

Welcome to 24-Seven Home Care

Purpose of Employee Handbook

This Personnel Handbook contains a summary of the policies and guidelines in effect at 24-Seven Home Care as of January 7, 2019. This handbook is to be used as a guide by all 24-Seven Home Care employees and is not intended to create any contract of employment. Employees of 24-Seven Home Care are considered “at will.” This means that the employee may terminate the employment relationship at any time for any reason or no reason upon proper notification. 24-Seven Home Care is also free to terminate the employment of an employee at any time and for any reason that does not violate local, state, or federal law with or without notice.

These policies are subject to change at any time with or without prior notice. The handbook will then be updated as soon as possible.

Equal Opportunity Employer

It is the policy of 24-Seven Home Care to treat all employees in the same manner without regard to race, color, religion, age, gender, sexual orientation, national origin, or handicap. The same requirements are applied to all. Eligible employees are hired without regard to race, color, religion, age, gender, sexual orientation, national origin, or handicap.

Before employment, the following are completed on all employees:

- Reference Check
- Verification of licensure/competency
- Completion of Criminal Background Checks
- Proof of freedom from communicable disease

Any prospective or current employee who does not pass a criminal background check, including the OIG and state exclusion lists, will not be eligible for employment with 24-Seven Home Care.

Orientation and Probation

Newly hired employees will complete an orientation program during which time you will learn the primary responsibilities of your job. If 24-Seven Home Care determines that you are not meeting the required standards, your orientation and probation may be extended, or your employment may be terminated. All employees are considered probationary for the first 520 hours of employment.

Harassment

24-Seven Home Care believes that every employee is entitled to a working environment free of verbal, physical, visual, or other harassment because of sex, age, color, creed, national origin, physical features, sexual orientation, handicap, or veteran status.

Harassment includes, but is not limited to, any verbal, written, visual, sexually explicit language or gestures, or physical acts that are offensive in nature, intimidating, unwelcome, or that could reasonably be taken as objectionable. Employees who raise a complaint about harassment are assured that they will not be retaliated against. If you feel that you have been the subject of any form of harassment, you should immediately report the alleged act to a supervisor. The Administrator will investigate immediately and will, when justified, take prompt and appropriate corrective action.

Confidentiality

As an employee of 24-Seven Home Care, you have a moral and legal obligation to respect the confidentiality of clients and family members. The trust among a client, the organization, and employees must never be broken.

Confidential information includes client/family names, medical records, business, financial, and employee information. It may be written, verbal, or computerized.

Information about clients and their illness, regardless of the source, may not be released to anyone without proper written authorization or professional need to know for the purpose of performing job duties.

Employees shall keep all their timecards, documentation, and other information regarding clients out of anyone else's sight, including fellow employees, friends, family, and other clients. Never keep documents where anyone else can access them. Never discuss the name of any client with whom you have worked in the past or with whom you are currently working with other clients. Please maintain confidentiality when calling the 24-Seven Home Care from your cell phone or your own home. You should never let anyone know the names of the clients.

Employee discussion, gossip, careless remarks, or idle chatter, in or out of 24-Seven Home Care or any other inappropriate release of information concerning clients or co-workers is a breach of confidentiality and will be grounds for immediate dismissal.

Employee Evaluations

All clinical staff receive regular written evaluations. Evaluations are conducted at least annually and are based on performance consistent with the job description and personnel policies.

All licensed personnel must provide proof of current state licensure.

Appearance/Dress Code

Each employee is expected to be well-groomed at all times. Cleanliness and personal appearance are especially important. Fingernails should be kept short and filed to prevent injury to clients.

Clean and proper modest attire is to be worn. Comfortable clothes should be worn during the winter months, as clients tend to keep temperatures warm in their homes. Only short jewelry should be worn. Rings should be limited to wedding bands.

Name tags will be issued and should be worn at all times while working.

Charting

No staff may chart for another. Staff should only chart activities and direct observations. When charting a narrative note, include full name and title.

Employee Health

All healthcare personnel must present evidence of freedom from tuberculosis (TB) by the first day of employment. The evidence may include documentation of a negative two-step Mantoux or chest x-ray with evidence of a prior positive Mantoux. Any employee who suspects a communicable disease must discuss the situation prior to work that day.

