



Employee and Contractor Handbook

Welcome Statement

Welcome to CareMinders Home Care. You have chosen to join a team of dedicated people with a commitment to make the company the best in the business. We hope this experience will provide you with a sense of accomplishment as you enable our clients to live their lives with dignity, hope and independence.

The management of CareMinders® Home Care believes empowered people make things happen. Each person plays a critical role in our success. To the clients, their caregiver is the focal point of the business. Therefore, the most important aspect of your job will be working with clients and their families.

Understanding another person's needs and feelings is essential whether you are interacting with clients, families, or another team member. We work with many people and our jobs are so interrelated that a team effort is essential for success. Please, plan your time away from work without causing service interruption to your client's services. To accomplish this, plan your time off within the scheduling confines of your commitments. You will meet people like yourself and people that are very different. Diversity allows us to expand our learning experiences and we embrace the opportunity to do so.

We are professionals unequalled in our commitment to quality and regard for people. As an affiliate of a national company, we have set the highest standards. This means we do things differently. You will have more responsibilities and documentation requirements than in past employment. You will learn a great deal while with us and in the process, we will grow as a business. As the business grows, we are better able to offer you the assignment choices that make it easier to balance your work, home and spiritual life.

Professionalism is the way CareMinders Home Care conducts its business. As a team member, you will be expected to create memorable experiences for your clients and to treat everyone with respect, dignity and compassion. The golden rule has never been improved upon and we believe it provides the best guide for all our interactions.

Sincerely,

The Administrator

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Part I: SERVING CLIENTS

The caregiver's primary responsibility is to protect the safety and wellbeing of patients and clients. To this end, every caregiver is responsible for minimizing the potential for risk associated with patient falls and other adverse events. Caregivers should be diligent in the performance of their duties with watchful oversight of their clients at all times.

Types of Clients

CareMinders Home Care offers skilled care and non-medical services to patients/clients in their place of residence. We will make these services available to individuals regardless of race, ethnicity, national origin, religion, sex, or handicap status.

Nursing Services

When licensed to do so, nursing services are offered to patients/clients who are under the care of a physician and who require skilled intervention in accordance with a Plan of Treatment (POT) signed by the attending physician. A registered nurse (RN) in good standing shall be responsible for the care and its outcome and will document all services rendered. Additionally, an RN will supervise services rendered by a licensed practical/vocational nurse (LP/ VN) (in good standing) who will also document all services rendered. All nurses will adhere to the state's practice act.

Therapeutic and Ancillary Services

When licensed to do so, therapy services are offered to clients in need when ordered by the physician. All therapy and ancillary services are under the respective practice acts and all caregivers must have a state license in good standing without restriction. These services include PT, ST, OT, MSW and Dietary services.

Personal Care Services

CareMinders Home Care offers Personal Care Services to its clients. Personal Care tasks are performed by a qualified Personal Care Aide (PCA), Attendant, Home Health Aide (HHA) or Certified Nurse Assistant (CNA) referred to as caregivers. Services are supervised by a nurse. Services are provided in accordance with the client's Service Plan. Tasks include personal hygiene, assistance with transfers, ambulation and assistance with self-administered medication. In general, these tasks are considered normal daily routines the client could perform for himself/herself if he/she were physically able. A non-li-

censed caregiver may NOT provide medical or other healthcare services.

Companion or Homemaker Services

CareMinders Home Care offers Companion or Homemaker Services to clients. Such tasks at a minimum are performed by a qualified person under the direction of a nurse supervisor. Companion or Homemaker Tasks mean tasks that include housekeeping, meal planning, preparation and serving, shopping assistance, transport and escort services, and other routine household activities. A caregiver in this category may NOT provide hands-on personal care to a client.

Live-In Services

Live-In services may be provided by any level of caregiver based on the needs of the client. Live-in cases are required to follow the federal guidelines for live-in arrangements.

Client Records

Client records must be documented and updated on a daily basis. These records must be incorporated into the official record in the office through telephony or other point of care device. When directed to do so, paper records may be used but these are at all times in conformance with the documentation requirements of the company.

Records must be **accurate** and a **complete** reflection of the condition of the client and the resulting actions taken. The point of complete records is to document everything that is known about the client's condition and all factors that may have an impact on the outcome. Accuracy is the most important point. Falsification of client records is a terminable offense and grounds for government sanction.

The law provides that client records will be **protected**. The home record should not be out in the open for anyone who visits to see. This record should be placed inside a drawer or other safe place where all the caregivers have access but visitors do not. Care Minders Home Care follows the rules of HIPAA in the protection of client related information.

HIPAA Compliance

Every caregiver is required to protect the confidential nature of client information. Caregivers are not allowed to copy or retain copies of confidential patient information. All caregivers must comply with the HIPAA Compliance policy found in the Operations Manual.

Service Delivery Process

Standard: A registered nurse will develop the Service Plan or Plan of Treatment in collaboration with the client and family and the physician when appropriate.

A Service Plan will be used when non-medical services are required by the client. When nursing or other skilled intervention is required, a Plan of Treatment (POT) will be prepared by the RN supervisor inclusive of non-skilled services. When a POT is required, the universal CMS Form #485 will be used.

The In-Home Assessment

All services begin with an in-home assessment performed by an RN supervisor. This is the process whereby all services are established in collaboration with the client and family.

Home Safety Evaluation

This document details the safety concerns found in the home and neighborhood. If safety concerns are apparent, precautions will be specified on the Service Plan.

Service Plan Medication Profile

Only a nurse may administer medications. For non-skilled cases, the paraprofessional may remind the client regarding self-administered medications when requested by the client or responsible party and directed to do so by the nurse. For a client to receive reminders with medications the medical condition must be stable with the administration of routine, regularly scheduled medications that are intended to be self-administered.

