



Caring Matters Home Care

Policy Handbook

Caring Matters Home Care
ADMINISTRATOR HANDBOOK POLICY & PROCEDURES

EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about Caring Matters Home Care and I understand that I should consult the Executive Office regarding any questions not answered in the handbook.

I have entered into my employment relationship with Caring Matters Home Care voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or Caring Matters Home Care can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to Caring Matters Home Care policy of employment at will. All such changes will be supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of Caring Matters Home Care has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEES NAME (printed):

EMPLOYEES SIGNATURE:

DATE:

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CUSTOMER RELATIONS

Customers are among our Personal Care Agency's most valuable assets. Every employee represents Caring Matters Home Care to our customers and the public. The way we do our jobs presents an image of our entire Personal Care Agency. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful and prompt in the attention you give to customers.

Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of Caring Matters Home Care. Positive customer relations not only enhance the public's perception or image of Caring Matters Home Care but also pay off in greater customer loyalty and increased sales and profit.

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MISSION STATEMENT

It is the missions of Caring Matters Home Care to provide quality, cost effective, safe home care to its consumers without regard to race, color, creed, handicap, religion, national origin, sex, or any other group protected by law while maintaining dignity, and preserving independence.

To accomplish this mission Caring Matters Home Care will need to attract and hire quality individuals to perform the care. Caring Matters Home Care will maintain competitive pay and benefit packages for its employees. Caring Matters Home Care will also provide training and supervision to its employees to help encourage them to provide the best service to the consumers.

To keep prices low, Caring Matters Home Care will all so need to continue to grow and attract new markets through advertising and marketing to private markets, local area agencies, and government funded programs.

classification.

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202 Access to Personnel Files

Effective Date: 1/01/2014

Revision Date: 1/01/2014

Caring Matters Home Care maintains a personnel file on each employee. The personnel file includes such information as the employees job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Caring Matter Home Care and access to the information they contain is restricted. Generally, only supervisors and management personnel of Caring Matters Home Care 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 Executive Office. With reasonable advance notice, employees may review their own personnel files in Caring Matters Home Cares offices and in the presence of an individual appointed by Caring Matters to maintain the files.

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203 Employment Reference Checks

Effective Date: 1/01/2014

Revision Date: 1/01/2014

To ensure that individuals who join Caring Matters Home Care are well qualified and have a strong potential to be productive and successful, it is the policy of Caring Matters Home Care to check the employment references of all applicants.

The Executive Offices will respond to all reference check inquiries from other employers. Responses to such inquiries will confirm only dates of employment, wage rates and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

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205 Probationary/Introductory Period

Effective Date: 1/01/2014

Revision Date: 1/01/2014

The probationary 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. Caring Matters Home Care uses this period to evaluate employee capabilities, work habits and overall performance. Either the employee or Caring Matters Home Care 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. Employees who are promoted or transferred within Caring Matters Home Care, must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If Caring Matters Home Care determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employees' performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within Caring Matters Home Care, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and Caring Matters Home Care's needs.

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation and insurance and Social Security. After becoming regular employees, they may also be eligible for other Caring Matter Home Care's provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Benefits eligibility and employment status are not changed during the secondary introductory period that results from a promotion or transfer within Caring Matters Home Care.

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209 Performance Evaluation

Effective Date: 1/01/2014

Revision Date: 1/01/2014

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day to day basis. Formal performance evaluations are conducted at the end of an employees' initial period in any new position. This period, known as the introductory period, allows the supervisor and the employee to discuss the job responsibilities, standards and performance requirements of the new position. 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.

Performance evaluations are scheduled annually, coinciding generally with the anniversary of the employees' original date of hire.

Merit-based pay adjustments are awarded by Caring Matters Home Care in an effort to recognize truly superior performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process.

