presence of an individual appointed by Blessed Home Healthcare Company to maintain the files.

2-04 Personal Data Changes

It is the responsibility of each employee to promptly notify Blessed Home Healthcare Company of any changes in personal data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personal data has changed, notify the main office at Blessed Home Healthcare

2-05 Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Blessed Home Healthcare Company uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or Blessed Home Healthcare Company may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence or result in termination. Termination or disciplinary action will be to the discretion of the Blessed Home Healthcare supervisor or CEO, CFO, and or DON. If Blessed Home Healthcare Company determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

2-08 Employment Applications

Blessed Home Healthcare Company relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

In processing employment applications, Blessed Home Healthcare Company will require employees to obtain a FBI and BCI background check for employment this will be at the cost of the employee or be deducted from three consecutive checks. If Blessed Home Healthcare Company takes an adverse employment action based in whole or in part on any report immediate termination and or removal of employment offer will and may take place

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation will be conducted following

ORIENTATION: The following orientation topics will be used for all full-time, part-time and per-diem workers:

ORIENTATION PROGRAM

Initial upon completion

Agency Mission, Vision and Plan	
Types of Care Provided by the Agency	
Policies and Procedures	
Personnel Policies and Job Descriptions	
Client Rights and Grievance Policy	
Ethics and Confidentiality of Patient Information	
HIPAA Compliance	
Home Safety (including Bathroom, Electrical, Environment, Fire and Hazards)	
Emergency Procedures (Direct Care Workers-Nurses, AIDES, Homemakers)	
Emergency Preparedness Plan/Actions to Take in the Event of a Disaster	
Infection Control in the Home/Standard Precautions	
Identifying and Reporting Abuse, Neglect and Exploitation	
Medical Device/Hazards reporting	
Documentation - Record Keeping including OASIS	
Supervision and Evaluation	
Actions to Take in Unsafe Situations	
Patient Care Responsibilities	
Community Resources	
Safety Issues in the Home (Including Security and Guns in the Home)	
Incident Reporting Procedures (Direct Care Workers-Nurses, AIDES, Homemakers)	
Understanding and coping with Alzheimer's Disease and Dementia	
Quality Assurance	
Fraud and Abuse, False Claims, False Statements, Whistle Blowing	
Lines of Communication	
ID Badge Issuance	
Reviewed, understands and signed job description	
PRINT NAME:	TITLE
EMPLOYEE SIGNATURE	TITLE
PRINT NAME:	TITLE
EMPLOYER SIGNATURE	DATE

HOME HEALTH AIDE SKILLS ASSESSMENT

Skills	N/A	Met	Partially met	Not met	Comments/ Action plan
Taking Rectal, oral, axillary temp.(digital thermometer) a. Rectal 99.6 b. Oral 98.6 F c. Axillary					
Taking pulse (radical). Able to locate pedal, carotid					
Counting Respirations					
Blood Pressure; uses stethoscope					
Bed Bath: a. Correct order followed b. Temperature of water appropriate c. Soap rinsed off thoroughly d. Skin dried thoroughly e. Lotion applied appropriately f. Client dressed, hair combed g. Client kept warm throughout					
Sponge /tub/shower bath: a. follow all areas listed above b. transfer client safely to the shower or tub c. allow clients to assist when able					
Shampoo in Sink/tub/bed: a. positions client appropriately b. Protects clothing from getting wet c. Avoids getting shampoo/ water in clients face d. Rinses and dries hair e. Combs hair f. Keeps client warm and comfortable throughout					
Nail care: a. Nails cleaned gently with proper tool-brush, orange stick b. Hands/ feet soaked prior to cleaning and trimming c. Nails trimmed/ filed to safe length d. Diabetics nails never trimmed					
Skin Care a. observes skin condition b. applies lotion c. massages bony prominences and redden areas d. ensures linens are wrinkle free					
Provides oral hygiene as appropriate for each client: a. washed dentures b. brushes teeth or offers client necessary supplies to brush teeth c. rinses clients mouth/ uses toothettes as needed d. observes for any break in mucous membranes					