Advance Directives

Advance Directives allow an individual to direct healthcare decisions in the event they become incapacitated. The documentation can be in the form of a Medical Power of Attorney called a Durable Power of Attorney or Living Will and will contain provisions allowing the individual to make decisions regarding the use or refusal of life sustaining treatment. The Omnibus Budget Reconciliation Act of 1990 (OBRA) established the Advanced Directives Law also known as the Patient Self-Determination Act. This Act specifies that clients be given information on and the company complies with decisions regarding Advanced Directives.

Note: Any caregiver who expresses a conscientious objection to a client's refusal of life sustaining measures may have the option to be reassigned to another case without recrimination. While the company accepts the client's right to make medical decisions, each individual caregiver also has the right to their private feelings regarding the matter. Private feelings of caregivers must be discussed with the Administrator for reassignment. Under no circumstances should a caregiver

discuss their personal feelings with a client.

Advanced Directives will usually address the issue of resuscitation. The caregivers are trained in CPR and understand they are to call 911 in an emergency. Paraprofessionals must have emergency personnel, a physician or other licensed healthcare professional to direct them to start CPR, providing there IS NO DNR ORDER. Nurses will follow standard nursing practice in these cases.

Standard: Administration of CPR by a non-licensed caregiver can begin only under the direction of the physician or emergency personnel when there is no written DNR Order on file and IF the caregiver is certified in CPR.

The Assessment and Service Plan

For all non-skilled cases, CareMinders Home Care creates the Service Plan in collaboration with clients or the responsible party, the case manager (if one has been appointed to oversee the client's care) and the client's personal physician. A Registered Nurse will be responsible for the development of the Service Plan, which is the document that guides all non-medical service delivery. Services will not begin until the Service Plan has been developed and is in the home for caregivers to follow. The Service Plan will be updated at least every 60 days.

As the foundational piece to service, the same assessment guide found on the Service Plan will be "mirrored" in the Daily Tasks required to be performed by the paraprofessionals and again revisited during the Supervisory Visit. Thereby, the trilogy is complete; (it is also repeated on the Competency Demonstration). The Service Plan defines the responsibilities; the Daily Tasks (computerized facsimile) documents having completed the tasks assigned and the Supervisory Visit documents how well the tasks were performed in accordance with the goals established for the client and how the client/ family rates the overall experience.

Standard: Caregivers may only perform those tasks assigned them by a supervisor and documented on the Service Plan. Caregivers MUST be consistent in following the Service Plan or Plan of Treatment.

Goals of Care

Goals should be stated in measurable terms, realistic and attainable. Goals should be traceable to the interventions planned by the nurse. Think of goals in terms of judging the effectiveness of caregiver compliance with the Service Plan. Additionally, goals of care are used as the primary indicator of the outcome of care in the quality & performance improvement program

Physical and Functional Limitations

The Assessment and Service Plan is a comprehensive document covering all the

major systems in a non-medical environment. It is important to note that this document is the foundational piece to the care and services delivered to clients who qualify for personal care or companion/homemaker services. As such, it defines what conditions are present, what the caregiver should do or not do, and with what frequency. Functional limitations of the client are defined in terms of activities of daily living. What can the client do and how will the caregiver need to provide assistance for both comfort and safety.

Standard: It is the caregiver's responsibility to keep the client safe and free from fall.

Vital Signs

There is a difference between reporting and monitoring vital signs. Non-licensed caregivers may not monitor vitals. They may however, record vitals and report changes to the supervisor as indicated. Reporting vital sign changes is no different than reporting any other change in the client's condition. Clients who require blood pressure reporting as a part of the plan should have a home digital blood pressure monitor that will remain stationary in the home.

Standard: Non-licensed caregivers should not call the physician's office directly to report unusual findings or findings outside normal range. These findings should be reported to the office. The nurse will contact the physician and give instruction to the caregiver accordingly.

Observations

The nurse will note what observations should be made and reported to the office by the non-licensed caregiver. Additionally, the nurse may write that the caregiver is to report any changes in mental status or other conditions of the client. Observing and reporting changes in a client's condition is a very important part of our service delivery process. Caregivers are expected to report any change in the client's condition immediately to the nurse.

Hygiene

The nurse is to indicate what type of bath to give and the frequency. With client and family participation, the Service Plan is developed for the caregiver to follow. Caregivers may not act outside the scope of the Service Plan except for comfort and customer service issues. Participating in bathing and other acts of personal care is extremely important. Families expect to see their loved one clean and fresh. Even when clients prefer not to, personal hygiene is a sign of respect.

Standard: Non-licensed caregivers may not cut either finger or toe nails.

Safety Factors: Activity/Mobility/Safety

This aspect of the assessment is one of the most critical. The safety and security of the client is the caregiver's responsibility. The nurse will assess the risk for fall of the client. High risk for fall would indicate the caregiver should be assigned maximum hands on assistance with ambulation and transfers. Medium or moderate risk for fall might indicate the client needs assistance over uneven terrain or up/down steps. Low risk for fall may indicate only occasional or standby assistance would be necessary. Always be close to the client to offer assistance when needed.

Standard: It is the caregiver's responsibility to keep the client safe and free from fall.

Nutrition and Dietary Needs

If a client is allergic to certain foods, it will be listed under restrictions on the Service Plan. Many elderly do not drink enough so the client or family may want to encourage fluids. If so, this will also be indicated. If snacks are to be a part of the nutritional regimen, make sure the type and amounts are indicated.

Elimination

Incontinence care refers to the manner in which the client needs to be kept clean and dry. This includes any additional issues surrounding skin care. "Change Briefs and Underpads" refers to the need for, and frequency of changes. There is nothing more upsetting to a family than to see their loved one wet and dirty. If linens are soiled they are to be changed immediately and washed where indicated on the Service Plan.

