



daughterly

companions^{LLC}

Assistance for SENIORS & the entire Family!

CAREGIVER HANDBOOK



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Welcome,

We are excited to welcome you to our first-class Caregiver Team!

We believe each employee contributes to our growth and success and the quality of life of our clients by rendering excellent care.

This handbook contains policies, procedures, and orientation materials for all Daughterly Companions, LLC employees. Please familiarize yourself with all the information presented here before accepting a client assignment. You are responsible for adhering to the guidelines and polices set forth.

We hope that your experience with us will be challenging rewarding and enjoyable.

Please do your best, always communicate on a regular basis, and know that we appreciate the work that you do.



Karen Curry
Owner



Karen McCormick
Owner

Daughterly Companions Contact Information

Office Address:	1380 Easton Road Warrington, PA. 18976
Office Hours:	Monday to Friday: 9:00am to 5:00pm Saturday and Sunday: CLOSED Holidays: CLOSED
Office Telephone:	267-483-5482
Office Fax:	267-483-5542
Office Email:	office@daughterlycompanions.com
Website:	www.daughterlycompanions.com
Caregiver Hotline:	267-235-8105
Caregiver Text/Email	office@daughterlycompanions.com

****Please Note: Caregivers are not permitted to call-out of a shift via text or email****

Who's Who at Daughterly Companions

Name & Position	Office ext	Email	Responsibility
Karen Curry, Owner	Ext 5380	kcurry@daughterlycompanions.com	Client prospects Daughterly Home Health Client falls and injuries
Karen McCormick, Owner	Ext 5381	kmccormick@daughterlycompanions.com	Client concerns Special scheduling concerns
Chancey Jeffrey, CFO	Ext 5382	cjeffrey@daughterlycompanions.com	ADP authorization codes Payroll questions
Tom Ronald, VP of Operations	Ext 5394	tronald@daughterlycompanions.com	Client falls and injuries Caregiver concerns Client concerns Expiring certifications
Cathy Goffredo, Director of Operations/Human Resources	Ext 5392	cgoffredo@daughterlycompanions.com	Performance reviews Corrective action / Caregiver writeups Ambassador program Medical benefits Employment forms Policy and Procedure creation Operations support
Joan McCormick, Office Coordinator	Ext 5383	jmccormick@daughterlycompanions.com	Weeknight on-call Mon to Thurs Administrative support Training
Donna McGlynn, Receptionist	Ext 5384	dcdonnamc@gmail.com	Administrative support Safety Committee
Liz Storione, Director of Client Services	Ext 5388	lizstorione@daughterlycompanions.com	Client prospecting Client concerns Special scheduling concerns
Diane VanHouten, Senior Client Care Manager	Ext 5389	dvanhouten@daughterlycompanions.com	Client assessment updates Client concerns Client services
Dawn Pelley, Scheduler	Ext 5398	dpelleydaughterlycompanions.com	Scheduling

Who's Who at Daughterly Companions (Continued)

Erika Arcaro Client Care Coordinator	Ext 5386	earcaro@daughterlycompanions.com	On-call signup genius and questions ClearCare support Client concerns Assessment Updates
Maureen Gordon Director of Nursing	Ext 5390	maureen@icculus.org	TB test questions Documentation Log questions Daughterly Home Health Training
Betty Blosky Asst, Director of Nursing	Ext 5391	bblosky@daughterlycompanions.com	Client medication and health questions Daughterly Home Health
Trish Sheehan Nurse Asst Clinical Manager	Ext 5393	Trsheeshan1964@gmail.com	Client medication and health questions Daughterly Home Health

OUR MISSION

Daughterly Companions, LLC is committed to helping our seniors stay independent in their own homes for as long as possible while exceeding our client's expectations. We will treat each of our clients with honesty, integrity, reliability, respect and consistency while honoring their privacy, dignity, property and family customs.

We accomplish this by employing only first-rate staff members who embrace the values of Daughterly Companions, LLC. Every staff member will show their joy of providing seniors with excellent care by maintaining Daughterly Companions' high level of ethics and integrity, and give their very best in everything they do, day after day.

OUR VISION

Daughterly Companions, LLC provides the **very best** of home care services to seniors in the communities we serve. Our clients enjoy reliable, trustworthy, knowledgeable and compassionate care services in a consistent manner which exceeds their expectations on a regular basis.

CAREGIVER'S MOTTO

"I will perform all my care services and duties with honesty, integrity, confidence, compassion, cheerfulness and dedication. In all my service, I will treat each client as if they are my family, with honor, respect and dignity."

Daughterly Companions Values

- Professionalism
- Compassion
- Honesty & Integrity
- Consistency
- Ongoing Training

3-1 EQUAL EMPLOYMENT OPPORTUNITY

Daughterly Companions, LLC is an Equal Opportunity Employer and prohibits discrimination of any kind because of color, creed, national origin, sex, religion, handicap, marital status, communicable diseases, disability, veteran status, sexual orientation, gender reassignment, age (unless age is a factor necessary for the normal operation or achievement objectives), pregnancy (unless the performance of duties puts the client and/or employee at risk) and/or other characteristics protected by law.

3-2 EMPLOYMENT COMPLIANCE POLICY

Daughterly Companions, LLC requires that all new employees undergo certain criminal and other background checks as a condition of employment and provide the following current information:

- Copy of resume if available;
- Completed Caregiver Application;
- W-4 form;
- I-9 form;
- Local Earned Income Tax Form;
- Copy of annual TB test results;
- Copy of all state nursing licenses and/or certifications
- Current copy Driver's License
- Current Car Registration/Insurance Certificate
- Copy of Social Security Card and/or Passport
- Signed copy of Handbook Acknowledgment Form

3-3 DISCIPLINE AND TERMINATION

Violation of the following rules will be the subject to termination of employee at the sole discretion of Daughterly Companions, LLC:

- Unacceptable job performance
- Insubordination, or immoral conduct of any kind
- Theft or dishonesty
- Falsifying application for employment; or falsifying time records
- Behavior inconsistent with company policy
- Failure to show for a confirmed shift
- Failure to supply compliance documents updates (licenses, etc)

3-4 WORKER'S COMPENSATION INCIDENT

The procedure of a work-related injury is as follows;

- Seek immediate medical attention. If immediate medical attention is not required, connect to Virtual MD by calling 1-866-687-0710. You will be given the option to speak with a trained ER physician, seek treatment with a panel of physicians or refuse medical treatment. Please see Section 10 for detailed information
- Report the incident by calling the Caregiver Hotline at 267-235-8105 within 24 hours of seeking medical attention
- Complete a Daughterly Companions incident report
- Your DC Supervisor will provide you with the Workers' Compensation Employee Notification Form
- All bills for medical care must be sent to Daughterly Companions when received by the employee
- You should not pay the physician directly

3-5 LICENSES, CERTIFICATIONS AND INSURANCE

It is the responsibility of the Caregiver to be sure that all licenses and certifications are renewed accordingly, and the DC Office must have current license and certifications on file.