HOME HEALTH AIDE SKILLS ASSESSMENT

<p>Toileting & Elimination:</p> <ol style="list-style-type: none"> a. proper positioning, use of bed pan and emptying b. proper positioning, use of urinal and emptying c. provides privacy d. catheter care- measures intake and output 						
<p>Safe transfer techniques and ambulation:</p> <ol style="list-style-type: none"> a. uses good body mechanics to prevent injury b. makes environment safe for ambulation c. locks wheels on wheelchair and beds as needed d. ensures client wears non- skid footwear e. used gait belt correctly, as needed f. properly supports client throughout procedure without unnecessary pulling/ jerking g. heel cord steel <p>Properly supports extremity during exercise</p>						
<p>Performs proper positioning & body alignment for the following positions:</p> <ol style="list-style-type: none"> a. on back(props heels of bed; keep weight of blanket off toes; only one pillow under head, use wedge for propping due to respiratory condition; props hands with pillows) b. side lying (smaller pillow at head; small pillow/blanket between knees; pillow support to back) c. turns client properly without unnecessary pulling/ jerking d. moves client up in bed without unnecessary pulling/jerking 						
<p>Others;</p> <ol style="list-style-type: none"> a. Bath b. Shampooing c. Dusting d. Sweeping e. Vacuuming f. Washing windows g. Errands and shopping h. Ironing and folding 						
<p>Accucheck:</p> <ol style="list-style-type: none"> a. Washes hands b. Explains procedures to client c. Calibrates machine/strips as indicated d. DO NOT USE ALCOHOL PREP e. Performs Accucheck properly f. Knows normal range for blood sugar g. Knows actions to take for abnormal blood sugar h. Understands instances in which an error message might be received, and what it means 						

Evaluator Signature: _____ Date: _____

RN Signature: _____ Date: _____

Home Health Aide/PCA Signature: _____ Date: _____

4.54 REQUIRED ADHERENCE TO FIELD EMPLOYEE STANDARDS/PROCEDURES

FIELD EMPLOYEE STANDARDS	
1. All employees are expected to dress in a manner appropriate to their job, or as reasonably requested by the patient/family. This includes personal hygiene, jewelry, hair and makeup.	
2. Employees may not smoke in the presence of a patient.	
3. Employees must always wear their ID Badge. Licensed personnel must always carry their current nursing license and CPR care proof while on assignment.	
4. If an employee is to be more than five minutes late or totally absent from an assignment, the Agency must be notified. THE PATIENT SHOULD NOT BE CALLED DIRECTLY. A NO-CALL, NO-SHOW IS GROUNDS FOR TERMINATION!	
5. If an employee has any problem, incident or accident on the job, it should not be discussed with the patient. Rather, the Agency should be contacted immediately.	
6. If a patient request is made to stay longer or leave earlier, Agency approval is required.	
7. Paraprofessional personnel (i.e., Aides) hereby acknowledge that they:	
WILL NOT, UNDER ANY CONDITIONS, ADMINISTER ANY MEDICATION	
8. Employees are NOT to ask for, or accept any money from patients, or take home property.	
9. There shall not be any employee involvement with the patient's financial affairs.	
10. Employees are expected to honor the confidentiality of any patient information which is obtained in the regular course of employment.	
11. Personal calls should not be made or received by an employee in a patient's home.	
12. Employees should not discuss their pay or other personal affairs with the patient/family.	
13. Employees of the Agency are not authorized to accept any direct employment that may be offered by the patient. If such a request is made it should be directed to the Agency.	
14. It is imperative that all signed notes and documentation including the Daily Log be filled out properly and returned to the Agency, per Agency schedule. If the patient is unable to sign the employee's paperwork, a member of the family or another responsible person may.	
15. During the course of employment, Agency proprietary material will be used only in connection with employment and will not be disclosed to anyone without authorization.	
16. An employee should never leave a patient unattended.	
EMPLOYEE SIGNATURE:	DATE:

an employee's introductory period. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

2-10 Job Descriptions

Blessed Home Healthcare Company maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Blessed Home Healthcare management team and the CEO and CFO prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in position duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the office if you have any questions or concerns about your job description.