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Must have a pleasant phone and speaking voice

Must be able to multi-task

Experience with computers is recommended

Moderate typing ability needed

- **Physical Demands**

Required to be physically able to perform job duties as described and later Amended

- **Work environment**

Mostly sedentary with occasionally asked to leave for mail or supply run

Employee Signature _____ Date _____

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289 Job Description: Home Health Aide

Effective Date: 1/01/2014

Revision Date: 1/01/2014

- **Job Information**

Provide care to consumers as directed by a goal oriented plan of treatment developed by a registered nurse

- **Job Summary**

A Home Health Aide/Certified Nursing Assistant will provide care to patients that are consistent with certification. All care and actions must be consistent with the patients plan of treatment and must be under the supervision of a registered nurse. All instructions must be written by a registered nurse

- **Essential Duties**

Home Health Aide/Certified Nursing Assistants provide services to patients under the supervision of a registered nurse and in conjunction with a plan of treatment. Duties include the following:

16. Assisting patient with personal care
17. Assist patient with ambulation
18. Assist patient with exercises as taught by nurse or physical therapist
19. Assist patient with household services essential to health care at home
20. Prepare meals and monitor dietary habits
21. Assist with medication that patient usually administers himself
22. Perform simple measurements and tests to monitor the patient's medical condition including vital signs, urine checks for sugar and measuring intake and output
23. changing and/or reinforcing simple dressings on stable surface wounds
24. Providing low level care of decubitus ulcer
25. Caring for well healed normal functioning colostomy bags (as directed by nurse)
26. Assist with changing of colostomy bag (as directed by nurse)
27. Assist in retraining the patient in self help skills
28. Reporting any changes in the patient's needs or conditions to the registered nurse
29. Documenting appropriate information on patient's record

- **Supervisory Responsibilities**

Reports to R.N., and R.N., Supervisor

- **Qualifications**

A Home health aide/Certified Nursing Assistant must meet the following requirements prior to being considered for employment with Caring Matters Home Care. The candidate must:

- A. Be a graduate from a licensed school with an approved curriculum for certified nursing assistant training
- B. Possess a current and valid PA certification

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305 Holidays

Effective Date: 1/01/2014

Revision Date: 1/01/2014

Caring Matters Home Care will grant time to all employees on the holidays listed below:

- New Year's Day (January 1)
- Independence Day (July 4)
- Thanksgiving (Fourth Thursday in November)
- Christmas Day (December 25)

Caring Matters will grant paid holiday time to all eligible employees immediately upon Assignment to an eligible employment classification. Holiday pay will be calculated Based on the employee's straight time pay rate (as of the date of the holiday) times The number of hours the employee would otherwise have worked on that day. Eligible Employee classification(s):

- Regular time employees
- Part time employees

To be eligible for holiday pay, employees must work the holiday last scheduled day Immediately preceding and the first scheduled day immediately following the holiday.

If a recognized holiday falls during an eligible employee's paid absence (e.g., vacation, sick leave), the employee will be ineligible for holiday pay.

If eligible non-exempt employees work on a recognized holiday, they will receive holiday pay plus wages at one and one half times their straight time rate for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

to eligible employees. Contact the Director of Operations for more information about health insurance benefits.

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382 Bonus Program for Direct Care Workers

Effective Date: 1/01/2014

Revision Date: 1/01/2014

The terms and conditions of the Bonus Program are at the sole discretion of the C.E.O. All awards can be substituted at any time without notice to employee. The Bonus Program can be started and stopped at anytime without notice to employee and it is at the sole discretion of the C.E.O.

all bonus money will be subject to standard payroll costs and deductions

For each employee that works the entire scheduled work week with perfect attendance And submits time sheets to the office signed by client and filled out correctly (time Sheets are due in the office on Friday by 4:30pm) for each work week in the month They will be awarded as such at the beginning of the following month:

- Employee who works 31-40 hours/week, will receive \$100.00
- Employee who works 21-30 hours/week, will receive \$ 75.00
- Employee who works 11-20 hours/week, will receive \$ 50.00
- Employee who works 0-10 hours/week, will receive \$ 25.00

If any employee meets 6 months of perfect attendance, and meets all the criteria as stated above, they will receive an additional bonus of \$200.00.

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405 Employment Termination

Effective Date: 1/01/2014

Revision Date: 1/01/2014

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
- Lay-off – involuntary employment termination initiated by the organization for non-disciplinary reasons

Caring Matters Home Care will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion, privileges, repayment of outstanding debts to Caring Matters Home Care or return of Caring Matters Home Care owned property. Suggestions, complaints and questions can also be voiced.