Standard: Paraprofessional caregivers may not give an enema, insert a suppository or perform any type of rectal exam.

Socialization Factors: Companionship

Whether the client is in need of personal care or companion care, there is an element of socialization to giving care and services. Companionship is about becoming a trusted friend to the client. As friends do, they play games together, or do other activities. Game playing is not only about socialization, it keeps the client mentally alert in so far as possible and allows an outlet for occupying the mind and body. Card games, board games, anything the client will enjoy should be encouraged.

Standard: Socialization is the art of keeping a client engaged in life. This is a critical component to "Your Comfort, Our Responsibility"

Plan of Treatment (POT) (Using the CMS 485)

A registered nurse will develop a POT in conjunction with the Primary Care Physician when the condition of the client requires skilled intervention. The POT will be updated at least **every 60 days** or more frequently if the client's condition warrants. All orders are to be signed and dated by the physician. There shall be **no outstanding orders for longer than 30 days**.

When changes to the initial or subsequent POT is warranted, but does not alter the context of the current POT, a verbal or change order (CO) must be documented, and signed by the physician. Although a verbal order was obtained, the physician must verify the verbal order by signature.

Emergency Management Plan

Every client admitted to CareMinders Home Care will be evaluated for his/her need of assistance during a natural disaster or other community based crisis. Catastrophic weather events may create a need for clients to make use of emergency sheltering during evacuations. In a situation, where a caregiver is with a client and a natural disaster is imminent, caregivers are instructed to follow the recommendations of the local disaster authorities regarding evacuation or other precautions. In these cases, the emergency management plan will take effect.

The caregiver assigned to the client will have the responsibility of preparing an emergency file to accompany the client to the shelter if required. This record shall contain at a minimum the following information:

- Assessment and Service Plan or POT (if applicable)
- Medication Profile (Medications will also accompany the client to the shelter)
- Equipment and supply needs documented on a Progress Note
- Personal Needs items

Standard: Caregivers **will not leave the client** until the responsible person arrives and the safety of the client is assured.

Client Emergency Procedures

CareMinders Home Care is not a medical emergency service.

Standard: Non-licensed caregivers are instructed to call 911 (or other emergency contact provided by the client or responsible party) in case of a medically related emergency. The nurse should also be called.

Standard: Absent a DNR order, a non-licensed caregiver may administer CPR in a medical emergency only when directed to do so by a physician or emergency

personnel and only IF the caregiver is certified in CPR.

After emergency medical assistance is in process, caregivers are instructed to call the office with a report.

Client Rights and Responsibilities

Care Minders Home Care provides a written copy of Client Rights and Responsibilities to each client. All caregivers are required to honor and respect all clients' rights.

Client Automobile Waiver of Liability

All caregivers that will drive clients are required to have a valid, current license and proof of current, auto insurance coverage in accordance with state requirements. A copy of these documents will be kept on file and updated as necessary. Additionally, it is the expectation that any caregiver that will be driving a client have a SAFE driving record as evidenced by a DMV report. All caregivers must be deemed eligible to drive clients based on their driving record and in accordance with policy and procedure.

Caregiver Vehicles Used to Transport Clients

Any caregiver who will be using their vehicle for transporting clients must have the vehicle deemed safe based on a predetermined set of criteria. The vehicle will be inspected by the Administrator and evidence of this inspection will be placed in the personnel file. Caregivers are not allowed to use a different vehicle to transport client unless the administrator has been notified of the change and has completed the safety inspection in accordance with policy. Such inspection will be held at least every six months.

Daily Task Recordings

Every paraprofessional caregiver will document the completed tasks on the Daily Task Sheet or telephonic method as directed. The completed Task Sheet, which should have both the caregiver and client signature and date, will be forwarded to the office by the Monday following services and incorporated into the Client's Official Record.

Caregivers MAY NOT RETAIN a copy of the Daily Task Sheet as this is protected under HIPAA.

The telephony element to documentation will be achieved through a designated software package. The telephone procedure for caregivers will be very simple: at the beginning of the shift, access the system by dialing an 800 number from the clients home telephone, and then enter a personal identification number. At the

end of the shift, the caregiver will call the same number from the very same telephone, enter their personal ID and the codes for the tasks completed.

Caregivers must follow the instructions of the Service Plan without deviation. However, we understand that there will be times when a client or family member will ask a caregiver to do something "extra" that is not listed on the Service Plan. In the spirit of good customer service, an act of kindness is perfectly fine so long as the following rules are applied:

- it is documented;
- it does NOT conflict with or change the instructions given by the supervisor;
- it improves the feeling of comfort for the client.

Caregivers are NOT allowed to retain copies of the Daily Task Sheets as these are protected patient information under HIPAA.

Reporting Problems with Clients

There are four types of reports a caregiver should make concerning issues or problems with clients. These are:

- Reporting observations based on the client's changed condition;
- Reporting complaints from clients or families;
- Reporting incidents involving the client while a caregiver is present or not;
- Reporting safety or security issues for the caregiver, client or both.

Standard: The caregiver will always use the office as a lifeline for problems, issues or concerns regarding clients. There will be someone on call 24/7 to provide direction.

Progress Notes

Whenever a client is receiving skilled care under a POT, nursing and therapeutic interventions will be documented on a Progress Note or on a point of care (POC) device as designated. All Progress Notes will be filed in both the home record and the client's designated official record at the office. Licensed caregivers may NOT RETAIN A COPY of the Progress Note as this document is protected under HIPAA.

Reporting Acquired Infection Post Admission

If any caregiver suspects a client has contracted an infection post admission, the caregiver should call the nurse supervisor to report immediately. Such infections are tracked for the QPIP program and monitored using the Infection Control Log.