Sick call messages should not be left on voicemail. A four-hour advance notice is requested for sick calls. Late notice may be grounds for disciplinary action and possible termination, if repeated.

Work-Related Injury

Employees who are injured while working for 24-Seven Home Care should notify their supervisor immediately. An Incident Report and First Report of Injury should be completed. The employee should see the physician as soon as possible. Once you are cleared to work, you will need to have the physician complete a return to work form.

Gift and Gratuity Policy

It is the policy of 24-Seven Home Care that no employee shall take or receive any gift of money or material objects of significant monetary value (over \$50) from clients. However, an employee may accept a small gift of candy or a cup of coffee with a client.

Restricted Activities

According to state law and company policy, employees of 24-Seven Home Care may not serve as Powers of Attorney, guardians, or conservators of clients.

No Smoking Policy

Staff may not smoke in the clients' homes, on their property, nor in the presence of a client.

Substance Abuse

Staff members may not abuse or work under the influence of a chemical, alcohol, or any other drug that impairs the employee's ability to provide services or care. Employees found to be under the influence of an illegal or narcotic medication will be disciplined according to the Disciplinary Procedure and/or Termination Policy.

Payroll

Paychecks are issued according to the schedule provided. Paychecks are direct deposit.

Timecards

Timecards are due according to the schedule provided. Please total the hours and sign the timecard.

Overtime

Overtime is paid after 40 hours/week at a rate of 1½ times the regular rate of pay. Overtime will not be paid for over 8 hours/day. All overtime must be approved by a supervisor before the hours are worked.

Benefits

At this time, 24- Seven Home Care, Inc. is not able to offer health care or sick time or vacation benefits.

Leaves of Absences

Maternity Policy: Employees who are pregnant must bring a written statement from their physician after each visit indicating continued work will not be hazardous to their health or that of the baby. Leaves shall be granted without pay with full return to work arranged at the request of the employee.

FMLA Policy: In order for employees to receive up to 12 weeks of time away from work, leaves of absence without pay may be granted. An employee must be employed for at least 12 calendar months and have worked 1250 hours in the last 12 months prior to the leave.

These are categorized into three subsections:

1. **Family Leave:** The birth of a child of the employee or the placement of a child for adoption or foster care with the employee. A total of 12 weeks of leave are available during any 12-month period. The leave is not to be taken intermittently or on a reduced schedule unless mutually agreed upon by 24-Seven Home Care and the employee.
2. **Family Leave:** The serious health condition of an employee, spouse, son, daughter, or parent that requires the employee's care. A total of 12 weeks of leave are available during any 12-month period. The leave may be taken intermittently or on a reduced leave schedule when medically necessary.
3. **Medical Leave:** The serious health condition that makes the employee unable to perform the functions of his/her position. A total of 12 weeks of leave are available during any 12-month period. The leave may be taken intermittently or on a reduced leave schedule when medically necessary.

The procedure to take a leave is as follows:

1. The employee must submit a written request for a leave of absence to the Administrator.
2. The employee will provide medical certification as to the nature and expected duration of the health condition that has created the need for leave.
3. The Administrator will assure that all paperwork is completed correctly and will consult with the employee regarding the return date as it

applies to the medical leave. No positions will be guaranteed after the 12-week leave if the employee is able to return to work.

Jury Duty: If an employee is called for jury duty, a paid leave will be granted. 24-Seven Home Care will reimburse the employee the difference between his or her regular salary and the fees received for jury duty.

Funeral Leave: An unpaid leave of absence for up to three (3) days may be granted by the Administrator in case of a death within the employee's family.

Request for Time Off: A personal leave of absence without pay may be granted if approved by the Administrator. The decision of whether to grant a leave or an extension of a leave is at sole discretion of 24-Seven Home Care.

Termination

A two-week notice of termination is requested. If an emergency arises, a shorter notice may be agreed upon between the Administrator and employee. An employee who resigns without prejudice and who has a satisfactory record may be entitled to re-employment. No recommendation will be furnished for an employee who terminates with prejudice or for disciplinary reasons. The employment relationship is "at will."