Since employment with Caring Matters Home Care is based on mutual consent, both the employee and Caring Matters Home Care have the right to terminate employment at will, with or without cause, at any time.

Employee benefits will be affected by employment termination in the following manner:

All accrued, vested benefits that are due and payable at termination will be paid.

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701 Employee Conduct and Work Rules

Effective Date: 1/01/2014

Revision Date: 1/01/2014

To ensure orderly operations and provide the best possible work environment, Caring Matters Home Care expects employees to follow rules of conduct that will protect the interests and safety of all employees and the Personal Care Agency.

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
- 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 in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system or other employer owned equipment
- Unauthorized disclosure of business "secrets" or confidential information

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704 Attendance and Punctuality

Effective Date: 1/01/2014

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To maintain a safe and productive work environment, Caring Matters Home Care expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism And tardiness place a burden on other employees and on Caring Matters Home Care. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. Notifying supervisor at least four hours in advance is the accepted time frame when possible.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

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705 Personal Appearances

Effective Date: 1/01/2014

Revision Date: 1/01/2014

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image Caring Matters Home Care present to customers and visitors.

During business hours or when representing Caring Matters Home Care 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. This is particularly true if your job involves dealing with customers or visitors in person.

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

Without unduly restricting individual tastes, the following personal appearance guidelines Should be followed:

- Toe out shoes of any kind are prohibited while in service to clients on company time
- Direct Care Workers and Administrative staff while in service to client or while Out of office and operating on behalf of Caring Matters Home Care must wear a Caring Matters Uniform which consists of a Caring Matters Home Care top, white or blue Scrub bottoms and a Caring Matters Home Care company picture I.D.
- Tank tops, tube or halter tops or short may not be worn under any circumstances
- Mustaches and beards must be clean, well trimmed and neat
- Hairstyles are expected to be in good taste
- Unnaturally colored hair and extreme hairstyles, such as spiked hair and shaved heads,

do not present an appropriate professional appearance

- Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance
- Excessive makeup is not permitted
- Offensive body odor and poor personal hygiene is not professionally acceptable
- Perfume, cologne and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances
- Jewelry should not be functionally restrictive, dangerous to job performance or excessive

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- Facial jewelry, such as eyebrow rings, nose rings, lip rings and tongue studs is not professionally appropriate and must not be worn during business hours.
- Multiple ear piercing (more than one ring in each ear) are not professionally appropriate and must not be worn during business hours
- Torso body piercing with visible jewelry or jewelry that can be seen through or Under clothing must not be worn during business hours
- Visible excessive tattoos and similar body art must be covered during business hours

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706 Return on Property
Effective Date: 1/01/2014
Revision Date: 1/01/2014

Employees are responsible for items issued to them by Caring Matters Home Care or in their possession or control, such as the following:

- Phone(s)
- Parking pass
- Client lists
- Credit cards
- Identification badges
- Keys
- Manuals

Employees must return all Caring Matters Home Care property immediately upon request or upon termination of employment. Where permitted by applicable laws, Caring Matters Home Care may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Caring Matters Home Care may also take all action deemed appropriate to recover or protect its property.

Exempt employees are not required to fill out a time slip unless directed by a supervisor for the purpose of pay due to a salaried position. Please note, salaried employees will not be paid for anytime that is not approved time off. Time off must be approved by your supervisor.

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403 Pay Days

Effective Date: 1/01/2014

Revision Date: 1/01/2014

Administrative and non-exempt employees are paid bi-weekly on every other Monday. Director of Services employees are paid monthly on the last pay day of the month. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

If a regular pay day falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to Caring Matters Home Care. Employee is responsible for any bank charges or fees associated with direct deposit and by electing to participate in the program the employee agrees to have the fees if any deducted from regular pay by the employer. Employees will receive an itemized statement of wages when Caring Matters Home Care makes direct deposits.

Every employee is encouraged to pick up their check at the home office or any office designated by their supervisor, but in the event that an employee can not pick up their check and they did not elect direct deposit, their check will be mailed to the address on record at the close of the business day on payday.

It is the employees responsibility to notify executive office of change of address or any information that would affect address or withholding authorized by government or federal agencies.