Contaminated Needle Stick

The company maintains a strict Exposure Control Plan (ECP) that guards the safety of caregivers. If you are stuck with a contaminated needle or other sharp instrument, you must follow the protocols established by the company immediately. This is a reportable incident and all precautions will be taken to safeguard both the source patient and the caregiver. The Sharps Injury Log will be used to track the incident.

Supervision of Services

An RN will make a home visit to each client's residence to assure the client's needs are being met in accordance with the Service Plan (or POT) or that changes are made accordingly. Caregivers will be supervised by a nurse in accordance with four criteria:

- Ability to demonstrate safe and effective technique in the delivery of care as evidenced by return demonstration (done by assessing if the patient is the same, better or worse than the last visit);
- Ability to follow the Service Plan as documented on the Daily Task Sheets or computerized records;
- Ability to meet the goals established for each client as evidenced by Supervisory documentation;
- Ability to successfully exceed the expectations of clients and families as evidenced by the score from the Supervisory Visit Addendum (page 2).

Addendum to Supervisory Visit Caregiver Supervision

The Addendum to the Supervisory Visit (page 2) is to allow client and family input on EACH caregiver involved with the case. A separate addendum will be completed for each caregiver. A copy of the addendum will be filed in the caregiver's personnel file. The Addendum is a part of the employee's annual evaluation.

Discharge of Clients

When services are to be discontinued, the client shall be notified of the date, reason for termination and any continuing care needs shall be addressed. The caregiver is also notified.

Death of a Client

If a client expires while a caregiver is present, call 911 and then call the office. The supervisor will call the emergency contact list provided by the client and tell them you have called 911 and the circumstances. As in all circumstances, be kind and use the utmost compassion while delivering the emergency news. Do not tell a family the client has died (only a physician may pronounce death. Instead, use

phrases such as it appears the client has stopped breathing.

Note: If the client is HOSPICE patient, do not call 911. In these cases, call the Hospice contact which will be posted on the client's refrigerator.

Scheduling of Clients

One of the most important tasks performed by CareMindors Home Care is the appropriate matching of caregivers to the client. This process of matching is completed by the computer system based on filters that appropriately match a caregiver to a client. Each caregiver will be asked to complete a Compatibility Matching Document to assist in this process.

Standard: Caregivers who accept a case are expected to continue the agreed upon schedule until services are no longer needed.

Quality & Performance Improvement Program

The Quality & Performance Improvement Program (QPIP) is a comprehensive review and assessment of the overall operation including service delivery. The QPIP review is completed at least annually and covers Exposure Control, HIPAA and OSHA guidelines, Sentinel Events, incidents, complaints and many more.

Standard: The Quality & Performance Improvement Program of CareMindors Home Care requires the documentation of any problem or other type of occurrence in the home.

Complaint Action Form

Complaint management and resolution is the heart of the CareMindors Home Care Quality & Performance Improvement Program. As such all complaints are thoroughly documented using the Complaint Action Form. Please notify the office with any client complaint. This document is for complaints from both clients and caregivers in the form of grievances.

Incident Reports

The Incident Report is used when the potential for harm to a client or caregiver exists whether or not actual harm occurred.

The foundation of a quality program is to anticipate the need for improvement and take action in advance of the need. The QPIP program seeks to assure that all clients are safe within the confines of the CareMindors Home Care policies, procedures and practices. If the potential for harm exists, it is our responsibility to take corrective action in advance.

Standard: All incidents shall be reported to the Administrator within 24 hours of occurrence and all Incident Reports are protected and held in confidence. All incident reports are also forwarded to the risk management department at the franchisor's office.

It is the caregiver's responsibility to protect clients from fall as this is the most significant adverse indicator for seniors and the most often cited reason for Incident Reporting.

Suspected Abuse, Neglect, Exploitation or Isolation

If a caregiver at anytime suspects a client has been subjected to abuse, neglect or self-neglect, exploitation or isolation, it is **required** that such suspicion is reported immediately to the office. The state Hot Line accepts reports of this nature and will take appropriate action. If a caregiver is present and witnesses any type of abuse to a client, the caregiver is authorized to protect the safety and welfare of the client by calling 911 where indicated and to call the office immediately. All documentation of client abuse in any form whether witnessed or suspected will be documented on the Incident Form.

Part II: Staffing, Contracting and Job Requirements

Employment and Contracting Policy

Standard: Caregivers are prohibited from accepting gifts or any gratuity from clients or families.

CareMinders Home Care is proud to be an equal opportunity employer! Employees are hired or promoted solely based on qualifications without regard to age, race, religion, color, sex, national origin, marital status, expunged juvenile records or pregnancy. We offer equal opportunities to all classes and groups including disabled veterans, veterans of the Vietnam era, individuals with a disability, and other characteristics protected by Federal, State or Local law.

Rules of Conduct in Working with Clients

The following rules, also seen as a Code of Ethics for caregivers have been adopted into company policy as the standard by which caregiver's behavior will be judged:

1. Prior to accepting any assignment the supervisor will discuss all duties involved as documented on the Service Plan. You are not obligated to accept an assignment, we understand there may be times when you are unavailable or may not want to accept for personal reasons.
2. When you accept an assignment we expect you to complete it. You are

expected to work the hours and days assigned only. You are not allowed to change the schedule you are given even when the client asks you to. You must call the office for any scheduling change. You must begin and stop work at the designated times. If you ever have any questions or concerns while on an assignment, we encourage you to call us at any time.

3. If you arrive at a client's home and no one answers the door, call the company. We will call the client and call you back or give you further instructions. If there are apparent signs of something being wrong, call 911, then call us. Do not leave without contacting us first.

5. Never arrive late to an assignment; you should arrive 5 minutes early. Again, you are required to arrive and depart at the assigned times (5 minutes early is the assigned time). You may not alter the schedule without calling the office first. You may NOT call the client for any reason - call the office. If you get lost call the company immediately, go to the nearest inter-section and stop - we will assist you with directions.

