

Welcome to Community Care, Inc.

Dear Employee:

This document contains information about the employment policies and procedures of Community Care, Inc. Please read this book now and refer to it whenever a question arises. Should you have any questions beyond those covered by this booklet, please call our office at 724 830-9918 and we will be happy to answer them for you.

We hope your career with **Community Care, Department of Home Health and Home Care Services** will be a long and professionally satisfying experience. We are proud to have you represent us in patient homes and in healthcare settings.

You are valuable to us. We care about you.

Very truly yours,
Wasil W. Waleski, MPA, PA-C
Administrator, Community Care, Inc.

DISCLAIMER

This handbook is not intended to change, in any way, employment at-will status, nor is it to be considered a contract guaranteeing specific action or procedure. This handbook's policy statements and practices are not intended to form express or implied contracts regarding the duration or terms and conditions of employment and are not promises that the policies will be applied in every case. Community Care, Inc. retains discretion over management and supervisory decisions and reaffirms the employment-at-will status of each and every employee. This handbook may be modified at any time without prior notice.

INTRODUCTORY STATEMENT

This Field Employee Handbook describes the personnel policies of Community Care, Inc (CCI). It provides orientation information for you and serves as a reference for you on working at CCI. The handbook also explains what we expect of you and tells about many of our rules. Review it carefully and ask questions about anything you do not understand. The Board of Directors of Community Care retains ultimate responsibility for the policies described in this Handbook. Policy Book is available during normal business hours for your review.

The Handbook should not be considered to be an employment contract.

This employee handbook cannot cover every situation or answer every question about policies and benefits at Community Care. Also, sometimes we may need to change the handbook. Community Care has the right to add new policies, change policies, or cancel policies at any time. The only policy we will never change or cancel is our employment-at-will policy. The employment-at-will policy allows you or Community Care to terminate your employment at any time for any reason. If we make changes to the handbook, we will tell you about the changes.

Community Care, Inc. is a Pennsylvania-licensed, Medicare-certified home health and home care agency with offices in Washington and Pittsburgh PA and, the corporate/main office, in New Stanton, PA. The agency is a for-profit, privately owned, community-based organization that is governed by a Board of Directors.

The organization has two major departments which are part of the same corporate structure but operate as separate business units. One is Community Care, Inc., Department of Home Health Care Services, which provides home health care services in Allegheny, Armstrong, Beaver, Butler, Greene, Fayette, Washington, and Westmoreland Counties in the state of Pennsylvania. The second is Community Care, Inc., Department of Home Care, which provides in-home, non-medical services in southwest PA.

The Department of Home Healthcare Services provides services to disabled, injured or ill persons of all ages in their home or place of residence.

- **Visit Service** consisting of nursing and home health aide care on a part-time, intermittent, visit basis.
- **Private Duty Service** providing hourly/shift nursing.

MISSION AND VALUES COMMITMENT

Our mission is to provide safe, effective, high quality medical care, that is cost effective, and patient friendly, to the community. We believe that empowering our employees to deliver the most exceptional health care each and every day is the only way this can be done.

We value and promote a practice setting that is built on trust. Each employee is responsible for adhering to the mission and values of Community Care, Inc.

CORE VALUES - We care about you and our patients.

C.A.R.E.

Commitment: *Be committed to your job as a healthcare provider. It's more than a vocation, it's a calling.*

Attitude: *Maintain a positive attitude in the workplace at all times, knowing that a positive attitude is the cornerstone of exceptional healthcare.*

Reliability: *Be a reliable employee that others can count on and look up to.*

Empathy: *Be a compassionate caregiver, always able to put the patient first.*

COMMUNICATIONS

Communications between you and the office staff are very important. Call with any questions you have or assistance you need regarding our policies, procedures, assignments, scheduling or client care.

The office is open from 8:00 am to 4:00 pm, Monday through Friday. Routine questions about schedules and availability can best be handled during this time period. After 4:00 pm and on holidays and weekends, the on-call coordinator/supervisor is available. Clinical questions about

client care and schedule changes due to staff emergencies can be handled at all times. **Only emergencies should be called in from midnight to 5:00 am.**

You can reach the office or the on-call coordinator/supervisor by calling:

- 724.830.9918 and follow prompts

CONFIDENTIALITY

There may not be discussion about other employees, management, CCI business issues, addresses and phone numbers, pricing policies, wage and fee schedules, or other clients with the client, family members, other staff members or other providers. Breaches of confidentiality may be grounds for immediate dismissal and may be reported to the appropriate State Board of Professional Services.

The Health Insurance Portability and Accountability Act (HIPAA) prohibits the sharing of information about the client with anyone that is not specifically designated by the client/guardian. You should always learn from the admitting staff member the names of persons with whom you may share protected health information about the client.

CORPORATE COMPLIANCE

We are committed to conducting business with integrity and in accordance with all applicable federal, state, and local laws. It is our intent to “do the right thing” – to protect the safety and welfare of patients and employees. It is expected that all employees will assist us in achieving our goal of compliance with company policies and procedures and applicable laws. If you observe behavior that is not within acceptable rules and regulations, please notify the general manager/administrator.

All employees should consider and must declare any conflict of interest and activities they have with Community Care, Inc. Employees are not permitted to be in a position that competes with CCI.

DISABILITY ACCOMMODATION

CCI complies with the provisions of the Americans with Disabilities Act (ADA). The company will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person’s physical or mental disability or a person’s diseases such as cancer, heart disease, or other life threatening illness or diseases.