3-6 TB TEST REQUIREMENTS

Pennsylvania State requires that all Caregivers provide a baseline TB screening upon hire, using the 2-step TST or single BAMT (blood test) to test for Tuberculosis Infection. Please review your current health plan to confirm what test is covered. Daughterly Companions must be provided those test results upon hire and must obtain a negative result indicating the employee is free from active mycobacterium tuberculosis before the employee has contact with a Daughterly Companions Client.

Every year after initial hire, the Caregiver will receive a system reminder when your annual documentation is close to expiring. It is imperative that all Caregivers send us a completed questionnaire PRIOR to the expiration date. If there is a lapse, the process must start again with a new 2-step PPD test.

The questionnaire form can be found on the Daughterly Companion website under Caregiver Resources.

3-7 AMBASSADOR PROGRAM

Employee Referrals: We look for the best people to join our team of daughters. If you have a friend with great nurturing skills who is interested in making a difference in the lives of seniors, please send them our way. Empty-nesters, stay at home moms, nursing students, ex-professionals, RN's, LPN's, CNA's, and more!

If your referral is hired, honors the availability they provide during their interview, and possesses the qualities and skills that allow us to schedule them on a regular basis, you will be rewarded with a one-time paid bonus after your referral completes 2 months of service.

If the Caregiver works:

Under 10 hours per week: \$25.00
10-20 hours per week: \$100.00
20 or more hours per week: \$250.00

Client Referrals: Caregivers, you are the product of our business. You are selling our services while out with our clients. Many people notice a Daughterly Companion because of our unique style. If you are approached either at a facility (i.e.: Ann's Choice) or at the grocery store, simply give them our business card and/or brochure with your name on it. Tell the interested party to contact the office and we will reward you with a one-time bonus contingent upon how many hours of service are booked per week.

If the Client books the following:

3 to 6 hours per week: \$25.00
7 to 9 hours per week: \$50.00
10 to 15 hours per week: \$75.00
15 to 30 hours per week: \$100.00
Over 30 hours per week: \$250.00

Please contact the office for more details on the great bonus program!!

3-8 DRUG FREE WORKPLACE

Daughterly Companions is a drug-free workplace. To help ensure a safe, healthy and productive work environment, the Company has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees. Drug tests may be required prior to employment and in addition, drug tests may be administered randomly and for any reasonable suspicion. Violation of this policy may result in disciplinary action, up to including termination.

3-9 BENEFITS

Daughterly Companions offers medical benefits to Caregivers who meet “full-time: eligibility requirements. Eligibility is determined for new employees based on an initial measurement period of 6 months. You are considered full time if you work an **average** of 30 hours or more per week during this period. Coverage would begin 30 days after you are deemed eligible. Thereafter eligibility would be determined by the standard measurement period of 6 months under the same criteria of averaging 30 or more hours per week.

Plan options include medical, dental and vision benefits as well as a stand-alone voluntary dental plan for eligible employees. Open enrollment for plan selection takes place each November for the December 1st plan start date. Eligibility will be determined each six-month measurement period. The company pays a significant portion of the *employee only* premium for medical benefits but offers optional coverage for your spouse and family as well.

3-10 REPORTING INAPPROPRIATE BEHAVIOR

Caregiver safety is a top priority. We want to be sure all Caregivers feel safe in their work environment that is most often a client’s private home. Daughterly Companions “always” visits a Clients living environment with an eye to assessing safety, cleanliness, essentially a good work environment before sending a Caregiver into a private home.

If you are experiencing difficulty with a Client, the environment, or family member being abusive, argumentative, etc. and you are unable to resolve the situation on your own, please contact the Office immediately for assistance.

If the Client is accusing any Caregiver of theft of personal belongings, please contact the Office immediately for assistance.

3-11 SAFETY COMMITTEE

The purpose of the Daughterly Companions Safety Committee is to provide an avenue for all employees to contribute to workplace safety in hope to achieving and maintaining a safe, healthful working environment. Our goal is to eliminate workplace incidents and illnesses by involving employees and managers in identifying hazards and suggesting ways to prevent them from happening.

If you identify any issues, please feel free to contact the DC Office and ask to speak to a member of the Safety Committee. All DC employees will receive emails of what was discussed in the monthly meetings.

3-12 FAMILY AND MEDICAL LEAVE

The Family and Medical Leave Act (FMLA) entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons. This fact sheet provides general information about which employers are covered by the FMLA, when employees are eligible and entitled to take FMLA leave, and what rules apply when employees take FMLA leave.

ELIGIBILITY

Only eligible employees are entitled to take FMLA leave. An **eligible employee** is one who:

- Has worked for the employer for at least *12 months*;
- Has at least *1,250 hours of service* for the employer during the 12 month period immediately preceding the leave^{*}; and
- Works at a location where the employer has at least *50 employees within 75 miles*.

LEAVE ENTITLEMENT

Eligible employees may take up to 12 workweeks of leave in a 12-month period for one or more of the following reasons:

- The birth of a son or daughter or placement of a son or daughter with the employee for adoption or foster care;
- To care for a spouse, son, daughter, or parent who has a serious health condition;
- For a serious health condition that makes the employee unable to perform the essential functions of his or her job; or
- For any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is a military member on covered active duty or call to covered active duty status.

For more detailed information on FMLA, please contact the Daughterly Companions Office.