6. Never accept a house key from the client.

7. You will come in contact with confidential information of a medical nature, and a personal nature. The client has the right to have all their information treated with the utmost confidentiality. In compliance with HIPAA, you may not discuss the client with anyone except the nurse supervisor and those authorized by the client. You may not give out the client's address or phone number. Your family may contact you through the office only while on assignment.

8. You must dress appropriately for your assignment and wear a picture identification badge. Some clients have allergies; therefore, you are requested not to wear perfumes or scented deodorants. We will try to inform you about these and any other issues prior to the assignment.

9. When you get to your assignment and things are not as we explained or the client wants you to do something we have not told you about, call the company.

10. You are not allowed to consume the client's food or drink. Bring your food or drink with you on assignment. The only exception to this rule is when you are on a "live-in" case.

11. Never deviate from the Service Plan or Plan of Treatment that you have received without contacting us. (This excludes doing some task for the comfort or well being of the client.)

12. Never take or use the client's automobile without permission from the

company even when the client tells you it is OK.

13. Never remove anything from the client's home unless specifically told to do so by the supervisor.

14. Never, ever discuss your own personal beliefs with a client in the areas of religion, politics, and never discuss your own personal problems.

15. Our service may involve taking clients to appointments and running errands. However, unless we have told you in advance that you will be driving the client, never do so without contacting us for authorization.

16. Never take the client out unless it is part of the assignment.

17. You will be working in people's homes and will become friendly with the clients. However, it is the policy of Care Minders Home Care that you cannot accept any gifts either monetary or "in kind". (Exception to this rule is if you are with a client, they are expected to buy your lunch or dinner if they are eating out. Likewise, if a client asks you to take them to a movie or show, they will be expected to buy your ticket.)

18. If you go on a trip with a client, you may accept meals or tickets for entertainment in conjunction with activities with the client. However, you must report these to the company so that we can thank the client for their generosity and kindness.

19. If you run errands, grocery shop, etc. the client will pay, and you must provide a receipt.

20. You may not purchase anything from the client even if it is at fair market value.

21. No consumption of alcoholic beverages while on assignment either in the client's home or on any kind of outside activity (even if the client offers).

22. Never smoke in the presence of a client or family member or while on the property of the client or the company.

23. Never invite a friend or relative to or into a client's home. You are the only one allowed in the house, even if the client says it is acceptable, it is not alright with CareMinders Home Care.

24. We understand that sometimes it is necessary to take a personal telephone

call while on assignment but telephone calls must be kept to a minimum. **Turn OFF your cell phone while with a client.** If you need to leave an emergency number you may leave our office number and we will contact you. You are never to use the client's home phone except to call into and out of the telephony system and then only as directed to do so by the supervisor. **You may not text while on duty.**

25. Caregivers must at all times be aware of the client's preferences in music. **Caregivers may NOT wear earphones while on duty** nor may they change the music stations of clients. Caregivers may not use any type of electronic equipment for communications or pleasure while in the performance of their duties.

26. Never solicit the client. Do not ask the client to buy anything you are selling, do not discuss or leave pamphlets for the client on any religion or other topic.

27. When in doubt call the company, we are available to you 24 hours a day 7 days a week.

28. You may not become involved with or act on behalf of a client in any financial matter.

29. You may not serve a member of your own family as a caregiver assigned by the company nor may you serve any client with whom you live.

30. You may not use a computer that belongs to a client unless you are specifically doing something the client has asked you to do. Even if the client says it is OK to use the computer, it is NOT OK with CareMinders Home Care.

31. If a personal emergency comes up which will prevent you from being at your assignment on time, **you MUST call the office at least 8 hours in advance** of your scheduled time of arrival. This will allow us to find a replacement so as not to interrupt service to the client.

32. **You are not allowed to change the schedule in any way. You are not allowed to ask someone else to work for you. You are not allowed to ask the client to change the schedule. All scheduling changes MUST come through the office**

33. You must document your services at the end of every shift. Falsification of client records is a terminable offense and is subject to government sanction.

34. Under no circumstances is it allowable for you to be verbally or otherwise be abusive to a client You must never be abusive neglect or exploit any client or

member of their family under any circumstances. Clients have the right to respect and compassion at all times.

Dress Code

All caregivers are required to wear a picture identification badge to the client's home. This will be furnished to you by the company. Caregivers should dress professionally, given the nature of the work. That is, clean, neat, wrinkle free and well maintained attire. Caregivers should not wear perfumes, excessive jewelry or make up. Shoes should be sturdy and clean (no open toes or high heels) and clothes should be business casual for in home wear (no halter or tank tops). Tee shirts with the Care Minders Home Care logo may be worn but no tee shirt with other sayings, drawings or other advertising is permissible. Medical scrubs are considered appropriate attire. We also require all employees and contractors to wear safe footwear at all times. Remember that we are ladies and gentlemen serving ladies and gentlemen.

Job Requirements

Your job requirements are specifically addressed in your job description. For all employees and contractors, you are expected to learn and comply with the policies and procedures of the company. You are expected to render services to clients in conformance with the individualized Service Plan or Plan of Treatment. You are required to document all services rendered on a daily basis in the form and format specified in procedure. You are required to protect the confidential nature of patient information at all times.

Your health and well being are vitally important to us. Attempting to lift or move anything in excess of 25 pounds that is not directly involved with patient care is strictly prohibited. You may not lift a patient without the assistance of another person or an assistive device. The Contract between the company and the patient/family also carries this restriction. If you are asked to do anything outside the scope of these restrictions or outside the parameters of the Service Plan or Plan of Treatment, please call your supervisor immediately.

Sexual Harassment Policy

Sexual harassment is prohibited. Any employee, contractor, supervisor or manager who makes another person feel uncomfortable by word or deed will be severely reprimanded up to and including termination. Anyone who feels they have been subjected to sexual harassment should contact the highest-ranking official at CareMinders® Home Care or the Franchisor.

