

EMPLOYEE HANDBOOK



LOVING CARE SENIOR SERVICES, INC.

Loving Care Senior Services, Inc.
EMPLOYEE/INDEPENDENT CONTRACTOR'S HANDBOOK

“WELCOME”

Welcome to Loving Care Senior Services, Inc. We are happy and honored that you have expressed an interest in becoming a part of us. Loving Care was established in 2009 by Lisa Height-Gross whose main aim was and is still to offer clients an opportunity to experience happiness and wellness in the comfort of their homes.

This handbook is our employee/independent contractor manual and is part of your onboarding process. It is your duty to read and understand it thoroughly as you will be held accountable for its contents once you start working with us.

The manual should answer most if not all your questions regarding our operations and your job description.

Please note that Loving Care Senior Services, Inc.; also known as Loving Care, reserves all rights to amend the rules described herein whenever necessary.

Thanks for choosing to be associated with Loving Care Senior Services, Inc. We are looking forward to working with you.

Any questions should be discussed with our administrative team.

Yours Sincerely,

Lisa Height-Gross, CEO

Lisa Height-Gross, CEO

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OUR MISSION

Loving Care Senior Services, Inc. provides only the highest quality non-medical care services to each client under our care. Our dream is to witness our clients experience dignified lives in the comfort of their homes.

Loving Care Senior Services, Inc. is an Equal Opportunity Employer.

Loving Care Senior Services, Inc. does not discriminate against applicants, employees or clients unlawfully.

NON-DISCLOSURE AGREEMENT

All potential employees/independent contractors must sign a non-disclosure agreement that prevents them from disclosing certain Agency confidential information. This confidential information must be safeguarded and only shared with the authorization of the office. It includes, but is not limited to:

- Independent Contractor/Employee's salaries and benefits
- Client list
- Performance appraisals
- Disciplinary actions
- Trade secrets

Failure to sign the non-disclosure agreement will lead to terminating further consideration for employment.

BUSINESS ETHICS

Loving Care Senior Services, Inc. is totally committed to maintaining only the highest business ethics possible. As a result, every member of our team must be willing to conduct himself/herself in a professional way. Therefore, as an employee/independent contractor of Loving Care, you shall not:

- Represent the Agency falsely
- Defraud clients of their property

- Make misleading or false comments about the Agency, its employees, clients, and competitors.
- Engage in any kind of corruption directly or indirectly.

COMPLIANCE AND COMPLIANCE TRAINING

Loving Care is committed to complying with all applicable policies, procedures, laws, rules, and regulations. Likewise, we expect all our employees, caregivers, and independent contractors to do the same. To that end, every employee, caregiver, and independent contractor will receive compliance training from their direct supervisor. Supervisors shall ensure that all employees working under them understand the following:

- Compliance with all policies and procedures is both a condition and obligation of employment.
- Violation of our policies and procedures will result in disciplinary action which may include immediate termination.
- During orientation sessions and the introductory process, employees and independent contractors shall be provided with a copy of the Providers Compliance Program and shall be evaluated regularly. Continuous training shall be offered during employment as new policies and procedures are developed. Accordingly, a Compliance Officer shall be responsible for providing employees/independent contractors new or revised policies and procedures.
- Employees and independent contractor compliance training, including attendance and materials provided, shall be documented.
- Service training and staff meetings are mandatory. The date, time and location will be announced by a supervisor. Failure to attend will be considered an unexcused absence and may affect your performance evaluations and employment status.

- The completion of training as well as occasional scheduled “meet and greet” sessions does not necessarily guarantee continued employment or a pay raise.

INTRODUCTORY/ORIENTATION PERIOD

New employees and independent contractors are subject to a 2-3-hour non-paid introductory orientation and training period. During this period, one will be trained and familiarized with their responsibilities. Participants involved must sign an attendance form for all required training topics and sessions conducted.

New employees and independent contractors eventually will go through a brief preliminary evaluation for management to see how well they are adjusting to their assignments and to ensure that clients and agency needs and expectations are being met.

New employees and independent contractors, as well as others, are advised to speak to an Administrator or their direct Supervisor regarding any questions, issues or areas needing clarification.

It is the right of new employees and the right of Loving Care to terminate the relationship without cause or prior notice during the introductory period.