3-03 Vacation / Time off

Vacation/ Time off must be placed in writing and if a extended amount of time must be given a month in advance if not more so that coverage for clients can be established so no breach in care will take place.

To take vacation, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Vacation time or Time off is not paid and will not be compensated by the agency. As stated above, employees are encouraged to take vacation time for rest, relaxation, and personal pursuits, but that this must be done in advance so that patients of the agency continue to receive adequate care and staffing is not an issue and it does not inconvenience the clients that we are servicing.

3-05 Holidays

Company will grant holiday time off on a first come first serve basis and this must be placed in to supervisor in advance so that it can be reviewed, and time can be granted. This time off will not be given to the same employees on every holiday, so a calendar will be kept ensuring that a form of rotation is enforced so that all staff will be able to enjoy a holiday or two with their love ones.

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)

- Christmas (December 25)
- New Year's Eve (December 31)

Blessed Home Healthcare Company currently does not pay holiday pay but does recognize that these times are meant to be spent with family and friends on select holidays incentive pay may be offered upon the discretion of CEO and the need during the specified holiday

3-07 Sick Leave

Blessed Home Healthcare Company does not provide paid compensation for sick leave at this time.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor 2 hours before the scheduled start of their workday. The direct supervisor must also be contacted on each additional day of absence. If an employee is absent for three or more consecutive days due to illness or injury, the company may require a physician's statement verifying the illness or injury and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition to maintain employment if absenteeism has become a consecutive problem. If absences extend a period or leave is extensive employees clients will temporarily be taken by other staff members and in some circumstances will be returned back to the employee upon their return.

3-09 Bereavement Leave

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Up to three days of bereavement leave will be excused and will not account as an occurrence for employee

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

Blessed Home Healthcare Company defines "immediate family" as the employee's spouse, parent, child, or sibling.

3-11 Jury Duty

Blessed Home Healthcare Company encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees may request unpaid jury duty leave for the length of absence. Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

3-16 Health Insurance

Blessed Home Healthcare Company currently does not offer healthcare benefits at this time

4-03 Paydays

All employees are paid bi-weekly. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

If a regularly scheduled payday falls on a day off, such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

4-05 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- resignation—voluntary employment termination initiated by an employee.
- discharge—involuntary employment termination initiated by the organization.
- layoff—involuntary employment termination initiated by the organization because of an organizational change.
- retirement—voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Nothing in this policy is intended to change the company's at-will employment policy. Since employment with Blessed Home Healthcare Company is based on mutual consent, both the employee and Blessed Home Healthcare Company have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

4-09 Administrative Pay Corrections

Blessed Home Healthcare Company takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the office so that corrections can be made as quickly as possible.

4-10 Pay Deductions and Setoffs

The law requires that Blessed Home Healthcare Company make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. Blessed Home Healthcare Company also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base

5-01 Safety

To assist in providing a safe and healthful work environment for employees, patients, and patients families, Blessed Home Healthcare Company has established a workplace safety program. This program is a top priority for Blessed Home Healthcare Company. The Human Resources Department has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Blessed Home Healthcare Company provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, e-mail, memos, or other written communications.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the Blessed Home Healthcare office. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Variance/Incident Reporting

POLICY

The Agency will establish a consistent documentation and reporting process, in consideration of all federal/state laws and regulations, and define those incidents that require reporting.

PURPOSE

To define the types of incidents/variances to be reported in patients and employees as well as the process for reporting.