There may be times when a caregiver feels subjected to sexual harassment from a client. If the client is not cognitively impaired, the situation should be discussed with the

Administrator. The discharge policy may be enacted at the Administrator's discretion. However, no caregiver shall be placed in a situation where they feel uncomfortable.

Change of Name/Address

It is imperative for the company to always have your correct name, address and telephone number. Please notify us of any changes. Each employee and contractor is responsible for the validity of personal contact information. This information can be accessed on line.

Smoking Policy

Smoking is not permitted anywhere while you are on CareMinders Home Care property or that of our clients. Additionally, smoking is prohibited while with a client on any outings. Even if a client tells you it is alright to smoke, it is NOT alright with the company.

Other Employment

No employee shall be gainfully employed elsewhere without first notifying the company and receiving acknowledgement or permission. Any other such work shall not interfere with performance of work for the company. If interference with work is noted, the Administrator, at his/her discretion has the right to terminate the employee/contractor.

Introductory Period

When hired, all employees will be in an introductory period for the first ninety (90) days. The introductory period allows management to evaluate the performance of your work. During this period, any employee who is terminated will not be entitled to any severance related benefits.

We will make every effort to assist you in feeling welcome and in becoming acquainted with your work here. Feel free to ask your supervisor for any help and advice you may need.

Employee Definitions

It is the intent of CareMinders Home Care to clarify the definitions of employment classifications. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment relationship "at will" at any time is retained by both the employee and Care Minders Home Care.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled

to overtime pay under the specific provisions of federal and state laws. Exempt employees are excluded from specific provisions of federal and state wage and hour laws. In addition to the above categories, each employee will belong to one other employment category:

Regular Full-Time Employees

Regular full-time employees are those who are not in a temporary or introductory status and who are regularly scheduled to work CareMinders Home Care full-time schedule of 40 hours per week. Generally, they are eligible for any benefits, subject to terms, conditions, and limitations when offered by the franchisee.

Regular Part-Time Employees

Regular part-time employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 30 hours per week. While they do receive all state and federal mandated benefits (such as Social Security and worker's compensation insurance), generally, they are not eligible for any other CareMinders Home Care benefits, subject to terms, conditions, and limitations of each benefit when offered by the franchisee.

Pro Re Nada (PRN) Employees

PRN caregivers are those who are not assigned to a temporary or introductory status and who work based on the case load of the franchise. These employees have no commitment of hours to work and are solely used on an as needed basis as temporary staff. While they do receive all state and federal mandated benefits (such as Social Security and worker's compensation insurance), they are ineligible for all of CareMinders Home Care benefits.

Independent Contractors

CareMinders® Home Care requires its independent contractors to have responsibility for the payment of self-employment estimated taxes. These caregivers are also responsible for their liability insurance and worker's compensation insurance. Additionally, all contractors must comply with the provisions of civil rights and other anti-discriminatory legislation.

All independent contractors are required to follow all provisions of the CareMinders Home Care Policies and Procedures as well as meet the State rules and requirements for Private or Licensed Home Care Providers. All contractors must have a signed contract specifying the terms and conditions for employment. CareMinders Home Care will maintain the responsibility for supervising the services provided by independent contractors.

Compensation

Paychecks are issued on a predetermined schedule established by the franchisee. All Daily Task Sheets or Progress Notes and time reporting must be completed on time and in the system or at the office no later than noon on the day requested. If documentation or payroll information is not received by the deadline, employees will be paid on the next payroll. There are no exceptions to this policy. We are required to deduct social security and federal and state income taxes directly from wages of employees.

Reimbursement of Out of Pocket Expenses

Authorized out of pocket expenses will be reimbursed. Covered expenses such as picking up office supplies or paying for a needed supply for the client is reimbursable. All receipts must be turned into the office for reimbursement. It is generally our policy that any expenses incurred while working with a client such as parking fees, are paid directly by the client at the time incurred.

Benefits

Regular attendance, good work habits and cooperative attitudes develop profitable business. Profitability allows the company to improve pay and benefit programs. To the extent permitted by business conditions, a general pay increase may be expected once each year. In addition, we will continually survey our benefit program to keep abreast of community norm and employee needs.

Advancement

Whenever possible, CareMinders Home Care promotes from within. We will try to regularly offer employees who have a history of quality work an opportunity to advance their skills.

Paid Time Off (PTO)

At the discretion of the franchisee, all regular full-time administrative employees accrue Paid Time Off (PTO) at the rate of 1.5 hours per pay period (every two weeks). PTO may not be taken before it is earned and accumulated paid time off is not a vested benefit. PTO time includes all time off in accordance with policy.

Military Leave/Jury Duty

If you belong to the Armed Forces, you will be granted military leave equal to the number of days you are on active duty up to a maximum of ten working days in a calendar year. The company does not pay any salary for these activities. This policy also applies to Jury Duty. Time off in these categories will also be subject to the PTO policy.

Personnel and Contractor Records

All employees/contractors will have their identity verified by using the individual's current driver's license or other photo identification issued by a regulatory department of state government. Copies of the identification, license, certificate and other pertinent documents shall be placed in the individual's permanent file.