EMPLOYEE HEALTH SCREENING

All Loving Care Independent Contractors/ Employees must undergo a test for Tuberculosis & Hepatitis. It is our responsibility, as well as the responsibility of our caregivers/independent contractors, to practice infection control at all costs.

BACKGROUND CHECKS

A thorough criminal background check will be performed on all individuals hoping to join the Agency as employees/independent contractors before the official hiring under the direction of Loving Care. A written consent and a \$25 processing fee is required in advance for further employment consideration.

CLIENT RIGHTS

Loving Care clients have the following rights:

- To learn and understand their rights.

- To choose the Home Care Agency/Provider of their choice.
- To receive quality care regardless of age, sex, race, color, national origin, or religion.
- The right to a professionally prepared care plan.
- The right to participate in decisions that may affect him/her.
- To be respected and treated with kindness and compassion all the time.
- The right to be cared for by trustworthy and responsible caregivers.
- The right for their information to be kept private.
- The right to not to be abused in any way whatsoever.
- The right to request caregiver replacement.
- The right to contact the agency/office whenever they wish.
- The right to receive a clear explanation of services being provided and their exact charges.
- The right to voice complaints and to have them resolved without interruption of care.
- The right to reject a care plan.

EMPLOYMENT STATUS DEFINITION

Part-time Independent Contractor

You shall be considered a part-time independent contractor choosing the shifts you are available to cover.

“At Will” Employment

“At Will” employment means Loving Care may terminate relationship at any time, for any reason, with or without cause or prior notice.

Further, should professional license or certification or other requirements be allowed to expire, employment status will become inactive until it is renewed and you are deemed legal to again practice.

SERVICES PROVIDED

Loving Care provides non-medical home care services to individuals who require assistance but still wish to retain their privacy and independence. The services we offer include but is not limited to the following:

1. Personal care tasks

Our personal care tasks are meant for clients who may require care and assistance because of disability, sickness, or a decline of their physical or mental faculties. The tasks can only be performed by qualified certified nurse aides or personal care aides according to the care plans and under the supervision of a senior supervisor. Personal care tasks may include but are not limited to bathing, shaving, dressing, feeding, toileting, exercise, and so on.

2. Companion/Sitter tasks

Companion jobs, also known as sitter tasks, may be provided by a qualified sitter or companion, but also only under the supervision of a qualified supervisor. The task will include “Non-Touch” services.

CARE PLANS

A care plan is a special folder that holds the instructions of our caregivers. All our care plans have been developed by our registered nurse or supervisors in conjunction with our clients, their families, and health providers, if applicable. As always, any suggestions to update a patient's care plan coming from our caregivers are appreciated.

A client's care plan is usually available at his or her residence, but caregivers who can't seem to locate the plan are advised to call their direct supervisors before providing any care.

Care instructions are clearly outlined in the plan and must be followed to the letter even if a client insists otherwise. Caregivers must contact their direct supervisors immediately if a client or his/her family members or representatives request or demand for a temporary or permanent change of care plan. Providing care that is not in the original care plan will lead to disciplinary action which may include immediate termination.

All caregivers must complete telephony documentation of their activities every time they see a client. The telephony documentation must be completed before the shift ends and must be clear, accurate and thorough. All our records, including the telephony documentations provided by our caregivers are legal documents and thus acceptable in a court of law.

WORKING HOURS AND EMPLOYEE/INDEPENDENT CONTRACTOR SCHEDULING

Work Schedules

Work schedules will be arranged by the office and will be created and distributed in advance. In the case of schedule amendments, your supervisor will notify you via email or SMS. However, it is your duty as an employee to check your schedule as regularly as you can.

Loving Care Senior Services provides care services (24) hours a day and (7) days a week. This means you may be called upon to work weekends, holidays, and nights.

Absences & Tardiness

Employee/Independent Contractor absences and tardiness affect the agency, clients, and fellow employees. Should you be unable to work a shift for any reason, make sure, you notify your direct supervisor at least 4 hours before your shift or preferably sooner. Doing so hopefully will give ample time to make necessary arrangements.

Absences from work without notice, excessive absenteeism or failure to report to an assigned shift on time or not at all will be grounds for immediate termination.

Authorized Leave

All leave requests must be submitted to the supervisor in written form 14 days in advance or preferably as soon as you are aware of the need to be off. Leave requests may or may not be granted depending on independent contractor circumstances and Agency's needs.