REFERENCE

The Joint Commission CAMHC Standards: EC.04.01.01, EC.04.01.03, EC.04.01.05; Medicare CoP #: 484.12 a; CHAP Standards: CI.5b, CI.5c, CII.71; ACHC Standard: HH7-7A.01

RELATED DOCUMENTS

“Variance/Incident Report: Patient or Employee” and “Variance/Incident Reports: Quarterly Data Aggregation” forms

PROCEDURE

1. The Agency will document and report all incidents (accidents, injuries, safety and security hazards) that deviate from routine Agency operations and will result in injury or potential harm to a patient/caregiver or Agency staff. Such incidents may include, but are not limited to:
 - Security incidents involving patients, staff and others in Agency office or staff in the field.
 - Employee needle sticks with contaminated needles.
 - Equipment and/or medical device failure with resulting injury or harm.
 - Procedure error which results in trauma and/or injury.
 - Untoward outcome, including adverse drug events and reactions.
 - Medication errors.
 - Motor vehicle accidents involving an Agency vehicle or the employee's vehicle while employee is on Agency business.
 - Any staff accidents that require treatment, lost work days, hospitalization or that identify new safety hazards that were previously unrecognized.
 - Alleged/suspected patient abuse.
 - Unexpected patient death within twenty-four (24) hours of admission.

- Witnessed patient falls.
 - Unwitnessed patient falls that require medical intervention.
 - Sentinel events.
 - Hazardous materials or wastes exposures, spills or other incidents.
 - Fire safety management problems, deficiencies and failures.
 - Environmental safety hazards.
 - If the provider does not furnish an authorized service at the time (or for the period of time) authorized by the PP care manager;
 - Consumer moves;
 - Any significant change that may impact furnishing services to the consumer including consumer repeated refusal of service;
 - Consumer's physical, mental or emotional status changes; changes in the consumer's environmental conditions or health and safety issues
2. No copies will be made of variance/incident reports and confidentiality of involved individuals will be maintained.

If ODA/Passport or OHCP client, corresponding case manager will be notified within 1 business day for ODA consumers and 24 hours for OHCP consumers as it applies to the payer source.

Variance/Incident Reporting

1. A *Variance/Incident Report: Patient or Employee* will be completed on all incidents, as defined in policy, by the staff member involved or the first person to become aware of the incident.
2. The report will be submitted to the immediate supervisor, who is responsible for immediate investigation of the incident and taking any appropriate action.
3. The supervisor will review the *Variance/Incident Report: Patient or Employee* and will document awareness of the incident.
4. The supervisor will assure all applicable federal/state reports/forms are completed, e.g., OSHA 300 Log.
5. The *Variance/Incident Report: Patient or Employee* will be forwarded to the PI committee for the purpose of reviewing, analyzing, aggregating, trending and making performance improvement recommendations (see *Variance/Incident Reports: Quarterly Data Aggregation*).
6. Follow up data needed to resolve the incident, e.g., lab reports, physical exams and police reports, will be collected by the supervisor.
7. A file will be maintained of all reported variance/incident reports, as well as any additional data/information pertaining to the *Variance/Incident Report: Patient or Employee*.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the office or the appropriate supervisor. Incident reports and possible ER visits maybe necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

5-02 Work Schedules

Work schedules for employees vary throughout our organization. 9:00 a.m.-6:00 p.m. is a standard workday. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Blessed Home Healthcare work week is 40 hours a week and all staff members must adhere to this standard work week unless authorized by CEO or CFO.

5-04 Use of Phone and Mail Systems

Personal use of cell phones while with clients should be done with discretion. Employees should practice discretion when making personal calls while in the homes of their clients and should refrain from charging and or utilizing clients phone or charging devices while in the home. When asked to answer clients home phone or for office workers answering the office phone please ensure use of proper greetings and phone manners. To ensure effective telephone communications, employees should always use the approved greeting "Good Morning, Blessed Home Healthcare Company" or "Good Afternoon, Blessed Home Healthcare Company," and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so.