Background and Screening of Employees and Contractors

Our systematic process to become a part of the best home care team in the business is difficult. For the safety and security of our clients, each of our caregivers is bonded and insured. In addition, each of our caregivers must pass a rigorous process of background screening that far exceeds the state regulatory requirements and is the most comprehensive in the industry. You are expected to successfully complete the following:

- Competency testing using a national standardized formal examination and successfully complete the return demonstration of essential tasks. Professionals will complete a skills assessment.
- Past Employment Reference checks are conducted of relevant employment only.
- Authentication of License or Certification showing no restrictions or - sanctions.
- Health and Communicable Disease Screening and ongoing monitoring to assure caregivers are free of communicable diseases and in good health.
- Social Security verification.
- National Sanction Search from the Office of the Inspector General.
- We initially test and randomly monitor thereafter for drug and alcohol use. We are a drug free workplace and test for amphetamines, cocaine, Marijuana, methamphetamine, opiates and Phencyclidine (PCP).
- Motor Vehicle Report for eligibility to drive based on selection criteria of 15 offenses that exclude a caregiver from driving clients. Of the caregivers deemed eligible to drive, we also conduct an inspection of the caregivers' vehicles based on an 11 point safety check.
- National Sex Offender Search using the Department of Justice data bank.
- Terrorist Watch List Search and Wanted Persons Security Screening.
- National Criminal Background Search and a layered approach also secondarily screens the state specific data banks for additional security.

Free of Communicable Disease Screening

CareMinders Home Care requires all employees and contractors to show evidence they are free of communicable diseases, in good health and able to perform the duties required to individuals with compromised health. CareMinders Home Care will not

knowingly permit any person who has been exposed to tuberculosis ("TB"), hepatitis or other communicable diseases to provide services to any client until it is determined that the person is no longer contagious. It is the employee's or contractor's obligation to report known exposure to TB or Hepatitis or any other communicable disease to the office immediately.

Caregiver Rights and Responsibilities

Every employee and contractor has the right to be treated with courtesy and respect. The Caregiver Rights and Responsibilities Form details all the rights every employee and contractor should expect from their experience with CareMinders® Home Care. In addition, responsibilities are spelled out including notification to the supervisor at **least 8 hours in advance** if you will be unable to keep an assigned schedule. Failure to do so can negatively impact the delivery of care.

Caregiver Rights - You have the right:

1. To be treated with courtesy, dignity and respect.
2. To work in a safe environment.
3. To be paid for the work you perform and to receive your paycheck in a timely manner.
4. To be kept informed about decisions that impact your job.
5. To make suggestions and express complaints or grievances in accordance with company procedures without fear of reprisal.
6. To be given performance expectations that are clear, consistent, rational, honest, stated factually and free from unwritten rules.
7. To be judged on merit in accordance with policy and procedure.
8. To take pride in doing a job well and keeping the client safe and free from fall.
9. To be informed of accusations or complaints concerning client treatment.
10. To stand up to, and take action against, any kind of harassment, threats, intimidation attempts, discriminatory behavior, verbal abuse or violations of confidentiality or trust.

Caregiver Responsibilities - You are responsible:

1. To follow lawful directions of your supervisors and management.
2. To follow the Service Plan or Plan of Treatment for clients you are assigned.
3. To abide by the Client Rights and Responsibilities document.
4. To follow all written rules and regulations established by the Company relating to employment, the job and your conduct while working, including protection of confidential information.
5. To be honest, responsible, dependable, courteous, diligent, understanding and compassionate to clients, families, management and coworkers.
6. To record tasks and time completely and honestly in accordance with policy and procedure.
7. To report violations of any rules and regulations, or applicable law that may come to your attention.
8. To perform and document services in accordance with policies and procedures.
9. To give a minimum of 8 hours notice to the supervisor when unable to keep an

- assigned schedule. If physically unable to do so, to direct someone else to give this notice.
10. Not to accept employment directly from any client referred to you by the company outside the scope of your work with the company. To do so, obligates you to pay the company \$500.00 as liquidated damages.

Grievances

All employees and contractors have the same rights as any client to complain. Complaints from employees are often referred to as grievances. However, they are treated exactly like any other complaint that is with the utmost care and concern. All complaints are submitted to the Director of Service Delivery or Owner of the franchise. Document your complaint on the Complaint Action Form.

Responsibilities for Personal Care Positions

The Certified Nursing Assistant, Home Health Aide, Attendant or Personal Care Aide shall have the following responsibilities:

- Be responsible for documenting services provided every day/shift in accordance with company standards;
- Keep clients safe and free from fall;
- Responsible for observing appearances and gross behavioral changes in clients and reporting these to the supervisor;
- Responsible for following the Service Plan or Plan of Treatment as indicated;
- Responsible for maintaining a clean, safe, and healthy environment which may include light housekeeping necessary to the client's well being;
- Perform other duties as taught by a registered nurse and documented on the Service Plan for a specific client;
- The caregiver may assist a client with self-administered medications when requested by the client and when directed to do so by the supervisor. Such assistance must be a part of the Service Plan. When assistance is necessary, the client or responsible party must be informed that the client will be receiving assistance from a non-licensed person. For a client to receive assistance with medications such as reminders, the medical condition must be stable with the self-administration of routine, regularly scheduled medications that are intended to be self-administered.
- The caregiver must respect the client's rights at all times including the right for self-determination in Advanced Directives.

Caregivers in this category may not perform any task not assigned to them by a qualified supervisor.

Personal Care Aides

As a condition of hire, all caregivers rendering personal care will be CNA's or the equivalent as evidenced by training and education. Continuing education will be provided on a monthly basis in accordance with company policy. However, CareMinders Home Care will not assume the responsibility of training in all elements of 42 CFR as this is a prerequisite for employment.

