

Pre-Employment Process

All candidates for employment must fully complete, date and sign the standard ReliaCare Agency, Inc. Employment Application Form. (A resume will not be acceptable in lieu of a completed employment application.) The form must be fully completed in detail and signed by the applicant to verify the accuracy and completeness of previous employment and personal information. The agency may investigate any portion of the requested information and may deny or later terminate the employment of anyone giving false, misleading or incomplete information. The completed application will be made part of the personnel file of those applicants who are selected for employment.

Additional pre-employment requirements are as follows:

I-9 Form:

Necessary for employment: must complete Section 1 of Form I-9 and provide the specified documents to establish identity and employment eligibility. The form will then be certified by the Personnel Coordinator under Section 2.

W-4 Form:

The Fair Labor Standards Act requires that all data regarding federal deduction, required to be withheld by the Internal Revenue Service, be kept on the W-4 Form.

Criminal History:

At the consent of the applicant, state criminal checks will be performed before considering an applicant for employment. Any applicant who is not in compliance with State Law will be disqualified from employment with ReliaCare Agency, Inc. Criminal record checks will be performed periodically for each employee thereafter. If the subsequent reference check violates agency policy, the employee will automatically be terminated.

Signed Job Description:

Employees must provide written acknowledgement of job responsibility to ensure proper understandings of job requirements and expectations.

Employee Handbook:

The prospective employee must sign the Employee Handbook form to confirm that they have access to a copy.

Automobile Insurance:

All applicants must furnish a copy of current auto insurance to be retained in the employee file.

Hepatitis B Vaccination:

Mandatory that all field staff become vaccinated for Hepatitis B or **sign a waiver**.

Driver's License:

Employees must provide a current copy of a driver's license, to be retained on file.

CPR Training:

The agency must be presented with proof of valid certification to be retained in the employee file.

Social Security Card:

Employees must furnish a copy to be retained in the employee file.

Current Professional License:

A copy of all current professional licenses (i.e. CENA, RN, LPN) must be provided.

OFFICE HOURS/LOCATIONS

Caro office hours are 9:00 am to 12:00 pm Payroll Friday or by appointment.

429 State Street Ste 206A. Caro, MI 48723 989-672-2200

ON-CALL

For emergency calls such as a serious physical change in the client, you're feeling ill, your replacement not arriving (giving your replacement staff at least one half-hour before you call the on-call), or other serious matters, call (no texting) 989-325-2206 for on-call.

INAPPROPRIATE USE OF ON-CALL

When calling the office before or after hours the answering machine will pick up. DO NOT TEXT or leave a message on the office phone regarding your inability to get to your scheduled shift. You must speak to the on-call supervisor when you have a problem. Failure to do so may result in automatic termination.

ACKNOWLEDGEMENT OF RESPONSIBILITIES

1. Never leave a scheduled shift uncovered; find a replacement.
2. Employees must always call the office if an emergency situation arises and they are unavailable for a scheduled shift and cannot find their own replacement. Or if you must leave the client's home during the shift. If after office hours, they must speak with an On-Call Supervisor. Do not text for call in's.
3. If employee does not notify the agency that their scheduled shift will not be covered, the employee will be considered a voluntary quit.
4. The employee, client or client's family member may not change contracted hours without prior authorization from the Personnel Coordinator.
5. If you cannot punch in, you must call the office immediately.
6. Each employee must have a working mobile phone with data. The employee must immediately inform the office of any changes in telephone number, status and home address.
7. Your phone should be utilized for check in and check out at the beginning and end of each shift. Any personal use (social media, you tube, etc.) of the phone is prohibited. Additionally, any use of client wifi outside of check in and check out is prohibited.
8. Client signatures provided at the end of each shift must be authentic. Any forging is a legal infraction under medicaid laws.
9. The employee must never accept gifts from the client or borrow money or accept direct payment from the client (or client representative) for services.
10. Any crime against a client, or client's family member, of ReliaCare Agency, Inc. carries far greater penalties. ReliaCare Agency, Inc. will cooperate fully with law enforcement agencies to investigate such crimes.
11. The employee must not burden the client with their personal problems. If there is an issue with the office or homelife that upsets an employee, they must wait until