The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace. The e-mail system is the property of Blessed Home Healthcare Company. Occasional use of the e-mail system for personal messages is permitted, within reasonable limits. Blessed Home Healthcare Company will not guarantee the privacy of the e-mail system except to the extent required by law. All client information will and must be protected and any misuse of this information will be automatic termination and could be subject to further punishment by law

5-05 Smoking

Smoking is prohibited throughout the workplace, HHA's are not to smoke in client's homes or with clients. HHA workers should not take cigarettes from clients and HHA workers should not provide cigarettes to clients.

5-06 Rest and Meal Periods

All employees are provided with one 30-minute meal break and depending on hours in home may be also entitled to one or two 15 minute breaks as well during each workday of eight hours or more. Depending on client's schedule and care this is scheduled by the worker during down time only. Employees will not be compensated for that time. Brief rest periods or breaks will be allowed, as required by law.

5-10 Emergency Closings

At times, emergencies such as severe weather employees are still required to report to designated client's homes unless otherwise notified. We are healthcare providers and although the weather is bad we provide care to those who are unable to care independently for themselves. In cases where weather emergency or bad weather takes place and no cancellation of care by clients takes place employees who do not show to designated clients for work will not be paid for the time off. And these absences will be unexcused and may lead to disciplinary action even termination.

for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues. Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

5-14 Visitors in the Workplace

To provide for the safety and security for our client's employees are not to have visitors or unauthorized guest to client's homes. This includes giving out patient addresses to get food and or snacks delivered by someone while or during working hours. Blessed Home Healthcare Company, requires staff to have vehicles to transport to and from designated client's homes so employees must have vehicles present at all times. Please do not give out client addresses under no circumstance. Clients information such as addresses should not be given to anyone other than staff involved in client's care. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of client, protects confidential information, safeguards client's welfare, and avoids potential distractions and disturbances. All office visitors should enter Blessed Home Healthcare Company at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors. If an unauthorized individual is observed on Blessed Home Healthcare Company's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the main entrance.

5-16 Computer and E-mail Usage

Computers, computer files, the e-mail system, and software furnished to employees are Blessed Home Healthcare Company property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization.

Blessed Home Healthcare Company strives to maintain a workplace free of harassment and is sensitive to the diversity of its employees. Therefore, Blessed Home Healthcare Company prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others. Employees should notify their immediate supervisor, the CEO or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

5-17 Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by Blessed Home Healthcare Company to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and

productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use of e-mail and the Internet is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Blessed Home Healthcare Company and, as such, is subject to disclosure to law enforcement or other third parties. Employees should expect only the level of privacy that is warranted by existing law and no more. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights. Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by Blessed Home Healthcare Company in violation of the law or Blessed Home Healthcare Company policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals

- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous e-mail messages
- Engaging in any other illegal activities

5-22 Workplace Violence Prevention

Blessed Home Healthcare Company is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Blessed Home Healthcare Company has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and management, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Blessed Home Healthcare Company without proper authorization

Conduct that threatens, intimidates, or coerces another employee, a client, or a member of the clients family or friends, as well as other staff of the agency and agency management team at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by clients and client's family and friends, vendors, solicitors, or other members of the public that are present at or outside the clients home that care is being provided. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your client's home or within the home, do not try to intercede or see what is happening. Blessed Home Healthcare Company will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. Please contact the agency if this happens and get back into the car and or exist home and notify the agency immediately and do not return until agency has verbalized that return is safe. Depending on severity client may be immediately dropped due to safety and security of our employees. Identity of the individual making a report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including termination of employment.

Blessed Home Healthcare Company encourages employees to bring their disputes or differences with other employees, and clients and client family members to the attention of their supervisors or CEO before the situation escalates into potential violence. Blessed Home Healthcare Company is eager to assist in the resolution of employee to employee and employee to client disputes and will not discipline employees for raising such concerns. Please be aware that your clients are the reason that Blessed Home Healthcare is able to employ staff and we are to be respectful and remain professional with clients at all times. When situations become hard to maintain this line of professionalism please notify office and immediately remove yourself

6-01 Medical Leave

Blessed Home Healthcare Company provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility and continuing treatment by a health care provider.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide Blessed Home Healthcare Company with at least two weeks' advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed-upon return date, Blessed Home Healthcare Company will assume that the employee has resigned.