4-1 GENERAL POLICY

Daughterly Companions, LLC is committed to the highest standards of ethical and professional conduct. All employees shall adhere to the Agency's policies and procedures relative to their job functions and shall comply with legal and regulatory requirements. Any breaches of this policy may be subject to disciplinary action and/or termination, depending on the severity of the incident.

4-2 EMPLOYEE CONDUCT

Employees shall, at all times, conduct themselves in a professional manner, maintain a positive work environment and will comply with Daughterly Companions' policies.

4-3 NON-DISCLOSURE OF INFORMATION

The protection of confidential business information, trade secrets and client information is vital to the interests and success of Daughterly Companions, LLC. Unauthorized sharing or use of these, may be subject to disciplinary action and/or termination. Such confidential information includes, but is not limited to the following examples:

- Compensation/salary information
- Client/staff lists
- Client information
- Policies/Procedures/Training Materials
- Daughterly Companions Caregiver Handbook

4-4 HIPAA/PHI STATEMENT

All patient (Client) Protected Health Information (PHI—which includes patient (Client) medical and financial information), employee records, financial and operating data of the practice, and any other information of a private or sensitive nature are considered confidential. Confidential information should not be read or discussed by any employee unless pertaining to his or her specific job requirements. Examples of inappropriate disclosures include:

- Employees discussing or revealing PHI or other confidential information to friends or family members.
- Employees discussing or revealing PHI or other confidential information to other employees without a legitimate need to know.
- The disclosure of a patient's presence in the office, hospital, or other medical facility, without the patient's consent, to an unauthorized party without a legitimate need to know, and that may indicate the nature of the illness and jeopardize confidentiality.

The unauthorized disclosure of PHI or other confidential information by employees may be subject to disciplinary action and/or termination.

5-1 DRESS CODE

Business casual attire is recommended, Jeans are permitted however no ripped or torn jeans. Shorts are permitted however they must be appropriate length. No halter tops.

If you are responsible for bathing a client, you can bring appropriate attire (t-shirt, scrubs, etc) to wear while performing that task. You then must change back into more appropriate attire for the remainder of the shift. This is especially important when working with a Client within a facility. Daughterly Companions bag and name badge are ALWAYS required!

5-2 FIRST VISIT WITH A NEW CLIENT

- Review the Client Assessment thoroughly before arriving
- For the first visit, a supervisor may accompany you to make introductions. Please don't meet with the Client without the introduction from management. Wait in your car until your Supervisor arrives
- Ask about the Client's interests, hobbies, how they like tasks done.
- Review the Care Plan Book information with the client
- Work with the Client to develop a task schedule based on their normal routine
- Ask to help make a list of Client's food preferences

5-3 COUPLE CARE

The term Couple Care is used when Daughterly Companions is hired to care for both a husband/wife, mother/daughter, brother/sister, etc in the same house. The service provided may vary depending upon the care level required for the Couple. One Client may need more care than the other. In most cases, one Caregiver is able to care for the Couple however if both require a significant amount of attention, two Caregivers may be placed with the Couple.

Both must be contracted for services in order to receive Caregiver assistance. If we provide a service to Client that is not contracted, it may lead to a potential liability. If there is an emergency with the non-contracted individual, contact the DC Office for assistance.

5-4 VISITORS

Employees working in the field are not allowed to have visitors (family members, friends) of any kind for any reason. It is a violation of HIPAA for someone other than the employee to have access to the Client's address or other protected information.

5-5 SOLICITATIONS

Employees are not permitted to solicit Clients, Client family members, or other employees on behalf of an individual, club, society, or other business (e.g. Girl Scout cookies, massage therapy, Avon, etc). Distribution of non-Daughterly Companions literature, pamphlets, or other materials by employees during working hours is prohibited.

Caregivers may not solicit the Client regarding working as a private contractor.

The Caregiver is not permitted to work for a facility (for a period of two years from the last day with Daughterly Companions) where the Caregiver was assigned to a Client and cultivated a relationship with that facility.

5-6 GIFTS, ENTERTAINMENT & GRATUITIUES

The solicitation or acceptance of personal gifts, gratuities, favors, or kickbacks by an employee of Daughterly Companions is prohibited. This policy is not intended to eliminate ethical activities such as luncheons/dinners or the exchange of token mementos of nominal value. However, such activities should be kept to a minimum level necessary for maintaining effective business relationships.

Every effort should be made to politely refuse all offers of gifts from clients. However, when it may be deemed inappropriate or insulting to refuse a gift offered, the gift is to be accepted and DC management is to be notified immediately. No gift should exceed \$50.00 in value. If a gift exceeds this amount, you may not accept without specific approval from your DC Supervisor.

Special Note Regarding Dinners: When you are invited to attend dinner with a Client that is located within a facility such as Ann's Choice, please be aware there may be a significant financial impact to the Client. It is recommended that the Caregiver get prior approval from your supervisor.

5-7 USE OF PERSONAL MOBILE DEVICES (cell phones, tablets, etc)

Caregivers are not permitted to use mobile devices such as phones, tablets on a shift. You should be interacting with the Client or finding chores around the house. You are permitted to use your cellphone for emergencies (such as taking a call from a sick child). You are permitted to check email while a Client is sleeping.

Mobile Devices in Cars: Employees who drive on company business must observe all traffic laws, including those related to the use of cell phones or other electronic devices. Employees are not permitted to text while driving on company business and must use a hands-free device when using a phone while driving on company business if the call is absolutely necessary.

5-8 BREAKS (Smoke and Meals)

Caregivers are not permitted to leave a Client unattended unless for errands or tasks set up in the Client Care Plan. In most cases, Caregivers will eat their meals when the Client has their meals.

If a Caregiver is a cigarette smoker, prior arrangements must be made with your supervisor.

5-9 DOCUMENTATION LOG

Caregivers will be supplied with blank documentation logs. Documentation Logs must be completed at the end of every shift.