Pre-employment inquiries are made only regarding an applicant’s ability to perform the duties of the position. Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria such as performance appraisals and position descriptions not the disability of the individual.

CCI will make reasonable accommodations as necessary for all employees or applicants with disabilities, provided that the individual is qualified to safely perform the essential duties of their job and provided that the accommodations do not impose an undue hardship on the organization.

DISCIPLINARY PROCESS

As an employee you will be supervised by the Director of Professional Services or their designee. If a client complains about your performance, your direct supervisor will work with you in an attempt to resolve the issue. If one or more complaints are reported from one or more clients, your direct supervisor will evaluate the circumstances and determine if disciplinary actions are necessary. Disciplinary procedures may include but are not limited to, verbal or written counseling, written warning, probation, suspension and or termination. The type of action taken may follow developmental counseling procedures but there is no requirement that a certain number of warnings be given or a certain type of action be taken before probation, suspension or termination takes place.

DRESS CODE

Dress code for private duty Home Health and Home Care is scrubs of choice. We expect employees to dress in a professional manner that is neat and clean. No shorts, jeans or t-shirts allowed. Please use common sense and keep in mind that you may get things spilled on your clothing. Closed toe, soft sole shoes with no heels are required. Do not go barefoot or in stocking feet while on duty. This is a safety issue. Avoid jewelry such as long earrings and chains that patients may pull. Facial piercings must be removed except for earrings. Tattoos should be concealed as much as possible. Fingernails should be kept short, clean and free of jewelry. Facial hair must be trimmed and neat at all times.

We also suggest that you have a lab coat available in your care. Unexpected doctor visits and emergency room visits may occur (Nurses only). You need to look professional on these outings.

CCI badges must be visible at all times.

DRIVING YOUR AUTOMOBILE

Transporting a client in your own auto is permitted only if it is a part of the assignment and permission has been granted by the supervising nurse. Client must be in safety restraints at all times. It is always preferred that a parent or family member drives the client with you accompanying them to care for the client during the transport. You must have a valid Pennsylvania driver's license and current auto insurance must be on file in the office.

DRUGS, NARCOTICS, ALCOHOL

Community Care, Inc. realizes that the misuse of drugs and alcohol impairs employee health and productivity and results in unsafe working conditions for its employees and customers. The company is committed to maintaining a productive, safe, and healthy work environment, free from the effects of drug and alcohol abuse.

All drug testing information will be maintained in separate confidential records. Each employee, as a condition of employment, will be required to participate in pre-employment and reasonable suspicion testing upon selection or request of management. The substances tested for are: Amphetamines, Cannabinoids (THC), Opiates and Methadone. Testing for the presence of the metabolites of drugs will be conducted by the analysis of urine. Any employee who tests positive will be terminated immediately. An employee will be subject to the same consequences of a positive test if he/she refuses the screening or the test, adulterates or dilutes the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the

required forms or refuses to cooperate in the testing process in such a way that prevents completion of the test.

EMPLOYEE/EMPLOYER RELATIONSHIP STATEMENT

CCI supervises each employee. Case assignments and paychecks come directly from CCI office, not from our clients or their families. All staff must fully understand that they are employees of CCI, accountable to CCI, and must be willing to work within the parameters of CCI standards and policies. The client may not hire you as a private employee while you are employed by CCI or for a period of 90 days after you leave CCI.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with the Immigration Reform and Control Act of 1986, Community Care, Inc. hires only legal workers; that is, a person who is citizens, persons lawfully admitted to the United States for permanent residence, or aliens authorized to be employed in the United States. Pursuant to law, Community Care, Inc. will require documentation to verify your eligibility to work in the United States.

EMPLOYMENT PROCESS

To be considered for employment, employees must provide the following:

- Current license/certification/registration to practice in Pennsylvania
- Current proof of CPR certification
- Skills evaluation with demonstration of competency in skills
- Criminal background check
- Proof of eligibility to legally work in the U.S.
- Reference information from previous or current employers, Must be able to verify three favorable references.
- Valid driver's license or photo ID
- Copy of social security card
- Self Assessment
- Various written tests
- TB- 2 step
- Health Assessment
- Child Abuse Clearance- The employee will be reimbursed the fee after working 40 hours, and copy of clearance is given to the office.
- Auto insurance
- Various signed acknowledgements
- Direct deposit
- Pass the SAMs, OIG and Med checks inquires.
- CPR
- FBI (Required for all pediatrics) – will be reimbursed once employee works 40 hours, and copy is given to the office.
- DCW must complete a total of 54hrs of in-service prior to assignment.

An employee may purchase for their records a copy of the PA criminal Patch Clearance at the cost of \$10.00.

Competency is assessed based on experience and/or demonstration of skills.

A copy of your TB will be issued to you for a fee of \$10 for a one step and a fee of \$20 for a 2 step. No copies of health assessments will be given to any employee.

INSERVICES

All Community Care, Inc. employees are required to do 12 hours annual in-servicing. In-services must be completed by January 31st of each year.

All nurses are encouraged to attend continuing education classes that are offered yearly by CCI. These classes will count towards your state required continuing education credits.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

It is the policy of Community Care, Inc. to be an equal opportunity employer. To assure full implementation of this policy, Community Care, Inc. will:

- a. Recruit, hire, and promote for all job classifications without regard to race, religion, sex, age, marital status, handicap, or veteran status.
- b. Base employment decisions solely upon an individual's ability to perform the requirements of the position being filled.
- c. Ensure that all other personnel actions concerning compensation, benefits, transfers, layoff, or other matters will be administered without regard to race, religion, national origin, sex, age, marital status, handicap, or veteran status.