- Leaves are non-paid
- Unauthorized extension of leave days will lead to termination of employment.

Work Week Definition

The work week officially starts on Sunday and ends on Saturday.

Employees, caregivers, and independent contractors are required to **clock in** and **clock out** by using the **Generations Telephony** system. This system is designed to capture all hours worked and calculates wages due. Should you have trouble clocking in and clocking out you should immediately contact and notify the office.

Salaries/Wages

Employee/Independent Contractors salaries shall be agreed upon at the time of employment contract signature endorsement.

Wages will be deposited directly to the account details provided by you. Should payday fall on a holiday, the deposit will be completed on the day before the holiday.

Paydays

Payday occurs biweekly, every other Friday, in accordance with agency established pay cycle.

Holiday Pay

Employees/Independent Contractor may be required to work during holidays depending on Agency and client needs. Any employee called upon to work on a holiday will be offered a pay of additional \$1.00 per hour worked and the normal pay. Loving Care considers the following days as holidays:

- New Year's
- Martin Luther King's Birthday
- Thanksgiving
- Christmas

CODE OF CONDUCT

Proper Identification

Employees/Independent Contractors will always be required to wear an agency employee ID badge when on the clock. These badges will be provided by the agency and must be returned upon separation from employment.

Dress and General Appearance

All our employees, independent contractors and caregivers must respect the opinions, feelings, and spaces of our clients. Loving Care require all employees rendering care to wear scrubs to work.

Here are a few guidelines on how a professional caregiver should look like while on duty:

- Clean scrubs that are neat, clean and appropriately sized.
- Pants are highly recommended. Avoid leggings, jeans, sweatshirts, sweatpants or jogging suits.
- Clothes with writings and logos that support alcohol and drugs should be avoided.
- No short skirts above the knees or shorts.
- Undergarments must not be visible.
- Hats are to be avoided indoors.
- Unique piercings should be avoided or covered while on duty. Simple ear piercings are acceptable.
- Tattoos covered while on shift.
- Nails should be kept simple, short and clean.
- Hair, beards and mustaches washed and well groomed.
- Closed-toed shoes are recommended as a safety precaution.

The above provided dressing guidelines are not all-inclusive but should give our employees an idea of the employer expectations as well as our clients.

Smoking

Smoking is prohibited both in Loving Care offices and client property.

Drugs and Alcohol

Employees, Independent Contractor and Caregivers caught or reported to be under the influence of drugs and or alcohol while on duty will be dismissed immediately.

Independent Contractors and Caregivers that are under medication must inform their direct supervisors of such.

Professional Behavior

All Loving Care's employees and independent contractors are expected to behave professionally while on duty. Their language, behavior, and attitude must remain courteous and professional even when clients act unreasonably. In stressful situations, caregivers are advised to practice personal restraint and report all concerns to their supervisors immediately. Failure to respect a client under any circumstances violates a client's rights and may result in immediate termination.

Respect and Courtesy

Employees and Independent Contractors must always be courteous to clients and their families. The clients and their family members must not be subjected to irresponsible behavior such as foul language, yelling, threats, discrimination, battery, sexual harassments, and any other kind of misconduct.

Loving Care Senior Services will investigate all allegations which, if sustained, will lead to disciplinary action or immediate discharge. Should caregivers be exposed to the above-mentioned misconduct from clients or their family members, the caregiver must report it immediately to their supervisors.

Personal Relationships

Employees and Independent Contractors are advised to always maintain a professional relationship with their clients at all times. Therefore, they must not have contact outside work hours and must not request or give phone numbers or home addresses for whatever reason.

Employees and Independent Contractors must also not offer to assist clients with additional needs or visit them outside of their regular working hours. Personal relationships may ruin the professionalism that is so important in-home care. Once the line between professionalism and friendship is destroyed, it usually results in abuses, fraud, and violation of client confidentiality.

Our caregivers are advised to notify their direct supervisors immediately should a client request for their personal details, request for favors outside normal working hours, or say something that suggests they are interested in pursuing a friendship. It is also the duty of our caregivers to report non-ordinary behaviors, thoughts, or illnesses a client may exhibit.

Gifts and Favors

Loving Care caregivers/independent contractors are strongly cautioned against accepting any gifts or favors from clients. Such gifts or favors may include money, loans, phones, electronics, and so forth. Independent Contractors must also not offer any gifts or favors to their clients.