Companion and Homemaker Responsibilities

CareMinders Home Care will provide clients with Companion or Homemaker services. These employees/contractors may only provide services they are qualified to perform and assigned by a qualified supervisor as documented on the Service Plan. Companions and Homemakers shall be trained in and demonstrate understanding (through competency demonstration) of the following:

- To understand the needs and characteristics of the elderly, handicapped or convalescing individuals;
- To provide companionship to and interaction with the client;
- To stabilize the client while walking by holding the client's hand or arm for safety and keeping the client free from fall;
- To provide escort services such as taking the client to the doctor or other appointments;
- To provide light housekeeping tasks essential to cleanliness and the client's well being including laundry;
- To plan and prepare meals in accordance with dietary requirements specified in the Service Plan;
- To provide casual, cosmetic assistance with make-up, nails and hair brushing;
- Home safety and infection control;
- How to handle emergencies in the home including Advanced Directives;
- To report to the office any change in the client's condition;
- To complete tasks as assigned on the Service Plan;
- To complete documentation as required using the Daily Task Sheet
- Perform first aid and CPR when directed to do so in accordance with emergency protocols

Orientation and Training

CareMinders Home Care will provide orientation and training to all of its employees and contractors. Orientation begins with a complete review of Policy and Procedures and a complete review of proper lifting, transferring and body mechanics designed to protect the safety of caregivers and patients alike. Emphasis is placed on policies that are relevant to the employee's or contractor's range of duties and responsibilities. Additionally, CareMinders® Home Care provides a great deal of training or instruction annually to each employee.

Each paraprofessional employee or contractor providing care will be competency tested at the initial hire and annually thereafter.

Competency will be tested using the National League of Nursing (NLN) Skills Examination for paraprofessionals and return demonstration as evidenced by the supervisor. Areas of deficit will be those focused on for training and improvement purposes.

Professional Training

All professionals will have suitable training provided through e-learning that can be submitted for Continuing Education Units (CEU) credit.

CPR and First Aid Training

Every caregiver is expected to have certification in CPR and First Aid as a condition of hire and continued employment. Certification expiration dates will be tracked and the caregiver is responsible for recertification before the due date. Copies of the certification cards will be maintained in the personnel record.

Acknowledgement of Cost of Employment

CareMinders® Home Care has invested a considerable amount of time and resources in hiring and training you as a caregiver. You are, therefore a valuable asset of this company and will be treated as such. Our clients have signed a contract with the company that prohibits them from hiring you outside the scope of the company. Should they attempt to do so, they subject themselves to an employment fee equal to six (6) times the greater of (i) the amount billed for the most recent four-week billing cycle, or (ii) the average four-week billing cycle for the previous twenty-four weeks (or such lesser period if services were not rendered for the whole period)

As a condition of hire, the company made a direct investment in you. This direct investment includes the cost of background screening and testing. The CareMinders® Home Care 12-point background screening and testing program costs the company approximately **\$200.00** per person. You are prohibited from accepting direct employment with one of our clients. Should you do so, you will be obligated to reimburse the company the costs associated with your hire plus the cost of client acquisition estimated at **\$300.00** per client.

Accepting direct employment from a client is not in your best interest. If you do so, the company will charge you **\$500.00** as liquidated damages.

Employee, Contractor Annual Evaluation

Each employee and contractor will have an annual evaluation of job performance. The evaluation for caregivers will include a written observation of the employee's or contractor's performance as required using the Caregiver Competency Demonstration Form.

The purpose is to determine if the employee/contractor is competent for all job tasks required. The annual evaluation consists of the following:

Part One: An accumulation of scores from all clients served during the preceding

year. This data comes from the Addendum (page 2) completed as a part of the Supervisory Visit.

Part Two: A competency demonstration and skills test. The skills test is the NLN National Home Health Aide Skills Assessment Test for paraprofessionals. This gives each caregiver the opportunity to demonstrate their skills in a professional manner while performing tasks associated with client care. It also identifies areas for improvement in skills, which will be addressed by the supervisor through training. Licensed professionals will complete an appropriate skills assessment.

Standard: At the time of hire and annually thereafter, every caregiver shall have their competency tested by return demonstration of the vital tasks associated with their role.

Part Three: Successful completion of at least the required training programs within 12 months of employment as evidenced by successful completion of the test for each program with copies filed in the employee record. This also includes any of the state required annual training.

Part Four: Overall ability to meet client goals assigned by the supervisor as evidenced by the accumulated outcome audits.

Part Five: Overall ability to consistently follow the Service Plan or Plan of Treatment as evidenced by the accumulated outcome audits.

Business Use of Personal Autos

If you are specifically requested to use your vehicle for business purposes other than driving to and from a client assignment, you will be-reimbursed for your mileage at the current approved rate per mile. You must obtain proper authorization from the company by signing a Waiver of Liability Form. If there is co-owner of the vehicle, they, too, must sign this document. You and your automobile must meet the requirements of the company before you can drive clients in your vehicle. You must show proof of proper registration and insurance coverage and have a safe driving record.

If you are using your vehicle, it must pass the company's appropriateness inspection and be kept clean and in good working order at all times.

Disciplinary Action Form

When an employee has breached their responsibilities, it is appropriate to document the occurrence and file such documentation in the personnel folder. This type of documentation allows for a clear and concise description of the offense, what steps will

be taken to correct the problem, how behaviors must change in the future and when the situation will be reevaluated. Both the employee and the supervisor participate in the discussion surrounding the documentation of the offense.

On-Call Policy and Procedure

All staff and clients will be provided with and instructed to call the office telephone number in the event they need to contact CareMinders Home Care after hours. This number automatically rolls to the on-call person.

Closing Statement

This handbook has been developed by the company. The rules, guidelines and directives are not perceived to be the total range of responsibilities for either the employee or employer; rather this manual is a guide for current and future employment standards.

WELCOME to CareMinders Home Care and we look forward to a long and and rewarding relationship!



Acknowledgement of Receipt of Employee/Contractor Handbook

The undersigned acknowledges receipt of a copy of the Employee & Contractor Handbook. It is further acknowledged that the employee or contractor will abide by the rules specified herein and all other policies and procedures of the company.

I also acknowledge I have read and understand the Employee Rights and Responsibilities.

I have read, understand and will comply with the Employee Rules of Conduct in working with patients including respecting the clients rights and confidential nature of all information available to me.

Signed

Date