AFFIRMATIVE ACTION PLAN

It is the policy of Community Care, Inc. to ensure a diverse workforce reflective of the demographics of the communities we serve by actively displaying our non-discrimination policy and status as an EOE in the following media:

- a. All employment recruiting methods (including but not limited to) print media, radio, television, and internet based advertising.
- b. Community Care Inc.'s corporate website (www.cci-nursing.com)

MANDATORY RETIREMENT AGE

It is the policy of Community Care, Inc. that we DO NOT implement a mandatory retirement age for ANY position within the organization.

HEALTH REQUIREMENTS

Tuberculosis. **TB status** is determined through a PPD (Purified Protein Derivative) skin test. This is sometimes referred to as a Mantoux Test. A Tine Test is not acceptable. Employees must have a negative two-step with negative annual one-step thereafter. The only exception is a negative chest x-ray within the last five (5) years method. If the first tuberculin test is negative, a second test should be administered one (1) week to three (3) weeks later. A PPD test is required prior to patient contact. On an ongoing basis, employees must submit TB results annually.

If you have a positive PPD test, you must obtain verification of negative chest x-ray or a release from a physician before providing patient care. An annual TB-status/symptoms' self-assessment is required when the employee has a positive skin test and reviewed annually.

Hepatitis B Vaccine. All employees in identified risk groups, as designated by CCI's Exposure Control Plan and listed in the respective position description, are offered Hepatitis B vaccine within ten (10) days of employment. Employees may decline Hepatitis B vaccination, but have the right to reverse the refusal at any time.

All employees have the "right to know" if they are handling hazardous waste materials. You will be alerted to extraordinary waste materials and provided with required information such as the appropriate Material Safety Data Sheet (MSDS). It is your responsibility to utilize universal precautions with all body fluids in order to protect yourself and clients from infections.

TUBERCULOSIS

Tuberculosis is an infectious disease caused by *Mycobacterium tuberculosis*. It is spread from person to person through aerosolized droplets. They are transmitted when a person with active TB coughs, sneezes, speaks, or sings. Normal air circulation keeps the bacilli airborne and can scatter them throughout a building.

Not everyone who inhales infected droplets develops TB. Sometimes tracheal mucus traps the droplets, and the person swallows or expectorates them. Other times the organism enters the lungs, and the immune system identifies it as a foreign body. Infection occurs when a susceptible person inhales the droplets, and the bacilli bypass the normal protective mechanisms of the mouth, nasal passages, and bronchi, and reach the alveoli of the lungs.

When the organism enters the alveoli, the immune system identifies it as a foreign body and begins to multiply. Between 2 to 10 weeks after infection, the individual develops a hypersensitivity reaction to the bacilli. Thus, a positive TB test results.

Even in immunologically competent individuals, TB lesions may appear; however, the body's immune system kills the bacilli and replaces the lesions with fibrotic and calcified tissue. In individuals with an adequate immune response, bacilli continue to multiply. By invading the lymphatic system and bloodstream, the organisms spread to other parts of the body. Bacilli typically spread to lymph nodes, kidneys, vertebrae, joints, hips, ankles, meninges, pericardium, and other parts of the lung.

Infected individuals may develop signs and symptoms of TB shortly after exposure, but, in most people, the bacilli lie dormant for months or years, becoming active with lowered resistance. The following conditions can activate dormant bacilli to produce TB: diabetes mellitus, surgery, childbirth, puberty, treatment with immunosuppressive drugs, and corticosteroid therapy.

In patients with active TB, antibodies are able to fight off the bacilli, but in the process, they destroy normal lung tissue, which produces a cavity and lung liquefaction, which allows the organism to spread from person to person while in this state.

Employee TB Surveillance

Employees of *Community Care, Inc.* will have a Mantoux test (PPD) prior to being hired using the two-step method. This testing is offered at our facility.

The employee will have the PPD read by an RN 48-72 hours after the initial test. Then one to three weeks after the initial test is read, the employee will have the second PPD test done. Again, the employee will have the PPD read by an RN 48-72 hours after the test.

Positive PPD

Employees who have a positive PPD result will be required to have a chest x-ray to determine active disease process or infection.

The employee will be referred and treated as indicated.

The employee will not be able to work until seen and clearance for the individual to work is given.

Annual PPD

Employees who have a negative PPD result will be required to have an annual.

Employees who have tested positive will be required to complete a Symptoms Assessment Questionnaire in the month of their anniversary date of hire to determine if any signs or symptoms of active disease may be present. Employees who exhibit signs of *TB* will be referred to the State Department of Health.

Assessing the Risk

The possibility of TB should be considered anytime an individual is examined with respiratory symptoms, especially if he or she has an increased risk of exposure to TB.