Guidelines for Documentation:

- Always be objective. Only document the facts, not subjective opinions. Never use labels. Be non-judgmental. These notes are placed in the Caregiver bluebook and are visible to family members.
- Make sure your documentation is legible, in order that everyone can read what you have written.
- Accuracy is very important. Date, time, and authenticate each entry with your signature.
- Timeliness is essential both for opportunity and for recall. Document before leaving the shift. Never assume it can be done tomorrow because something may prevent that from happening (i.e.: client is hospitalized, or you become ill). Also, memory of events diminishes as time passes.
- Documentation Logs are meant to be used for an entire week. Fill in the dates and times.
- Check the appropriate boxes for duties that were performed. The Notes section should be used to chart your narrative and continue on back of sheet as needed. When charting on a 24/7 client, you may need to use a separate sheet for each day due to the complexity of their care and the longer duration.
- When tracking a specific aspect of client care, please chart under Personal Care ** Other: (i.e. daily weights, blood sugars, BM's, etc). This will make it much simpler for the Daughterly Companions Nursing Team to establish a pattern without having to read all of the notes.
- When working with "Couple Clients", the Caregiver is required to keep a Doc Log on EACH Client.

5-10 REPORTING ADVERSE EVENTS

Contact Tom Ronald (Daughterly Companions VP of Operations right away and he will take care of completing an Incident Report for the State. Then it is important to document all relevant clinical facts pertaining to the incident, what interventions were completed and the client's response. Please document that you contacted Tom or his backup when he is not available.

Incident Reports are the sole property of Daughterly Companions, LLC. Under no circumstances without approval from Tom Ronald, or Karen Curry, should you reference the completion of an incident report in your Caregiver notes.

5-11 NO KEY POLICY

Caregivers or any Daughterly Companions employee should never hold a key to a Client's home or any of their belongings without the Client and Caregiver obtaining approval from Daughterly Companions management. Daughterly Companions management will request a "Key Issued Form" for the Client, Caregiver, Supervisor and Client family member to sign. This form places a great responsibility and accountability on the Caregiver. It also carries certain security risks. Daughterly Companions owners and management strongly discourage our Caregivers from having a key for any reason.

5-12 FINANCIAL TRANSACTIONS FOR CLIENTS

For all parties' protection, Caregivers are prohibited from handling any financial affairs for Clients. This includes but is not limited to being issued a debit/credit card, checks, banking transactions, financial planning or involvement. Should the Caregiver need to go shopping for the Client while they are not present, and money is required, we encourage the Client to purchase individual store gift cards that allow you to add funds. It restricts spending to that particular store, limits confusion of where finances are spent and all but eliminates the possibility and suspicion of theft or fraudulent activity with a misplaced card.

In the rare circumstance whereby, the Caregiver feels compelled to use their own personal funds for a client, The Caregiver is required to get prior approval from the DC Office and submit a receipt for reimbursement. See Section 7 of this manual.

5-13 VEHICLES AND TRANSPORTING CLIENTS

When an assignment calls for driving while providing care, it is recommended that the Caregiver uses the Client vehicle whenever possible. The Caregiver will drive the Client vehicle. The Caregiver is required to calculate the mileage traveled and input the number when you are prompted during clock out. NEVER BE A PASSENGER IN A CLIENT'S CAR, A CAR BELONGING TO A CLIENT FAMILY MEMBER OR FRIEND

If there is no Client vehicle available, the Caregiver will use their own personal vehicle. Mileage is reimbursable. Please see Section 7 of this manual for details on mileage reimbursement.

Caregivers using their own personal vehicles for transporting clients, shall use them at their own risk and shall be liable for all insurance and other costs, including any normal wear and tear or damage associated with such usage.

5-14 CLIENT ASSESSMENT

We want the Caregivers to be our eyes and ears, so we can provide the proper care and attention for our Clients. The Caregiver is responsible to read the Client assessment in ClearCare. This is an ongoing responsibility of the Caregiver and should be done on a regular basis and possibly before every shift depending upon the Client. If the assessment is not accurate or information has changed, please inform the Daughterly Companions Office either via email or by phone.

5-15 CAREGIVER SUPPLIES (GLOVES AND DOCUMENTION LOGS)

The Caregiver will be given a supply of gloves that will remain with the Caregiver. Gloves will NOT be left in the Clients' homes. It is the responsibility of the Caregiver to pick up additional gloves from the Daughterly Companions Office in Warrington. If the Client would like to keep a supply of gloves in their homes, they may contact the Daughterly Companions office and gloves will be available for purchase.

The Caregiver will be given a supply of blank documentation logs. It is the responsibility of the Caregiver to maintain supply and to pick up additional doc logs from the Daughterly Companions Office in Warrington. Documentation Logs are also available under the Caregivers Resources online and can be printed off at your home if more convenient.

5-16 CLIENT HEALTH EMERGENICES

If a Client falls when care is being provided and the Client is injured, collapsed or is taken ill:

Do not move the Client unless they are in serious and immediate danger.

- Call 911 (*or if located within Ann's Choice, pull cord in the bathroom or bedroom*)
- Call the Daughterly Companions office to report the emergency
- It is Daughterly Companions policy that a Client must go the Emergency Room if they hit their head
- Stay with the Client until assistance arrives
- If the Client goes to the hospital, please follow the ambulance in your vehicle and stay with the client until a family member or another Caregiver arrives. Document the mileage and parking receipts for reimbursement
- Ensure the home is secure when leaving
- Complete the Incident Report as soon as possible (See Policy 5-9)
- Daughterly Companions management will contact the family with status and disposition of the emergency

5-17 HOLIDAYS

Daughterly Companions recognizes the following Holidays:

January 1st, New Years' Day
April or May, Easter Sunday
May, Mother's Day
May, Memorial Day
June, Father's Day
July 4th, Independence Day
September, Labor Day
November, Thanksgiving Day
December 24th, Christmas Eve
December 25th, Christmas Day
December 31st, New Years' Eve (after 5pm)

Please see Section 7 under Payroll on how pay is handled for Caregivers working on Holidays.

5-18 INCLEMENT/ SEVERE WEATHER

The safety of our Clients and Caregivers is a top priority especially during weather events such as snow and ice storms. However, with the nature of healthcare, we must be willing and able to provide care to our Clients in all weather.

All Caregivers are expected to arrive for their assigned shifts on-time. When there is inclement weather, allow for extra travel time. If the Client cancels the shift, the Caregiver will be notified immediately.

Daughterly Companions during inclement weather, strongly recommends not taking Clients for outside appointments or meals unless absolutely necessary.