Should a client insist on gifting an employee of Loving Care, the employee in question must first notify his/her direct supervisor. Also, should a client require a caregiver to handle his or her money for whatever reason, the office must first be notified. In the same way, caregivers are prohibited from bringing family or friends to work or to feed on client's food.

Theft

Loving Care considers theft as the unauthorized removal of the property from a client's house. We do not tolerate theft and all accusations will be investigated thoroughly and punished accordingly if proven to be true. Additionally, such cases will be referred to the local police for further investigations. Any accused employee is required to cooperate fully during the investigation process. Failure may result in termination or immediate dismissal.

Additional unacceptable employee conduct includes:

- Falsifying of education certificates.
- Falsifying job and experience references.
- Falsifying billing information.
- Destroying agency and client data without authorization.

Dependents of Clients

Our caregivers are not in any way responsible for any dependents living with our clients. If a client demands that a caregiver tends to the needs of other persons living in his/her premises, the caregiver in question must call his/her direct supervisor immediately.

Venue of Care

All home care services must take place in the client's residence although exceptions can always be made should the need arise. All exceptions must, however, be authorized by the office and be noted in the client's care plan. Employee's home or residence must never serve as caregiving venue for any reason.

Privacy & Confidentiality

Information regarding clients must always be kept private and confidential by our caregivers. Employees are only allowed to discuss client information with their supervisors or fellow caregivers when necessary.

Employees are also advised against discussing past clients with current ones even if they happen to know each other. Should a client keep insisting on getting the information of other clients, the employee providing the care should notify his/her direct supervisor for advice.

In the same way, caregivers must not provide the personal details of their clients to anyone. Such details or information may include, but are not limited to telephone numbers, client's name, home address, and so forth.

Also, if a client has a medical issue, caregivers must not discuss the issue or condition with anyone, including the client's family members, without the authorization of the client in question.

ABUSE

Loving Care considers abuse as knowingly or intentionally causing harm or risk of harm to a client. Any mistreatment directed towards our clients by our caregivers will be considered as abuse and will lead to a thorough investigation, disciplinary action or immediate termination.

SAFETY

- At Loving Care, we are concerned about the safety of both our caregivers and clients. Below are some simple safety guidelines recommended to our caregivers while on duty:
- Always arrive at work clean, well-fed, rested, and in good health.
- If you have enough reason to think that you may be ill or something, call your supervisor immediately.
- Have regular medical check-ups.
- Dress warmly in cold weather.
- Wear loose fitting clothes and minimal jewelry if any all.
- Avoid high-heeled shoes and sandals.
- Follow the allocated care plan to the letter.
- Avoid guessing; always call your supervisor if you forget something.
- Do not operate any machinery or equipment in the client's home without authorization.
- Take care of spills as soon as they occur.

- Pick up clutter.
- Do not climb ladders, chairs, or tables.
- Correct minor unsafe conditions and report any major hazards to your supervisor immediately.
- Avoid playing with or petting client's pets. If possible, request to have pets kept out of the room while on duty.
- In a case of an injury or accident, call 911 and the office immediately.

Fire Safety

To promote the safety of both our clients and employees, Loving Care requires its employees to undergo an emergency preparedness course. This ensures that our employees will know what to do should an accident or emergency such as a fire occur at a client's residence.

Employees/caregivers are advised against extinguishing fires themselves unless the fire is small and controllable.

The first step should be to evacuate the client and call 911; and shortly thereafter contact the Agency.

INFECTION CONTROL

The following guidelines must be applied by our caregivers while providing care to their clients:

- Hands should be washed before and after handling client's meals. They should also be washed every time they handle a client (before and after).
- All our caregivers must wear protective gloves (which will be provided by the Agency) every time they handle waste, blood, and other body fluids.
- Gloves must never be reused.

- Soiled beddings must be tied shut in a plastic bag waiting to be laundered.
- Used needles should be placed inside a puncture-resistant container as they await proper disposal.
- Any personal injury acquired in the line of duty must be reported to the supervisor at once. If an injury is serious and needs immediate attention, the employee in question must call his/her immediate supervisor for advice.

Clients Must Never Be Left Alone

A client must never be left alone during working hours. Short breaks are allowed but only when a client doesn't require active care. During a break the caregiver must be close enough to recognize when the client may require emergency care. Most importantly, smoking is not allowed during breaks.