High-risk groups to screen for TB include:

- Individual infected with HIV
- Close contacts (especially children and adolescents) of individuals with active TB
- Individuals with conditions that increase the risk of active TB after infections, such as silicosis, diabetes, chronic renal failure, history of gastrectomy, prolonged corticosteroid or other immunosuppressive therapy
- Some hematological disorders (leukemia and lymphomas)
- Individuals born in countries with high prevalence of TB
- Substance abusers, such as alcoholics, IV drug users, and cocaine users
- Residents of long term care facilities, prisons, and mental health facilities
- Residents of homeless shelters and other congregate housing settings
- Mentally underserved populations
- healthcare workers and other who provide services to any high risk group

Signs and Symptoms of Pulmonary TB

- Cough
- Hemoptysis (blood in sputum)
- Night sweats
- Low grade fever (usually in the late afternoon and early evening)
- Anorexia and weight loss
- Fatigue
- Weakness
- Myalgia (pain in joints)
- Indigestion

The American Thoracic Society makes a clear distinction between tuberculosis infection and disease.

The infection means the bacillus has established itself in the body, and the organism can be detected by a positive skin test.

Disease means that bacilli can be isolated from secretions or lung tissue, and chest x-rays or the clinical or pathological picture supports the diagnosis.

Prevention

The ideal prevention includes limiting contact with infected persons and isolating hospitalized patients until obtaining three negative AFBs. Wear a mask while caring for your TB patient. Remind your patient to cover his or her nose and mouth when coughing and sneezing. He or she should expectorate secretions into tissues and discard them immediately.

Reporting

TB cases will be reported to the State Department of Health.

Diagnostic Studies

Skin test: A tuberculin skin test with purified protein derivative (PPD) screens individuals at risk for tuberculosis. Injected under the skin in the forearm, PPD causes a local reaction within 48 hours in patients infected with the TB bacillus. A positive test in the absence of symptoms or a suspicious chest x-ray implies infection only, not the disease.

Expect false-positive PPD in individuals infected with other mycobacteria or individuals who recently received blood transfusions from TB positive donors.

False-negative results can appear in patients in the following situations:

- Prior to the development of hypersensitivity (2 to 10 weeks after injection)
- With overwhelming active TB
- With any severe or febrile illness
- Taking adrenal corticosteroid or immunosuppressive drugs

- With HIV infection

Chest X-ray: A positive reading of a PPD test results necessitates a chest x-ray to show any abnormality in the lung tissue.

Sputum analysis: A throat smear and culture provides the only definitive diagnosis for TB. A staining process of the sputum with and acid-fast stain (AFB) can identify mycobacterium if present; however, the stain cannot differentiate infectious from noninfectious mycobacterium. Culture results can take as long as 6-8 weeks, and three positive AFB tests are required to suggest the need for TB therapy.

Other specimens: Because TB is a systemic disease, other specimens beside the sputum may have to be collected when nonpulmonary disease is suspected.

These specimens include:

- Urine specimens
- Cerebrospinal fluid specimens
- Pleural specimens
- Biopsy specimens

Treatment

Drug therapy: Treatment regimens now involve multiple drugs to which the organisms are susceptible. If only one drug is used, the patient may become resistant to it. When two or more drugs are used, each helps prevent the emergence of organisms resistant to the other.

Hepatitis B Vaccine

What You Need To Know.

Many Vaccine Information Statements are available in Spanish and other languages. See www.immunize.org/vis.

1. What is hepatitis B?

Hepatitis B is a serious disease that affects the liver.

It is caused by the hepatitis B virus (HBV). HBV can cause:

Acute (short-term) illness. This can lead to: loss of appetite diarrhea and vomiting tiredness jaundice (yellow skin or eyes) pain in muscles, joints, and stomach

Acute illness is more common among adults. Children who become infected usually do not have acute illness.

Chronic (long-term) infection. Some people go on to develop chronic HBV infection. This can be very serious, and often leads to: liver damage (cirrhosis) liver cancer death

Chronic infection is more common among infants and children than among adults. People who are infected can spread HBV to others, even if they don't appear sick.

- In 2005, about 51,000 people became infected with hepatitis B.

- About 1.25 million people in the United States have chronic HBV infection.
- Each year about 3,000 to 5,000 people die from cirrhosis or liver cancer caused by HBV.

Hepatitis B virus is spread through contact with the blood or other body fluids of an infected person. A person can become infected by: contact with a mother's blood and body fluids at the time of birth; contact with blood and body fluids through breaks in the skin such as bites, cuts, or sores; contact with objects that could have blood or body fluids on them such as toothbrushes or razors; having unprotected sex with an infected person; sharing needles when injecting drugs; being stuck with a used needle on the job.

2. Hepatitis B vaccine: Why get vaccinated?

Hepatitis B vaccine can prevent hepatitis B, and the serious consequences of HBV infection, including liver cancer and cirrhosis.

Routine hepatitis B vaccination of U.S. children began in 1991. Since then, the reported incidence of acute hepatitis B among children and adolescents has dropped by more than 95% – and by 75% in all age groups.

Hepatitis B vaccine is made from a part of the hepatitis B virus. It cannot cause HBV infection. Hepatitis B vaccine is usually given as a series of 3 or 4 shots. This vaccine series gives long-term protection from HBV infection, possibly lifelong.

3. Who should get hepatitis B vaccine and when?

Children and Adolescents

All children should get their first dose of hepatitis B vaccine at birth and should have completed the vaccine series by 6-18 months of age. Children and adolescents through 18 years of age who did not get the vaccine when they were younger should also be vaccinated.

Adults

All unvaccinated adults at risk for HBV infection should be vaccinated. This includes: sex partners of people infected with HBV, men who have sex with men, people who inject street drugs, people with more than one sex partner, people with chronic liver or kidney disease, people with jobs that expose them to human blood, household contacts of people infected with HBV, residents and staff in institutions for the developmentally disabled, kidney dialysis patients, people who travel to countries where hepatitis B is common, people with HIV infection. Anyone else who wants to be protected from HBV infection may be vaccinated.