If there is State of Emergency and travel is restricted, Daughterly Companions management will work closely with all Clients, Family Members and Caregivers to determine the plan for care during the weather event.

5-19 EMERGENCY PREPAREDNESS

In the event of an **emergency situation** (fire, flood, etc.) in facilities:

- **Ann's Choice**, Warminster: Bring client to lobby of their Clubhouse. There are multiple emergency generators. Emergency procedure is run by Security
- **Bridges**, Warwick: staff will instruct caregiver where to bring client depending on location of emergency
- **Brookdale**, Northampton: Follow direction of facility staff to bring client to safe area
- **Center Square Towers**, Doylestown: Bring client to lobby. Clients will be bused to several local churches (or picked up by their family)
- **Christ's Home**, Warminster: Staff will direct you to bring client beyond fire door (depending on location) and wait for instruction from staff/ Fire Co. if evacuation is necessary
- **Dock Woods**, Lansdale: Bring client to closest fire exit. Head nurse will direct you to meeting place and will get head count
- **Gloria Dei Manor**, Huntingdon Valley: bring client to stairwell and they will help them down to lobby if necessary
- **Masonic Village**, Lafayette Hill: Information will be announced over the "PA system". Listen for location of evacuation points
- **Normandy Farms**, Blue Bell: Look to most senior staff member for direction. Bring client to stairwell. Fire Co. will determine if evacuation necessary
- **Pine Run**, Doylestown: bring client to corner of Wellness Center (Nurses Station) and Nurse will come out to give directions
- **Rydal Park**, Abington: Evacuate the Client(s) as quickly as possible according to the instructions provided by Rydal staff
- **Shannondell**, Valley Forge: emergency procedure instructions will be announced over loudspeaker for residents
- **Solana**, Doylestown: follow directions of staff to bring client to evacuation area
- **Southampton Estates**, Southampton: Nurse Supervisor will direct you to bring client to lobby and then decision would be made if evacuation is necessary
- **Wesley**, Doylestown: bring client to front lobby; pull cord in apartment if assistance is needed
- **Rydal Park**, need to get info

For Clients in private homes, have their families sign them up for:

- Either **ReadyMontco.org** or **BucksCounty.org/readybucks** –if client would need to be evacuated in emergency situations
- **Smart911.com**– once this questionnaire is completed online, anytime 911 is called they will have all the pertinent information for that client when they see their phone number (recently have added GPS on phone if not calling from home to identify their exact location)

5-20 SERVICES NOT PROVIDED TO CLIENTS

- Hair Cutting (DC will work with licensed professionals and can make a recommendation for this in-home service)
- Heavy Housecleaning. Heavy housecleaning is scrubbing tile bathrooms, cleaning out the garage., etc. Light housecleaning such as vacuuming, wiping down counters, etc is permissible
- Heavy Lifting: Heavy lifting is moving large furniture pieces. Light lifting such as carrying groceries is permitted
- Massages: Full body massages are not permitted however if the Client asks for a light hand or foot massage, that is permitted
- Nail Trimming
- Shaving with a Razor Blade (electric razor is permitted)
- Medication: Caregivers may only assist an individual in the self-administration of medications. Medications should be in pre-filled pill boxes that are filled by a family member or Registered Nurse. Caregivers can remind a Client to take medications. Caregivers are not permitted to dispense any medications, including OTC, (I.e. Tylenol, Advil or cough Syrup) unless authorized in the Assessment or over the phone by Daughterly Companions management.
- Medical Duties: Caregivers provide a non-medical service. No use of medical tools, such as knives, needles, pins and sharp objects is permitted. Caregivers are able to TALK a person through taking their blood sugar level but NOT permitted to do the testing for the Client.

For questions related to any of the above, please contact your DC Supervisor.

5-21 ELDER ABUSE AND MISTREATMENT

As a registered In-Home Care Agency, Daughterly Companions is bound by law as Mandated Reporters to report to the State anytime there is suspected Elder Abuse.

What does Elder Abuse mean?

Elder Abuse means many different things. It is a situation in which someone who has more power hurts someone with less power.

- **Verbal abuse** is saying mean or cruel things to the elder.
- **Physical abuse** is when someone hurts the elder's body.
- **Emotional abuse** is hurting the elder's feelings on purpose. It can also be scaring the elder or trying to make them feel bad about themselves.
- **Sexual abuse** includes touching or looking at the elder in a sexual way or talking about sex to them when they do not want to.
- **Neglect** is not giving an elder the things that they need, like food and clothes. It can also be not taking the client to the doctor when they need to go.
- **Taking advantage (exploiting)** is telling the elder to do something that is against the law or bad for them or using "undue influence" to manipulate their actions to benefit oneself. It can be taking their money or belongings/things.

Any kind of abuse is wrong. Daughterly Companions will not tolerate a staff member who abuses a Client, ever! All accusations and reports of abuse will be taken very seriously and investigated in depth.

What to Do If You Learn or Suspect that Abuse is Happening:

You usually learn that there is abuse when:

- You see any form of abuse actively being done; in which case, call 911 immediately
- You see bruises or marks
- Someone tells you

- You must stop the abuse and call 911 if you see it happen while you are present.
- You must tell the Client's guardian. If the guardian is the person who abused the Client, you should protect the client from that person until authorities arrive.
- You may need to take the client to the doctor or hospital.
- To report the abuse of elderly individuals, call the Protective Services Hotline at **1-800-490-8505**.