6-02 Family Leave

Blessed Home Healthcare Company provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child or to care for a child, spouse, or parent with a serious health condition. A "serious health condition" means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility or continuing treatment by a health care provider.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide Blessed Home Healthcare Company with at least two weeks' advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified. If an employee fails to return to work on the agreed-upon return date, Blessed Home Healthcare Company will assume that the employee has resigned.

6-07 Pregnancy Disability Leave

Blessed Home Healthcare Company provides pregnancy disability leaves of absence without pay to employees who are temporarily unable to work due to a disability related to pregnancy, childbirth, or related medical conditions. Any employee is eligible to request pregnancy disability leave as described in this policy. Employees should make requests for pregnancy disability leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events. A health care provider's statement must be submitted verifying the need for pregnancy disability leave and its beginning and expected ending dates.

Any changes in this information should be promptly reported to Blessed Home Healthcare Company. Employees returning from pregnancy disability leave must submit a health care provider's verification of their fitness to return to work.

Employees are normally granted unpaid leave for the period of the disability, up to a maximum of four months. So that an employee's return to work can be properly scheduled, an employee on pregnancy disability leave is requested to provide Blessed Home Healthcare Company with at least two weeks' advance notice of the date she intends to return to work.

When a pregnancy disability leave ends, the employee will be reinstated to the same position, unless either the employee would not otherwise have been employed for legitimate business reasons or each means of preserving the job would substantially undermine the ability to operate Blessed Home Healthcare Company safely and efficiently. If the same position is not available, the employee will be offered a comparable position in terms of such issues as pay, location, job content, and promotional opportunities.

If an employee fails to report to work promptly at the end of the pregnancy disability leave, Blessed Home Healthcare Company will assume that the employee has resigned.

7-01 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, and care for our clients, Blessed Home Healthcare Company expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property from client and or clients home
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking without being on break and in own personal vehicle
- Sexual or other unlawful or unwelcome harassment or sexual abuse, neglect, mental, and physical abuse
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice

Fraud Agreement

Fraud at Blessed Home Healthcare Agency is taken very seriously. Any employee who is found guilty of committing fraud could receive disciplinary action which could include or lead up to termination. Also the employee will receive no pay for the days in question, pay will be pending till investigation is complete, or the days they were found guilty of fraud. The employee may also receive action taken upon them from any other third party who finds the employee guilty. Actions of fraud could include but is not limited to:

1. Submitting documentations for services given, times on the documentation does not match the actually time you completed the services.
2. Leaving the client's house before the end of your shift, and does not notify the office at the time event occurred.
3. Starting services after the time the actual shift should have started, and does not notify the office at the time the event occurred.
4. Forging your client's signature on your time sheet.
5. Having any an unauthorized person sign your time sheet, a party other than the client, their P.O.A., or a person accepted by the office.
6. Having any authorize or any unauthorized person sign your time sheet using your client's name, no one should sign your time sheet using the client's name other than the client their self.



7. Not obtaining a signature at the end of each shift.
8. Pre- filling or Post-filling your time sheet.
9. If a fraud check conducted before, during or toward the end of the shift, if you are not found present time of the fraud check you will not be paid for the shift in question and may be placed under investigation and or terminated.
10. Working without a time sheet.
11. If the signature(s) on your time sheet does not match your client's pervious signatures or the signature log you will not be paid for the date in question and may be placed under investigation

Date: _____

Employee: _____

Representative: _____

- Unauthorized disclosure of company and client confidential information. Violation of HIPPA
- Violation of personnel policies
- Unsatisfactory performance or conduct

Nothing in this policy is intended to change the company's at-will employment policy.