- after leaving the client's home to deal with the issue. Do not call the office from the client's home to discuss any issues which may upset them.
12. It is the employee's responsibility to read and understand the care plan of each assigned client. Documentation must reflect the client's plan of care.
 13. All clients must be kept clean, safe and comfortable at all times. The employee must not leave a client for any reason unless they have permission through the office, which must be documented carefully.
 14. While at work, an employee must be focused on efficient operation of the business, increasing clientele, continuously improving service and client satisfaction, and providing the best possible care. Therefore, doing personal work or spending time on your phone (social media, games, etc.) during agency time is strictly prohibited.
 15. It is the employee's responsibility to notify their supervisor of any task that cannot be performed. ReliaCare Agency, Inc. will work through in-services and individual programs, to meet the needs of the employee and ensure competent, quality caregivers.
 16. Always call the office with any changes that need to be met in regards to client care. If the client's whereabouts are unknown, do not just leave, contact the office for direction.
 17. The employee will only provide services that are in his/her job description unless otherwise requested or instructed to perform other duties by the appropriate agency representative.
 18. Unannounced audits of your work in the home will be conducted.
 19. If an employee is involved in or has witnessed an incident or accident while on the job-site, an incident report must be filled out. Immediately write down details on paper until an Incident Report form can be obtained from the office. Return completed Incident Report to the office within twenty-four hours.
 20. It is the employee's responsibility to keep their file current, including CPR, Auto Insurance, driver's license and in-services.
 21. ReliaCare Agency, Inc. is the employer. The employee is never considered an employee of the client. Do not share your phone number with your client.
 22. Employees are required to wear name badges and scrubs and are to show up neat and clean for work. Masks are encouraged, especially during cold/flu season.
 23. Client confidentiality must be maintained at all times.
 24. ReliaCare Agency, Inc. encourages the employee to be concerned with their individual health and well being. In the end, it is up to the employee whether or not to smoke/vape. Please follow these three (3) guidelines: 1) No smoking/vaping anywhere inside the client's home at anytime, including in rest rooms. Smoking/vaping is only permitted outside the client's home during employee's shift. Be sure to pickup any remains. 2) No smoking/vaping in the presence of the client. 3) Cigarette breaks must be only 2-3 minutes. Remember that the client should never be left alone.
 25. Do not drink alcoholic beverages or ingest any drugs prior to, or during, your period of work. It is grounds for termination.
 26. Employees are required to complete four in-services per year.
 27. No employee who is paid hourly is ever allowed to sleep on the job.
 28. ReliaCare Agency, Inc. does not reimburse an employee for their transportation to and from the client's home. In addition, ReliaCare Agency, Inc. does not provide transportation to and from work.

29. Employees are responsible for bringing their own snack or meal, unless granted special permission from office personnel. If the weather is bad, allow plenty of time to arrive at the worksite by the scheduled time.
30. In the event that the employee must resign from their position it is imperative that a minimum of two-week's notice is given. If given less, the employee is ineligible for rehire.
31. In the event you fail to contact your Supervisor prior to applying for unemployment benefits based all or in part of lack of available work, the agency will actively oppose your claim and your failure to contact your Supervisor will be used accordingly as evidence against your claim.

Please recognize that clients depend on our care. for their well-being. ReliaCare Agency, Inc. is here to help our clients, many of whom cannot do for themselves. Employees must follow the agency rules and regulations concerning client care by complying with the above responsibilities.

BEING AN EMPLOYEE

Consideration of Employees

- ReliaCare Agency, Inc. will comply with all anti-discrimination laws applicable to the agency and the employee is expected to act in the same manner.
- Access to personnel information about oneself as provided by the Bullard-Plawecki Employee Right to Know Act.
- Freedom from sexual harassment from co-workers and/or supervisors.
- Encouragement to make suggestions and to receive replies to suggestions made.