5-22 NOTEWORTHY REMINDERS

- Never mention to a Client this is your first assignment or provide any information that could make the Client nervous about your abilities
- Never bring a child and/or pet to work
- Never clock out then continue to stay with a Client as a favor. This is for your protection. Once clocked out, the Caregiver is no longer covered under Daughterly Companions insurance.
- Never discuss the schedule with a Client. If the Client has a request to change the schedule, tell the Client or the Client family member to call the office. The Caregiver should never influence the Client on a schedule that benefits the Caregiver.
- Never give a personal cellphone # to a Client or a Client family member. This also includes other Caregivers.
- Never contact a Client directly. All communication must go through the Daughterly Companions Office and if necessary, the Office can coordinate a three-way phone conversation
- Never leave Clients who suffer from dementia unattended, even if they ask you to leave or give you permission to leave a shift early. Always all the DC Office for assistance.
- Clients who are documented as a “Fall Risk”, should not be left unattended
- If a Client asks you to run into the store for them and is insisting on waiting in the vehicle, you must call the Caregiver Hotline to gain approval from the Family
- Never take a Client’s vehicle for personal use even if it’s just to run an errand
- Never neglect to put in mileage or use your personal money to buy items for Clients without submitting a request for reimbursement because of feeling badly for the Client. This is against Daughterly Companions policy
- Never post photos of the Client on social media or publish any photos, documents or information regarding the Client under any circumstances. All promotional photos are done by Daughterly Companions management

6-1 USING CLEARCARE

ClearCare will be used for clocking in and out, scheduling and messaging. It is extremely important to learn this software and become comfortable accessing it on a regular basis. There are 2 ways to access ClearCare:

- Login using credentials provided in your ClearCare “Welcome Email”
 1. Accessing the website (<https://daughterly.clearcareonline.com>) using a computer/laptop, smartphone or tablet
 2. Using the ClearCare Go App from your smartphone

6-2 PUNCTUALITY/CLOCKING IN AND OUT

Punctuality is extremely important, and we expect that all Caregivers arrive on-time for every shift. This is especially important when relieving another Caregiver.

It is the responsibility of the Caregiver to clock in and out of every shift to be sure that the Caregiver receives the proper pay and the Client is billed correctly. Repeated failure to clock in and out, may result in disciplinary action and affect your pay. Do not attempt to clock in before 7 minutes prior to the start of the shift or this will cause an error.

Using the ClearCare App Instructions:

1. Turn on “Location Services” on your smartphone
2. The App will not let a Caregiver clock in unless the bar at the bottom of the screen is green, indicating your location is within clock-in distance
3. Please do not clock in until you are face to face with the Client
4. Follow the same process for clocking out at the end of the shift

We expect all Caregivers to arrive on-time however if you are going to be late for your shift, you must call the Caregiver Hotline at 267-235-8105

6-3 AVAILABILITY CALENDAR

Caregivers are required at a minimum to submit an availability calendar by the 1st of the month at least one full month ahead of time. It is strongly recommended that all Caregivers submit several months (6 months plus) of availability at a time as this significantly aids the scheduling process.

- Availability Calendars can be accessed at www.daughterlycompanions.com under the Caregiver Resources Tab. The password is DC15. Please note this is a different website than where the actual schedules are located.
- Download the blank calendar(s) and complete
- Please be sure to add your name (top left) and mark each box
- Return the completed sheets to the DC office via email to office@daughterlycompanions.com or fax to 267-483-5542
- Upcoming vacations should be submitted through the monthly availability calendar

Change of Future Schedules (days off, etc):

2 weeks out or longer: Please email office@daughterlycompanions.com with the subject line of “SCHEDULE” and include the details in the body of the email. These requests will be forwarded to the Scheduling Team for review and follow-up.

2 weeks or less: Please contact your Supervisor via the phone. You may be asked to follow up with an email for record keeping.

6-4 WEEKLY SCHEDULING

The Daughterly Companions scheduling aims to have all schedules completed by 12noon on Wednesday for the following week (Monday to Sunday)

- The Caregiver will receive a shift reminder text message at 5:00pm the night before the confirmed shift(s). This is a system generated message. Do NOT respond to this text message
- Please check your schedule often. The system does not advise you that a shift has been cancelled, only that your schedule has changed. Pay attention if you don't get a reminder text the night before the shift. Call the DC office with any concerns
- Shifts will be assigned to each Caregiver based upon the availability provided
- The Caregiver will receive an email that a shift has been assigned
- View the schedule and accept the shifts on the system. If you are unable to accept a shift, please DECLINE the shift as opposed to just leaving it unconfirmed. Please accept or decline shift within 24 hours of receiving the assignment

6-5 PLANNED TIME OFF (VACATION)

Planned time off/Vacations should be scheduled in advance using the Availability Calendar process. Providing many months in advance will help assure your requests are approved.

6-6 UNPLANNED TIME OFF (CALL-OUT)

When working in the Healthcare industry, it is extremely important for any healthcare provider to be available to assigned shifts. We offer the flexibility to plan your caregiving job around your life, but in return, we require the commitment for every Caregiver to stay true to their confirmed shifts.

When a Caregiver accepts a particular shift, it is expected that the Caregiver arrive (on-time) for the scheduled shift. We understand that emergencies happen, people get sick and sometimes a call-out is unavoidable. Please follow these steps when calling out of a shift.

- It is very important to give as much notice as possible when unable to keep a confirmed shift
- Call Outs for shifts occurring the same day, require a minimum of 6 hours prior to the start of the shift. Please keep your supervisor aware if you are ill or experiencing an emergency that may prevent you from fulfilling a confirmed shift
- You are required to CALL the Caregiver Hotline (267-235-8105) and speak to a member of the office staff or on-call manager when you need to call out of a shift.
NO TEXT MESSAGES OR EMAILS ARE ACCEPTABLE FOR CALLING OUT

6-7 SHIFT CHANGES (Early End, Additional Time, Last Minute Cancelled Shift)

In most cases, shifts start and end at the scheduled time however there may be instances when a Client decides to end a shift early or a Caregiver is asked to stay for extended time.

SHIFT TIME CHANGES WITHIN 45 MINUTES OF SCHEDULED TIME

If a Client wants to end a shift early, the **Caregiver must leave a detailed message on the Dashboard** with the reason why the shift ended early (within 45 minutes of the normal end time). It must be clear that the Caregiver is willing to stay for the full shift and did not ask The Client to leave early. In this case the Caregiver will be paid for the entire shift as scheduled.

If the Client requests that the Caregiver stay later than the normal end time, the Caregiver will be paid for the actual time of that shift. Please note, staying later on a shift is not a requirement and the DC Office staff will work with the Caregiver on making arrangements or will search for other coverage options.

SHIFT TIME CHANGES MORE THAN 45 MINUTES OF SCHEDULED TIME

If a Client wants to end a shift early, **the Caregiver must call into the Office**. Someone from the Office will either contact the Client directly or the appropriate family member for approval to end the shift early. The Caregiver will be paid for the entire shift. It must be clear that the Caregiver is willing to stay for the full shift and did not ask the Client to leave early.