Employment with Blessed Home Healthcare Company is at the mutual consent of Blessed Home Healthcare Company and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

7-02 Drug and Alcohol Use

It is Blessed Home Healthcare Company's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on Blessed Home Healthcare Company time and while conducting business-related activities such as client patient care with and outside of client's home for patient no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor or the CEO and or CFO to receive assistance or referrals to appropriate resources in the community.

Employees with problems with alcohol and certain drugs that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program leave may be granted if the employee agrees to abstain from use of the problem substance and abides by all Blessed Home Healthcare Company policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause Blessed Home Healthcare Company any undue hardship.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Human Resources Department without fear of reprisal.

7-03 Sexual and Other Unlawful Harassment

Blessed Home Healthcare Company is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances

- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct that includes touching, assaulting, or impeding or blocking movements

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission to or rejection of the conduct is used as a basis for making employment decisions; or (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace such as the office, clients home, and or amongst coworkers, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the office or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the office or the President of the company, so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful behavior will be subject to disciplinary action, up to and including termination of employment.

7-04 Attendance and Punctuality

To maintain a safe and productive work environment for our clients, Blessed Home Healthcare Company expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees, the clients and their families and on Blessed Home Healthcare Company. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor or the office as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment. Within 90 days of employment two consecutive call offs and our tardiness will be immediate termination. NO call no shows will be automatic termination within the 90-day probation. After 90-day probation all employees will be expected to adhere to the following attendance policy. Three call offs/ and or tardiness in a 6month period is a verbal education, after two additional call offs or tardiness a written education will be administered. If another occurrence after written warning occurs in or before six months and or



POLICY AND PROCEDURES FOR HOME HEALTH CARE

Fingernails/Artificial Nails

POLICY

The Agency will follow CDC recommended hand hygiene guidelines for fingernails.

PURPOSE

To reduce the risk to patients of Agency acquired infections.

REFERENCE

The Joint Commission CAMHC Standards: IC.01.05.01, IC.02.01.01; NPSG: .07.01.01;
Medicare CoP #: 484.12 a; CHAP Standards: CI.5c, CI.5g

RELATED DOCUMENTS

CDC Media Relations: Press Release – “Fact Sheet: Hand Hygiene Guidelines Fact Sheet”

PROCEDURE

1. Fingernails of staff should be cleaned, well cared for and no longer than one-fourth (1/4) inch from fingertips in length.
2. Artificial and long natural nails are not permitted for patient care staff.
 - o The definition of artificial nails includes (but is not limited to) all overlays, tips, bondings, extensions, tapes, inlays and wraps and acrylic nails.
3. Nail jewelry is not permitted.

If nail polish is worn, the polish should be of a neutral color and not chipped.

Date: _____

Employee: _____

Representative: _____



POLICY AND PROCEDURES FOR HOME HEALTH CARE

Personal Appearance

Dress, grooming and personal cleanliness standards contribute to the morale of the employees and affect the business image presented to the clients.

Our Client's satisfaction is one of the most important aspects of our business and the proper attire man/woman helps to create a favorable image for the company to the clients, their family and friends and the too community.

The following guidelines should be followed:

- No blue jeans
- No sweat pants
- No spandex
- No sandals
- No halter tops
- Hair should be neatly groomed and pulled back off of shoulders
- Tennis shoes must be neat and clean
- No head scarfs
- No large jewelry
- No stained clothing or clothing appearing to be unclean
- No body parts should be seen through scrubs and All scrubs should fit accordingly
- No undergarments should be seen
- All home healthcare workers are required to wear scrubs

Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Employees will not be compensated for time away from work

Date: _____

Employee: _____

Representative: _____

before an occurrence can fall off a one-day suspension without pay will take place. If tardiness or absenteeism continues after suspension termination from Blessed Home Healthcare will take place. No call no shows will not be tolerated at no time of employment and will be automatic dismissal. Blessed Home Healthcare is providing care to the community and to patients that want to remain in their homes and need our assistance to achieve this goal so attendance and being at work promptly is a must.