If a caregiver must leave for any reason before his/her shift ends, he/she must notify the office and must not leave until the office sends a suitable replacement. The caregiver's clock out time must reflect the time he/she leaves the client's home and subsequently the replacement sent by the office clocks in.

Caregivers must never leave a client unattended even when ordered to leave by the client. In such a situation, a caregiver should try to explain why he/she can't leave and call the office immediately.

The only time a caregiver should leave a client is when his/her safety is being threatened either by the client or household members. In such a situation, a caregiver may leave and notify his/her direct supervisor immediately.

PERFORMANCE EVALUATIONS

Loving Care has developed performance evaluation process to review employee performance without prejudice. This process includes but is not limited to work performance, time and attendance, and relationship with clients, fellow employees, supervisors and management.

Performance reviews give our employees an opportunity to be rewarded with a form of recognition; to be considered for a pay raise; and to discuss their performance and feedback in detail with their supervisors.

GRIEVANCES REPORTING AND RESOLUTION

All grievances and complaints must be reported to the office immediately and a written documentation submitted within 48 hours. Once received, the management will investigate the issue and come up with a resolution within 2 business days.

DISCIPLINARY ACTIONS

Disciplinary action will be taken against employees who engage in misconduct or wrongdoings of any kind. Disciplinary action will consist of the following four stages:

- Stage 1 – corrective counseling/verbal warning
- Stage 2 – formal reprimand/documented warning
- Stage 3 – final warning/suspension from employment
- Stage 4 – termination

TERMINATION OF EMPLOYMENT/Independent Contractor

Involuntary termination

Involuntary termination occurs when an employee/individual contractor is terminated unwillingly for one reason or another. Involuntarily terminated employees/individual contractors will be notified immediately. Issued item(s) must be returned to the agency. Any owed wages will be available on the very next payday.

Circumstances that may lead to involuntary termination of employment include, but are not limited to the following:

- Misconduct
- Serious misconduct
- Unsatisfactory behavior

- Failure to comply with policies and procedures/violation of laws

Resignation/voluntary termination

Resignation or voluntary termination happens when an employee chooses to leave our employment on their own free will. Employees who wish to resign must provide the agency written notice 14 days in advance of the intended effective resignation date. Issued item(s) must be returned to the agency. Any pending earned wages will be available on the very next payday.

EXTERNAL AUDITS

As required by the law, all Loving Care's employees and independent contractors are expected to cooperate with government investigators/auditors when called upon.

Employees and independent contractors must contact their direct supervisors as soon as they receive subpoena, search warrants or other forms of notification.

Employees and independent contractors are prohibited from releasing or copying any documents or discussing any matter with government agents or others without proper authorization from Loving Care.

COMPANY PROPERTY

Agency property, such as cars and care equipment, under the care of employees/independent contractors must be operated and maintained in a neat and safe way. Any damaged, broken, or stolen equipment should be reported immediately.

Company property may not be used for personal purposes or be taken from Agency premises without proper authorization.

EXPENSE REIMBURSEMENT

Loving Care will reimburse its employees/independent contractor for any expenses incurred on its behalf. Employees/independent contractor must provide genuine receipts for each expenditure reimbursement.

CONCLUSION

Every employee/independent contractor of Loving Care must take the necessary measures to ensure that his/her activities comply with all applicable policies, procedures, and laws. The purpose of this handbook is to enable our employees/independent contractors to meet all that and more.

Yours truly,

Lisa Height-Gross, CEO

Lisa Height-Gross, CEO

RECEIPT AND ACKNOWLEDGMENT

All employees/independent contractors of Loving Care shall be issued with a copy of this handbook to read and sign as an indication of having read, understood, and agreed to follow it to the letter.

A signed copy shall be stored in the personnel file of each employee/independent contractor, and a copy shall remain with the employee.

Additionally, employees/independent contractor are required to read and understand revised standards of this handbook and will be asked to sign upon receiving such as an indication of having understood and agreed to comply with the revised policies or procedures.

I, _____, have read and understood the Loving Care Independent Contractor and Employee Handbook and do hereby agree to comply with everything written therein. I also agree to contact the manager or my direct supervisor immediately should I learn that any of these standards have been violated.

Employee name: _____

Employee signature: _____

Date received: _____

Date approved: October 2, 2017