If the Client requests that the Caregiver stay later than the normal end time, the Caregiver will be paid for the actual time of that shift. Please note, staying later on a shift is not a requirement and the DC Office staff will work with the Caregiver on making arrangements or will search for other coverage options.

Caregivers should never influence a Client to end a shift early for their own benefit. Doing so may warrant disciplinary action. If the Caregiver needs to end a shift early, they must call the Office for approval.

If the Client cancels an entire shift **without 24 hours' notice**, the Caregiver will be paid a minimum of a 3-hour shift. Exceptions will be made in certain circumstances and in those rare cases, # of hours billed to the Client will match hours paid to the Caregiver.

Exceptions to this policy, the Client is admitted to the hospital or suddenly passes away.

6-8 ON-CALL PROGRAM

Becoming part of the On-Call Caregiver team is a great opportunity to earn extra money. Any Caregiver that consistently remains part of the weekly schedule and can perform some level of personal care is eligible. The Daughterly Companions On-Call Manager will take care of any calls that come in and will contact the On-Call Caregiver if coverage is needed. In most cases, the On-Call Caregiver is not called to cover a shift. (In the past, the average amount of times an on-call Caregiver was called in to cover a shift, was 15%).

Being “AVAILABLE” for on-call means: The Caregiver is required to keep their personal cellphone on and nearby in the event the On-Call Manager makes contact to cover an open shift(s). The Caregiver must remain local and must be able to arrive at the Client within an hour.

Weekdays (Mon to Fri) 7:00am to 11:00am: The rate is \$15 flat base pay for keeping yourself “available”.

Weeknights 5:00pm to 11:00pm: The rate is \$20 flat base pay for keeping yourself “available”.

Overnights 11:00pm to 7:00am: There is no flat base pay however if you are called out on a shift, you will receive \$50.00 and your shift rate will be \$5.00 per hour above your normal rate.

Saturday and Sunday shifts are as follows:

- 7:00am to 3:00pm (Position A and Position B)
- 3:00pm to 11:00pm (Position A and Position B)

Position A pays \$25.00 flat base pay for keeping yourself available. If you are called out on a shift, you will receive \$50.00 as well as your regular rate for your time spent with the Client

Position B pays \$20.00 flat base pay for keeping yourself available. If you are called out on a shift, you will receive \$25.00 as well as your regular rate for your time spent with the Client

Position A is called First. If Position A is on a shift, then Position B will be contacted

The On-Call Manager will be doing tests calls to be sure all Caregivers that are scheduled for on-call shifts are ready and available when needed. If the Caregiver does not answer calls from the On-Call Manager, the Caregivers may be subject to disciplinary action.

7-1 PAYROLL

All Caregivers will be paid on a bi-weekly basis in accordance with their job description and clocked-in hours.

Mandatory payroll deductions include:

- Federal and State Income Taxes (based upon an individual's W-4 filing status)
- Social Security taxes
- Medicare taxes
- Required local taxes

Special note regarding pay:

- Caregivers will be required to attend mandatory training. The Caregiver will be paid for this mandatory training however the rate will be the standard minimum wage rate.

Never discuss your pay with other Caregivers

7-2 MILEAGE AND EXPENSE REIMBURSEMENT

Mileage: When a Caregiver uses their own personal vehicle for driving a Client, the Caregiver will be reimbursed for the mileage. The Caregiver is responsible for tracking the mileage and reporting detailed mileage records at the end of every shift. The Caregiver will be reimbursed in accordance with the current Federal IRS mileage rate.

Mileage Between Shifts: If a Caregiver has multiple shifts in a day and the time between shifts is 1 hour or less, Caregivers will be paid mileage that is automatically calculated by our ClearCare system.

Other Expenses: All other reasonable Caregiver incurred expenses will be reimbursable in full (e.g. client requests you take them to lunch, purchase groceries, etc).

The Caregiver is responsible to submit the expense detail. Place your name, Client's name on the receipt(s) with a sheet of paper with a brief description of the expense. If you are going to send via email, take a picture of the receipt and send the information to office@daughterlycompanions.com or bring the receipt and documentation to the DC Office.

7-3 SERVICES ON HOLIDAYS

On Holidays, Daughterly Companions happily ensures our Clients have uninterrupted service. We also try very hard to provide our Caregivers the time off to spend with their own families. For Clients who desire care on DC established Holidays, All Caregivers working those shifts will be paid 1.5 times their normal pay rate for working those shifts. Refer to Policy 5-16 for DC holidays.

7-4 ADP WORKFORCE APP/WEBSITE

Caregivers are required to visit the ADP website (<https://workforcenow.adp.com>) or download the APP to view their payroll profile and pay stubs.

You will receive an email from ADP containing an authorization code. It is only valid for 15 days. If you do not receive this email within 5 business days of handing in your completed payroll paperwork (W-4, Local Tax, Direct Deposit info, etc), please contact Chancey Jeffrey at the Daughterly Companions Office to request an authorization code. Check your SPAM folder if you do not see the email in your inbox.

Once you have an authorization code, go to <https://workforcenow.adp.com> and click on “REGISTER HERE”. You will be asked to enter the authorization code first. The system will then prompt you through questions to verify your identity. Finally, you will be able to create a user name and password. Please be sure to write down your username and password for safe keeping

After creating your profile, please choose the option to **GO GREEN**. This will stop a copy of the pay stubs going to the Daughterly Companions office. All paystubs are accessible on the website.

8-1 NEW CAREGIVER CHECK-IN

Upon completion of training and field experience, Caregivers will receive feedback on their initial performance. This check-in will allow the opportunity for the Daughterly Companion Management Team and the Caregiver to discuss overall performance to date and discussion on any areas of improvement if needed.

8-2 YEARLY PERFORMANCE REVIEW

Caregiver Performance review schedules will be determined by the average number of hours worked over a 12-month period. The date of the review will be based on the latter of either your date of hire/rehire; or your last performance review.