7-05 Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the clients image that Blessed Home Healthcare Company presents to the community.

During business hours or when representing Blessed Home Healthcare Company, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. HHA should be dressed in scrubs both tops and bottoms along with company issued badge. No jeans ripped clothing and or sweat pants or stretch pants are allowed. Hats, hair wraps or bandanas are not to be allowed during working hours. Males are expected to have shaved or groomed appearance and women are expected to have hair combed and groomed while working. NO sandals or open toe shoes or heels are allowed during working hours. If there are any questions on the above policy a written print out of clothing that is not allowed will be attached and signature from all staff members will be required

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels that your personal appearance is inappropriate, you may be asked to leave the clients home until you are properly dressed or groomed. Under such circumstances, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

7-06 Return of Property

Employees are responsible for all Blessed Home Healthcare Company property, materials, or written information issued to them or in their possession or control. Employees must return all Blessed Home Healthcare Company property immediately upon request or upon termination of employment. Where permitted by applicable laws, Blessed Home Healthcare Company may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Blessed Home Healthcare Company may also take all action deemed appropriate to recover or protect its property.

7-08 Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with Blessed Home Healthcare Company. Although advance notice is not required, Blessed Home Healthcare Company requests at least two weeks' written notice of resignation from all employees prior to an employee's departure.

7-10 Security Inspections

Blessed Home Healthcare Company wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Blessed Home Healthcare Company prohibits the possession, transfer, sale, or use of such materials on company time and or within client's homes or on client's property. Blessed Home Healthcare Company requires the cooperation of all employees in administering this policy.

7-12 Solicitation

To ensure a productive and harmonious work environment, persons not employed by Blessed Home Healthcare Company may not solicit or distribute literature in the workplace at any time for any purpose. Blessed Home Healthcare Company recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.)

Examples of impermissible forms of solicitation include:

- The collection of money, goods, or gifts for community groups
- The collection of money, goods, or gifts for religious groups
- The collection of money, goods, or gifts for political groups
- The collection of money, goods, or gifts for charitable groups
- The sale of goods, services, or subscriptions outside the scope of official organization business
- The circulation of petitions
- The distribution of literature in working areas at any time
- The solicitation of memberships, fees, or dues

In addition, the posting of written solicitations on company bulletin boards and solicitations by e-mail are restricted. Company bulletin boards display important information; employees should consult them frequently for:

- Affirmative Action statement
- Employee announcements
- State disability insurance/unemployment insurance information

If employees have a message of interest to the workplace, they may submit it to the office for approval

7-16 Progressive Discipline

The purpose of this policy is to state Blessed Home Healthcare position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

Blessed Home Healthcare best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with Blessed Home healthcare is based on mutual consent and both the employee and Employer have the right to terminate employment at will, with or without cause or advance notice, Blessed Home Healthcare may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps—verbal warning, written warning, suspension without pay, or termination of employment—depending on the severity of the problem and the number of occurrences.

Progressive discipline means that, with respect to many disciplinary problems, these four steps will normally be followed. However, there may be circumstances when one or more steps are bypassed.

Blessed Home Healthcare recognizes that there are certain types of employee problems that are serious enough to justify either a suspension or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

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

7-18 Problem Resolution

Blessed Home Healthcare is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Blessed Home Healthcare supervisors and management.

Blessed Home Healthcare Company strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with Blessed Home healthcare in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. The employee presents the problem to his or her immediate supervisor after the incident occurs. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee may present the problem to the DON and or CEO.
2. The supervisor responds to the problem during discussion or after consulting with appropriate management, when necessary. The supervisor documents this discussion.
3. The employee presents the problem to the DON if the problem is unresolved.
4. The CEO counsels and advises the employee, assists in putting the problem in writing, and visits with the employee's manager(s).

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussing mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.



I received a copy of the Employee Handbook:

Employee signature _____ Date _____

Office staff witness _____