Accountability

All ReliaCare Agency, Inc. employees are encouraged to make decisions and use their own judgment in the day-to-day performance of their jobs. However, with this freedom comes responsibility. Employees will be held accountable for the results. Whatever job they are doing, they should not settle for mediocrity. *Excellence is the only state they should ever be satisfied with.*

- When approached with questions regarding clients by a concerned person who is not the guardian or conservator, employees should encourage the concerned person to call the office and speak with the President.
- Be sure the client's care plan is being carried out completely.
- *Strive for excellence.*

Client Services

As an employee of ReliaCare Agency, Inc., the employee has one major objective: to satisfy the clients. This cannot be said often enough! Without clients, the agency would not have reason to exist. Please read and adhere to the following client satisfaction policies.

Always treat every client with courtesy and respect. This means taking as much time as the employee needs to give good service and treating the client as your equal. Never take an attitude of superiority or self-righteousness. Relate to the client in a personal manner rather than an impersonal manner. Follow the Golden Rule: "Treat others the way you would want to be treated."

Be helpful.....Don't preach. Never preach any personal philosophy to a client. Clients of ReliaCare Agency, Inc. are looking for high quality care. Employees should keep personal philosophies to themselves.

Keep the house and client clean. In the health care field it is very important that the client maintain excellent personal hygiene along with sanitary living conditions of the client's residence. When you have a free moment look around the house and see if additional cleaning is necessary. If you see areas that need more attention than you have time for, notify the office.

Above all, do whatever it takes to satisfy the client's needs and desires. This means putting yourself in the client's place and then doing whatever you think is most appropriate from their prospective. Never approach the client with the attitude of determining who is "right". What is important is that the client's needs are met and it is your job to be sure they get the excellent care they deserve.

Don't let one bad day ruin every day! Remember these clients have a sickness or disability. This is why our agency is here, to help take care of our clients in their time of need. The attitudes of the clients can be disease related, such as Alzheimer's or Dementia. Keep this in mind when you are having a bad day.

Attitude

At ReliaCare Agency, Inc., your attitude is just as important as your productivity. Our customer service depends heavily on your personal touch, which means that YOU are the most important resource we have. Your attitude is the key to the Agency's success.

You can't always control what happens on the job-site (or in your life), but you can always choose how you will respond to those events. In the long run, you decide whether you will be positive or negative, friendly or unfriendly, cheerful or depressed, open or defensive, joyful or resentful.

The following are the attitudes ReliaCare Agency, Inc., appreciates most in employees:

- **Dedication.** A dedicated employee will go above and beyond the call of duty. She/he can be counted on to help when something unforeseen happens.
- **Helpfulness.** Many of our clients are not able to help themselves. Therefore, the employee must be sure all of the clients' needs are met. Ask the client frequently if you can get them anything or if there is anything special you can do for them.
- **Friendliness.** The last thing a client wants in their own home is to be treated impersonally, as if they didn't matter. Our entire business is based on friendliness. It is a strategy that works well.
- **Cheerfulness.** A cheerful employee will look at the positive side of every situation, rather than dwelling in self-pity. Clients have their own problems; they don't want to hear about yours. Attitude creates reality. If you focus on the positive, you'll often see more positive situations coming your way. You may also find that your attitude rubs off on other people.
- **Imagination and Creativity.** Challenge yourself to do and be more than you are. Don't just go through the motions of work, watching the clock and picking up your

paycheck. Be creative with the elderly and give them something to look forward to in their day!

DRESS CODE

In order to provide our clients with the best possible care and to present a clean, professional appearance, ReliaCare Agency, Inc. recognizes the importance of adopting a policy regarding appropriate dress and grooming.