- Caregivers working an average of 30 or more hours per week, will receive an annual performance review
- Caregivers working an average of 20-29 hours per will week, will receive a review every 18 months
- Caregivers working an average of 19 hours or less per week, will receive a review every 2 years

Caregivers will be reviewed based upon the following: Below Expectations, Meeting Expectations, and Exceeding Expectations. Examples of each level are as follows:

Below Expectations: missing clock ins and clock outs, failure to show for a confirmed shift, Client complaints, etc

Meeting Expectations: following the rules set forth in this handbook/job description, committing to established availability, etc

Exceeding Expectations: picking up extra shifts, volunteering for on-call hours, Client or Office Staff compliments, etc

8-3 DISCIPLINARY ACTION

Caregivers are asked to maintain full compliance with all policies and procedures. If the Caregiver fails to consistently follow procedures, the Caregiver may be subject to disciplinary action.

9-1 TRAINING 101-INITIAL TRAINING INCLUDING MODULES

Daughterly Companions puts a strong emphasis on the training of all Caregivers. Caregivers shall receive ongoing training relevant to their assigned duties and relevant to the health and safety of all Caregivers and Clients.

Upon hire, the Caregiver must take part in an orientation and mandatory video training session located at the Daughterly Companions office in Warrington. In addition, the Caregiver is required to review all online training modules and complete any testing involved with the modules.

CNA's, LPN's, RN's are not required to do the training modules.

During training, the Caregiver will be required to submit an the first availability calendar for immediate entry into the ClearCare system.

See section 7-1 for pay to attend mandatory and voluntary training.

9-2 TRAINING 102-SPECIAL TRAINING CLASSES

Daughterly Companions will offer a minimum of 6 hours of training per year. Some training will be mandatory, and some will be voluntary. Trainings topics will vary. If a Caregiver requires additional training in a specific area, please contact the DC office for assistance.

9-3 TRAINING 103: YEARLY REVIEW OF COMPETENCY

During the yearly performance evaluation or sooner depending upon the circumstances, the Caregiver may be asked to demonstrate certain skills and/or review of actual work performance to be sure all procedures are being followed.

Private training may also be required based upon certain Client requests.

**ANN'S CHOICE RESTAURANTS
HOURS OF OPERATIONS**

VILLAGE CLUBHOUSE

Fireside - Dinner Monday thru Sunday 4:00-6:30
Banners - Breakfast Monday thru Saturday 8:00-10:00
Lunch Monday thru Saturday 11:30-2:00
Dinner Monday - Sunday 3:00-6:30

LIBERTY COMMONS

Signatures - Lunch Monday thru Friday 11:30-2:00
Dinner Monday thru Saturday 3:00-6:30
Sunday Brunch 10:45-2:00

KEYSTONE CLUBHOUSE

Garden Restaurant – Dinner, Monday thru Sunday 3:45-6:30
Acorn Pub – Lunch, Monday thru Saturday 11:30-2:00

SCENARIOS/QUICK HINTS FOR CAREGIVERS

- What if I get hurt while working with a Client?
 - Contact the Caregiver Hotline and follow the instructions on accessing a physician if care is needed.
- How often do I need to send in documentation on my TB test?
 - Documentation must be sent to the DC Office on a yearly basis. It should arrive at the office a few days prior to the expiration.
- What if I arrive early to meet a new Client early? Should I go to the door and introduce myself?
 - Wait for your supervisor to arrive and they will make the introduction.
- What if I notice that a Client assessment is no longer accurate?
 - Contact the DC Office as soon as possible so the assessment can be updated in the system.
- What if a Client wants to drive their car on an errand?
 - It is policy that the Caregiver should never be a passenger in Client, family or friend vehicle. If there is an issue with the Client not wanting to follow this procedure, contact the DC Office.
- What if a Client asks me to refill their medication box?
 - Caregivers are not permitted to fill medication boxes. This must be done by the family or a Daughterly Companions nurse.
- What if a Client asks me for my personal cell # phone? Am I permitted to give out personal information?
 - Never give out your personal cell phone # or address to a Client or their family member. All communication should go through the DC Office.
- What if I am running low on gloves and documentation logs?
 - Visit the Daughterly Companions Office for additional supplies. Do not wait until the last minute and risk running out of supplies.

SCENARIOS/QUICK HINTS FOR CAREGIVERS (Continued)

- When do I clock in and out?
 - Caregivers should clock in when they arrive at the Client's home and should clock out upon leaving the home. Not in the parking lot, etc
- How often must I submit an availability calendar?
 - Availability calendars should be submitted by the 1st of the month for the following month. We highly recommend submitting at least 6 months of calendars
- Am I permitted to discuss my schedule with the Client?
 - A Caregiver should never discuss a schedule change/new schedule with Client. All conversations regarding schedules will be done by the DC Office staff and the Client/Family Member
- How often do we get paid? And where can I find my paystubs?
 - Payday is every OTHER Friday. It is strongly recommended that everyone visit the ADP website and view paystubs.
- How often will I get a performance review?
 - Every Caregiver will get a performance review and the timing is dependent on how many hours you work on average.

Daughterly Companions Caregiver Handbook General Handbook Acknowledgment

This Caregiver Handbook is an important document intended to help you become acquainted with Daughterly Companions. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

The contents of this handbook may be changed at any time, with or without advanced notice, in an individual case or at the sole discretion of the Owners or Management of Daughterly Companions.

- I have received and read a copy of the Daughterly Companions Caregiver Handbook. I understand the policies and guidelines described in it are subject to change at the sole discretion of the Company at any time. I understand that this handbook replaces all other previous handbooks for Daughterly Companions.
- I also understand that if I have any questions or do not understand any portion of the handbook, it is my obligation to ask my Supervisor for clarification.
- I understand that my employment is at-will and entered into voluntarily. I have the right to terminate the employment relationship at any time for any reason and Daughterly Companions also has the right to terminate the employment relationship at any time.
- I understand that no individual employee, supervisor, or manager can make a contrary arrangement, except for an authorized designee of the Company, and even then, such an agreement must be set forth in written employment contract that is signed by the employee and one of the owners of the Company.
- I understand that my signature below indicates that I have read and understand the above statements and I have a copy of the Daughterly Companions Caregiver Handbook

Caregiver Name

Caregiver Signature

Date

HR Manager Name

HR Manager Signature

Date

ATTACHMENTS