4 Who should NOT get hepatitis B vaccine?

Anyone with a life-threatening allergy to baker's yeast, or to any other component of the vaccine, should not get hepatitis B vaccine. Tell your provider if you have any severe allergies. Anyone who has had a life-threatening allergic reaction to a previous dose of hepatitis B vaccine should not get another dose. Anyone who is moderately or severely ill when a

dose of vaccine is scheduled should probably wait until they recover before getting the vaccine.

Your provider can give you more information about these precautions. Pregnant women who need protection from HBV infection may be vaccinated.

5. Hepatitis B vaccine risks.

Hepatitis B is a very safe vaccine. Most people do not have any problems with it. The following mild problems have been reported: Soreness where the shot was given (up to about 1 person in 4). Temperature of 99.9°F or higher (up to about 1 person in 15). Severe problems are extremely rare. Severe allergic reactions are believed to occur about once in 1.1 million doses. A vaccine, like any medicine, could cause a serious reaction. But the risk of a vaccine causing serious harm, or death, is extremely small. More than 100 million people have gotten hepatitis B vaccine in the United States.

6. What if there is a moderate or severe reaction?

What should I look for?

Any unusual condition, such as a high fever or behavior changes. Signs of a serious allergic reaction can include difficulty breathing, hoarseness or wheezing, hives, paleness, weakness, a fast heart beat or dizziness.

What should I do?

Call a doctor, or get the person to a doctor right away Tell your doctor what happened, the date and time it happened, and when the vaccination was given. Ask your doctor, nurse, or health department to report the reaction by filing a Vaccine Adverse Event Reporting System (VAERS) form.

Or you can file this report through the VAERS web site at www.vaers.hhs.gov, or by calling 1-800-822-7967. VAERS does not provide medical advice.

7. The National Vaccine Injury Compensation Program.

In the event that you or your child has a serious reaction to a vaccine, a federal program has been created to help pay for the care of those who have been harmed. For details about the National Vaccine Injury Compensation Program, call 1-800-338-2382 or visit their website at www.hrsa.gov/vaccinecompensation.

8. How can I learn more?

Ask your doctor or nurse. They can give you the vaccine package insert or suggest other sources of information.

Call your local or state health department.

Contact the Centers for Disease Control and Prevention (CDC): Call 1-800-232-4636 (1-800-CDC-INFO)

Visit CDC websites at: www.cdc.gov/ncidod/diseases/hepatitis www.cdc.gov/vaccines
www.cdc.gov/travel

INACTIVE STATUS

Any employee who has not completed a shift in a ninety-day period shall convert to an inactive status. An inactive employee is eligible for re-hire. Should an inactive employee wish to return to active status they must complete a new W4, employee intake, criminal record review and drug screen before returning to active status. If an employee had been inactive for greater than one year, the entire hiring process must be completed.

INTRODUCTORY PERIOD

All employees complete an introductory period of 90 days. This is to allow the company time to assess skills and performance of the employee. During the introductory period, the employee will be evaluated on the basis of performance related to the position description and adherence to policies and procedures.

An employee may be terminated at any time during the introductory period. At the end of 90 days, the supervisor may complete a written performance evaluation and make a determination as to awarding of regular status will be made.

During the introductory period, employees are expected to have no instance of absenteeism or call-off without a physician's excuse or Emergency Room discharge instructions of employee, spouse, or dependent of employee.

JURY DUTY

It is our policy to grant employees leave of absence for jury duty. However, employees will not be reimbursed for this leave. Your jury leave is to be approved by your immediate supervisor. We will need a copy of your jury duty summons for your personnel file.

MILITARY RESERVE OBLIGATIONS

Employees who require a leave of absence to meet their military reserve obligations will be granted such a leave but shall not be paid for this leave. Military reserve leave should be scheduled as far in advance as possible with your supervisor.

FAMILY AND MEDICAL LEAVE ACT

The family and Medical Leave Act, effective August 5, 1993, entitles eligible employees to take up to 12 weeks of unpaid, job-protected leave in a 12-month period for specified family and medical reasons:

- For the birth and care of a newborn child of the employee;
- For placement with the employee of a child for adoption or foster care;
- To care for an immediate family member (spouse, child, or parent) with a serious health condition; or
- For medical leave when the employee cannot work because of a serious health condition.

An eligible employee is one who has worked for at least 12 months for the employer from whom leave is requested and who had at least 1,250 hours of service with that employer during the previous 12-month period. The employer must have had 50 or more employees on the payroll for 20 weeks during the current or preceding calendar year within 75 miles of your work site.

Employees seeking to use FMLA leave are required to provide 30 days advance notice of the need to take leave when the need is foreseeable and such notice is practicable. An eligible

employee may elect, or an employer may require the employee, to count accrued paid benefits- vacation, sick leave and personal leave days- towards the 12 weeks of leave allowed under FMLA. When intermittent leave is needed to care for an immediate family member or the employee's own illness and is for planned medical treatment, the employee must try to schedule treatment so as not to unduly disrupt the employer's operation. Employers may require medical certification.

NON-HARASSMENT

Community Care, Inc. policy is to promote a productive work environment and not to tolerate verbal or physical conduct by any employee that harasses, disrupts, or interferes with another's work performance or that creates an intimidating, offensive or hostile environment. As such, it is our policy to prohibit harassment of one worker by another co-worker or supervisor on any basis including, but not limited to, age, race, color, disability, national origin, religion, pregnancy, military status and/or sex.