If an employee is absent from work for more than three consecutive days without notifying 24-Seven Home Care, he or she will be considered to have abandoned the job. This will be recorded as a voluntary resignation without possibility of rehiring.

Evidence of any of the following is grounds for immediate termination with valid circumstantial data. The Administrator may use the event for strong disciplinary action rather than termination.

- Dishonesty
- Neglect or misconduct that could result in malpractice or civil suit
- Racial intolerance
- Failure to obey reasonable instructions
- Reporting to work intoxicated or under the influence of a controlled substance
- Failure to notify the employer of absence from work
- Insubordination
- Client abuse or misuse (Vulnerable Adult Act)
- Profanity
- Falsification of records
- Giving confidential information pursuant to Minnesota Statutes Section 144.651
- Violation of client rights pursuant to Minnesota Statutes
- Violence on premises

- Failure to report evidence of vulnerable adult act violations
- Failure to comply with safety regulations enforced by the AWAIR program
- Financial Exploitation*

All of the above conditions are grounds for immediate termination. Any new employees shall be subject to discharge at the option of the employer during the first 520 hours. No employee shall be suspended, demoted, or dismissed without sufficient cause. If after proper investigation, it is verified that an employee has been disciplined unjustly, he or she will be reinstated with the full rights to benefits provided, however that no claim for compensation for time lost shall be paid. In the case of a dismissal, the employee affected may request and shall receive from the employer in writing the reason for the dismissal. Employees so disciplined during the probationary period, shall forfeit all other benefits, except earned wages during the time that he/she worked. Accumulation of one verbal and two written notices is cause for dismissal.

*An employee may not borrow money or accept expensive gifts from clients. Notify the Administrator of any gifts received from a client, including meals. Failure to follow the Gift and Gratuity Policy may be considered financial exploitation.

Disciplinary Procedure

When disciplinary action is warranted, 24-Seven Home Care will follow a progressive disciplinary process including the following.

1. Verbal Warning
2. Written Warning
3. Suspension Without Pay
4. Termination

Code of Conduct

As a 24 - Seven Home Care Inc. Employee, I will conduct myself in the following manner:

- I will maintain a professional relationship and be respectful of all people.
- I will respect and promote the clients right of choice and self-determination.
- I will model appropriate behavior for clients.

- I will report any mistreatment, neglect, abuse, or financial exploitation of clients.
- I will respect client's rights to privacy and not share confidential information.
- I will not borrow money, vehicles, equipment, or sell merchandise to clients or families.
- I will not accept personal favors, such as tips or gifts, from clients or families.
- I will not become involved in romantic and/or sexual relationships with clients or their families.
- I will strive to collaborate with other staff and outside agencies about clients when given written permission by the client.
- I will treat clients with fairness and courtesy.
- I will use proper channels for expressing concerns about clients, co-workers, and 24 - Seven Home Care Inc.
- I will maintain accurate records necessary for rendering services to clients as required by law, regulations, agency procedures, and will not falsify any documents related to 24 - Seven Home Care Inc. operations.
- I will be honest and trustworthy in all my professional relationships, I will not take advantage of these relationships to exploit or further my personal or professional interests and will not participate with any form of dishonesty, fraud, or deception.
- I will not conduct myself in a manner that is detrimental to the professionalism of the program or has the appearance of a conflict of interest.

Failure to follow 24 - Seven Home Care Inc. Employee Code of Conduct, Ethics, and Integrity will result in disciplinary action and possible termination of employment.

Employee Handbook

Signature Page

I have read and understood the Employee Handbook and agree to these terms of employment with 24-Seven Home Care.

Employee Signature

Date

Print Name

Policies included in Employee Handbook

- Equal Opportunity Employment
- Orientation and Probation
- Harassment
- Confidentiality
- Employee Evaluations
- Appearance and Dress Code
- Charting
- Code of conduct

Employee Health

- Work Related Injuries
- Gift and Gratuity Policy
- Restricted Activities
- No Smoking
- Substance Abuse
- Payroll
- Timecards
- Overtime
- Benefits
- Leaves of Absences
- Termination
- Disciplinary Procedures