The purpose of this policy is not to regulate our employees' personal morality. Rather, it is to maintain a work environment that nourishes respect for the dignity of each individual, and to assure that no employee is harassed. Employees are expected to maintain a productive work environment that is free from harassing or disruptive activity. Each supervisor or manager has a responsibility to keep the workplace free of any form of harassment, and in particular, sexual harassment. No supervisor or manager or co-worker is to threaten or insinuate, either explicitly or implicitly, that an employee's refusal or willingness to submit to sexual advances will affect the employee's terms or conditions of employment. Other sexually harassing or offensive conduct in the workplace, whether committed by supervisors, managers, non-supervisory employees, or non-employees, is also prohibited. This conduct includes:

- Unwanted physical contact or conduct of any kind, including sexual flirtations, touching, advances, or propositions;
- Verbal harassment of a sexual nature, such as lewd, threatening or derogatory comments, sexual jokes or references, slurs, and offensive personal references;
- Demeaning, insulting, intimidating, or sexually suggestive comments about an individual's personal appearance;
- The display in the workplace of demeaning, insulting, intimidating, or sexually suggestive objects, pictures, or photographs;
- Demeaning, insulting, intimidating, or sexually suggestive written, recorded, or electronically transmitted messages.

Any of the above conduct, or other offensive conduct, directed at individuals because of their race, sex, or sexual orientation, national origin, religion, disability, pregnancy, age or military status is also prohibited. While it is not easy to precisely define harassment, it certainly includes slurs, epithets, threats, derogatory comments, and unwelcome verbal or physical contact. Please note that harassment can take a number of different forms, so it is not limited to the above.

Any employee who believes that a supervisor's, manager's, other employee's, or non-employee's actions or words constitute unwelcome harassment has a responsibility to report or complain about the situation as soon as possible. The report or complaint should be made to your direct supervisor. Any allegation of discrimination or harassment that is brought to our attention may result in a confidential investigation of the incident with the privacy of the persons involved

protected. Civil Rights Policy available for your inspection during normal business hours. Violations of this policy will not be permitted and anyone harassing a co-worker will be subject to disciplinary action up to and including discharge.

Community Care, Inc. prohibits any form of retaliation against employees for bringing bona fide complaints or providing information about harassment. We recognize that false accusations of harassment, sexual or otherwise, can have serious effects upon innocent persons.

ORIENTATION TO HOME CARE

Community Care offers orientation for new staff which includes organizational and clinical policies and procedures. When you accept a home care assignment, the Service Coordinator or Case Manager will provide the client's name, address, and directions to the home. Orientation paid at \$20.00/hr. for nurses , and minimum wage. for CNA/HHA/DCW.

An orientation time will be arranged prior to working the first shift or making the first home visit. If applicable for skilled cases you must also speak with the Case Manager or Director of Professional Services to obtain a client's history and review the plan of care or obtain initial referral information.

PAYROLL

The pay period for CCI is Saturday through Friday. All hours worked during that period will be paid the following Friday as long as all paperwork is received in the office by Monday at 4pm.

- **Payday is Friday.** CCI is direct deposit only.
- Absolutely no "draws" are permitted in advance of payroll.
- New Employees: Please note that your file must be complete before you receive your first paycheck.
- All overtime must be approved by appropriate supervisor prior to completion.

- Pay Rates (starting rates)

HOME HEALTH & HOME CARE

CNA/HHA/DCW

\$10.00/hr.

LPN

\$20.00/hr

RN

\$22.00/hr

HOLIDAYS

The Following is the Schedule for **HOME HEALTH ONLY (RN & LPNs)**

Holiday pay (pediatrics only):

New Years' Eve: 3pm – 11pm (T+1/2)
 11pm – 7am (T+1/2)

New Year's Day: 7am – 3 pm (T+1/2)
 3pm – 11pm (T+1/2)
 11pm – 7am (T+1/2)

Easter Sunday:	7am – 3 pm (T+1/2) 3pm – 11pm (T+1/2)
Memorial Day:	7am – 3 pm (T+1/2) 3pm – 11pm (T+1/2)
July 4 th :	7am – 3 pm (T+1/2) 3pm – 11pm (T+1/2)
Labor Day:	7am – 3 pm (T+1/2) 3pm – 11pm (T+1/2)
Thanksgiving Day:	7am – 3 pm (T+1/2) 3pm – 11pm (T+1/2)
Christmas Eve:	3pm – 11pm (T+1/2) 11pm – 7am (T+1/2)
Christmas Day:	7am – 3 pm (T+1/2) 3pm – 11pm (T+1/2) 11pm – 7am (T+1/2)

PERFORMANCE EVALUATION

Employees who satisfactorily complete the initial introductory period may receive a 90-day performance competency evaluation. Annual performance evaluations will be completed throughout the course of employment.

The Director or designee will ensure that all field staff administering client care are provided clinical consultation, guidance and supervision. Each employee has ongoing supervision to promote his/her development and performance.

PERSONNEL ISSUES

1. A personnel record is maintained on each employee. It must be up-to-date at all times. We must have your current:
 - a. Home address, phone number, and emergency contact
 - b. Professional license/aide certification and CPR certificate, if applicable
 - c. Physical exam, TB tests
 - d. Driver's license
 - e. Auto insurance
 - f. Social Security Card
 - g. Clearances

It is your responsibility to send updated information on yourself. You cannot work if your personnel record becomes out dated.

2. For those employees required to travel from one assignment to another during the workday, the driver of the car must hold a valid driver's license and insurance coverage limits at the state required levels.
3. If you require a leave of absence (unpaid) or plan to resign, please notify us in writing. We are able to accommodate the request "don't schedule me for awhile," but we would like to have notice of this since we have commitments to clients.
4. Benefits:
 - You are provided with orientation and staff education.
 - You are paid at competitive rates. CCI handles all negotiations and collection with clients in the Extended Hours Service. Your taxes are handled with summaries provided with each paycheck and annually.
 - We provide comprehensive malpractice and liability insurance, worker's compensation, bonding, and pay the employer's portion of social security taxes.
 - Weekly pay.

SAFETY

Because we wish to protect the safety of our employees and those with whom they work, we ask that you report any unsafe working conditions to your immediate supervisor and to our office upon discovery of the unsafe condition. Employees must adhere to all safety rules and regulations while on duty including activities such as safe equipment usage, correct body mechanics when lifting and moving, infection control practices, and attentive driving while using a cell phone. Each employee is expected to obey safety rules and to exercise caution in all work activities.

CCI's patients live in a variety of settings. It is essential for your own security to follow simple "common sense" rules.

AVOID CARRYING CREDIT CARDS OR LARGE SUMS OF MONEY. Use your common sense about how much money you will need for gasoline or a phone call and carry only that amount. It is a good idea not to carry a purse, but rather put valuables in a pocket or lunch bag.

ANTICIPATE CAR SAFETY. Even if the neighborhood appears safe, be sure that you lock all doors and windows. Do not leave any objects on the seat that might tempt someone to steal, put these items in the trunk. Remember, your automobile insurance may not cover the loss of your personal belongings if the doors and windows are not locked. If your car has been broken into, do not move your car or enter it. Call the police immediately and notify the office. Always ask the client or family where the most convenient and closest place to park is located.

BE ALERT TO PEOPLE LOITERING IN STREETS. If there is a group of people loitering in the street near the client's home and you feel the area is unsafe, you should do several things.

First, go to a safe place and call the client's family to see if someone can meet you at the door or a designated place to escort you. If this arrangement cannot be made and the area looks unsafe, call the office. Remember you are our valued employee and your safety comes **FIRST!**

PARK IN LEGAL SPOTS: When parking near your client's home you must obey all local parking laws. CCI cannot provide you with any special parking privileges so if applicable, you must put money into parking meters. You cannot park near fire hydrants, park on a yellow line, in crosswalks, or violate any other laws or regulations. CCI will not pay for parking violations or reimburse you for fines.

SCHEDULING, TARDINESS, EMERGENCY CANCELLATIONS

CCI maintains strict standards for absenteeism and tardiness in efforts to promote optimal client care and well being of clients and families.

All employees are expected to maintain regular attendance and to be on time for work. Chronic or excessive attendance problems will be handled per Human Resource Department in the form of verbal or written warning or termination.

Schedulers begin work on the 15th of each month for the following month. If no time off has been communicated to office via written request you will be scheduled to work at our discretion.

As a health care professional you will be offered a variety of cases. Once you accept an assignment, you are expected to complete the shift/visit. Employees may be offered assignments and scheduled to work certain cases on a day-to-day, week to week, or month-to-month basis. Regardless of how far in advance you may be scheduled on a case, a contract does not exist. Employment is always at will and you may be taken off the schedule at any time, with or without notice. CCI makes assignments based on patient need and acuity. Changes in schedules may occur as daily needs change.

Continuity of assignment is important on both private duty and home visit patients. However, we realize there are extreme circumstances in which you may have to cancel. If this happens, you must immediately call the office and speak with the person responsible for staffing. Do not call the client/family directly. CCI will notify the client/family and inform them of the actions being taken to replace you. CCI is available 24 hours a day, 7 days a week, including holidays. If you call outside normal office hours, you may reach voice mail or an answering service. Leave a message with your name and phone number where you can be reached, and a staff member will return your call within fifteen (15) minutes. Do not simply leave a message of cancellation on the voice mail. You must speak directly with a CCI staff member. Employees are requested to call in themselves if there is a problem.

DO NOT have friends or relatives make the call unless absolutely necessary. Always leave a phone number where you can be contacted to confirm your call with the staffing person. If a staff member does not return your call within fifteen (15) minutes please repeat the call.

We request that you notify CCI if you cannot work a scheduled shift/visit as far in advance as possible. Any cancellation of a shift/visit of less than twelve (12) hours before the start of the shift or visit will be recorded as an unexcused cancellation. After an unexcused cancellation, you may be placed on a thirty (30) day probation. A second unexcused cancellation during that thirty (30) day probations may be cause for termination. More than two (2) unexcused cancellations

within any ninety (90) day period may be grounds for termination. Any employee who calls off with less than twelve (12) hours notice you may be asked to furnish a doctor's medical excuse. Any employee who calls off with less than twenty-four (24) hours notice will be mailed an Employee Call Off Acknowledgment form and the employee must sign and return the form to CCI. Any employee with a call off less twelve (12) hours may be asked to come into the office for an employee review and face possible termination of employment. Any employee with greater than 1 Employee Call off (EC) per month may be subject to probation and/or termination. Probation and/or termination will be determined by employee's direct supervisor, ie. Adult home care- Coordinator of Adult Home Care, Staffing, Director of Employee Relations or Accounts Manager, Pediatric/Visits, Pediatric Administrative Assistant. **Remember when you call off last minute, you not only endanger your employment, you expose the entire company to possible termination of contracts.**

We recommend that you only sign up for shifts/visits that you are 100% certain that you will be able to work. Under no circumstance should you accept an assignment and not show up for the assignment without calling CCI. **NO SHOW + NO CALL = NO JOB.**

We may call you if we receive a "last minute" request for staffing. You may accept or refuse a last minute assignment.

TIME SLIPS

Community Care, Inc. uses time sheets for nurses. Your nurses' notes must accompany the time sheet or payroll will hold processing until all notes are accounted for. All paperwork must be faxed/delivered to the New Stanton, or Washington office for processing.

HHA notes are signed and initialed by client each day and fax/delivered to the New Stanton or Washington office for processing.

TERMINATION

CCI may terminate an employee at any time for any reason, with or without notice. The following circumstances frequently result in immediate termination. CCI is obligated to notify the appropriate Board of Nursing of any unprofessional conduct such as but not limited to the following:

- Sleeping during hours of duty
- Leaving a client unattended
- Not following the Plan of Care/Plan of Treatment
- Falsification of any records, time, time slips or other documentation
- Having guns, knives or weapons of any nature on your person during work time
- Failure to show up for scheduled shift
- Breach of client confidentiality
- Abandonment
- Repeated tardiness/absences and call offs
- Insubordination
- Inappropriate or unprofessional conduct
- Breach of company policies and procedures
- Misrepresentations, inappropriate judgment
- Failure to complete and mail nurse's note or ADL sheets on a weekly basis

- Inappropriate use of cell phone use
- Smoking while on Community Care, Inc. assignment

Voluntary termination may be submitted at any time by the employee. It is requested that one month notice is given since our commitment to the client requires us to recruit and train a replacement. Any consideration that can be given to this commitment is appreciated.

USE OF PHONE AND MAIL SYSTEMS

Personal cell phones should be turned to silent or vibrate during work time. Cell phone cameras may be used only with supervisory permission. Cell phone use during work hours is for emergency use only. Inappropriate may result in termination.

Cell phones provided to employees are for business use only. Usage may be monitored with charges made to employees for private use. Safety should be maintained during cell phone use. A head-set should be used while in the car with minimal usage to avoid distractions while driving. Confidentiality about patient and business concerns should be observed since conversations on cell phones are frequently heard by others.

Mail: The use of CCI's paid postage for personal correspondence is not permitted.

WORKERS COMPENSATION

Please note the following information and procedures:

1. Community Care, Inc. carries workers' compensation insurance coverage as required by law to protect employees injured on the job. This insurance provides for reasonable medical treatment and, in some cases, payment for lost earnings resulting from work-related injuries. The cost of this coverage is borne completely by the company.
2. To ensure that your medical treatment will be paid, you must select from one of the licensed physicians or practitioners of the healing arts available through Human Resources Department.
If you obtain treatment from a health care provider not listed, any expense incurred will be the employee's responsibility.
3. If you require medical treatment, you must first treat with a doctor on the list of providers for ninety (90) days from your first visit. If invasive surgery is recommended, you are allowed a second opinion by a physician of your choice. If you choose to follow the procedures recommended in the second opinion, they must be performed by one of designated health care providers for ninety (90) days from the date of the second opinion. Treatment with your own medical provider in violation of the above may result in your medical bills being unpaid.
4. After this 90-day period, if you still need treatment, you may continue with the listed physician or choose another physician under the following conditions:
 - a. You notify your employer of this action within five (5) days of your visit to that person; and

b. That physician or licensed practitioner files reports as required. These reports must be filed within ten (10) days of your first visit and at least once a month for as long as treatment continues.

c. Failure to treat with a designated provider for the first ninety (90) days shall relieve the insurance carrier of any responsibility for payment of medical bills incurred during that period, as will failure of any non-designated provider to provide reports. Our insurance carrier is HM Casualty.

IN THE EVENT OF A WORK RELATED INJURY, YOU MUST REPORT IT IMMEDIATELY TO YOUR SUPERVISOR AND TO OUR OFFICE (724-803-9918) regardless of how minor the injury may seem.

5. A report must be filed within twenty-four hours of any work-related injury. **FAILURE TO REPORT AN ACCIDENT COULD RESULT IN A LOSS OF BENEFITS.**
6. In a medical emergency, secure assistance from the nearest hospital, physician, or practitioner. In a non-emergency situation or following emergency treatment, call this office for directions.
7. Reporting your return to work is as important as reporting your accident, so please do so promptly. You should, of course, follow your doctor's advice in regard to resuming your work schedule.
8. It is imperative that our employees follow all safety precautions. We don't want anyone to be hurt on the job, but should an injury occur, Worker's Compensation is available to help you.

If you have any questions regarding the workers' compensation program, please call our office.

RIGHT TO AMEND

This handbook is not intended to be a binding contract; rather, the policies within govern your employment with Community Care, Inc. Community Care, Inc. reserves the right to modify, supplement, rescind or revise any policy set forth herein. Employees will be notified of any such changes by written supplement to this handbook. The information in this Handbook is not a complete description of all work practices of CCI. It is meant to be an introductory guide. You should also refer to your position description and CCI Policies and Procedures. Questions should be addressed to your coordinator/supervisor. A Clinical Addendum to these Personnel Policies includes selected requirements related to clinical care.