1. The required dress for all field staff shall include the following:
 - a. Standard scrubs. Field staff may purchase scrubs from any supplier.
 - b. Indoor shoes (must be clean and utilized only in the home).
 - c. Proper undergarments and socks. Females must wear a brassiere.
 - d. All garments shall be clean, unwrinkled, and professional in appearance. All staff members are required to maintain proper hygiene, including clean face, body, teeth, and groomed hair.
2. The following are unacceptable: sweat pants, cargo pants, stained, discolored, or torn clothing, street clothes, colored shoes, colored underwear or socks, no brassiere (females only), poor hygiene, and/or ungroomed hair.
3. All ReliaCare Agency, Inc. field staff shall adhere to this dress code policy. If the client requests uniforms not be worn for medical or other reasons, the client or the power of attorney must request so in writing to the office.
4. There is a strict prohibition of visible body piercing (with the exception of one earring on each earlobe for women), visible tattoos, and the showing of cleavage. Cosmetics, cologne, and fragrances must be kept to a minimum so as to prevent discomfort and/or allergic reactions to others. Jewelry must be conservative in nature and should not compromise health, sanitation, or safety.
5. Requests for modification to the dress code are available for persons observing seriously-held religious beliefs.

TRAINING

ReliaCare Agency, Inc. is dedicated to ensuring that all people who are employed by the agency are able to provide the highest level of quality care available. To ensure that quality care is provided, ReliaCare Agency, Inc. will ensure any employee requesting training for any client with special need, such as a Hoyer lift, transfer chair, tube feeding, catheter, colostomy, etc. The Personnel Coordinator must authorize all training.

DOCUMENTATION

ReliaCare Agency, Inc. is dedicated to providing quality home care. Accurate documentation is an essential step in providing quality care by ensuring good communication. Documentation will be introduced during orientation and evaluated individually during staff's Annual Evaluations.

For daily documentation of hours worked, EVV software is utilized. It captures your time and location at checkin and checkout. You will document your tasks completed during your shift on your phone. During the checkout process, your client will sign and you will sign. Each shift is programmed into Evvryware, so if you change your shift, the office must be contact to modify it.

1. Additional documentation is completed when a task needs further explanation.

2. Follow and address the Plan of Care for the client.
3. Proper use of personal phone for documentation, including visit verification of geographic location and times is required.
4. Avoid making derogatory or negative comments about the client or other providers, state facts objectively.
5. Always use standard, agency-approved abbreviations.
6. The client must sign at the end of each shift.

PHONE PROTOCOL

The following measures are to be taken when answering the telephone at a client's house:

1. Answer the phone stating the client's name and then identify yourself (e.g. "Hello, Smith's residence, Julie Thompson speaking may I help you?").
2. Direct the phone calls to the appropriate place. Take a message if needed. If the phone call was of importance notify the office. (e.g., if the call is a family member of the client's, direct the call to the client. If the call is for a medical appointment or other significant reason, notify the office.)

Long distance phone calls are to be made for medical reason and for the client purposes only. The employee will be responsible for all long distance charges for inappropriate use. Use of client wifi is prohibited except to check in and check out.

Employees are not allowed to receive personal phone calls or give the phone number of the client's home. The client's telephone number is considered confidential information.

EMPLOYEE NAME TAGS

To ensure the client's safety, ReliaCare Agency, Inc. will supply mandatory nametags for all employees. For safety reasons, ReliaCare Agency, Inc. will require that all employees wear the ID before entering a client's home. Nametags must be worn to every home at all times. If a nametag is lost, the employee will be required to pay \$2.00 for replacement costs. The nametag must be surrendered upon end of employment, if it is not the employee will be charged the replacement cost.

EMPLOYEE HONESTY AND INTEGRITY

Employees are selected by the agency with the fact in mind that the employee's honesty and integrity are of the highest level of importance. In the event an employee is observed by another employee taking any property of the agency or a client without authorization or misusing it, it becomes the witness's responsibility to advise the agency of this observation.

Property, equipment, or supplies belonging to the agency or clients are not to be removed from the agency's premises by any employee without express permission to do so.

Those employees who are exposed to confidential information about the agency's business are expected to keep such information confidential.

Employees are expected to **not solicit any work from the clientele both during and after employment** with ReliaCare Agency, Inc. Any work performed outside the contract with ReliaCare Agency, Inc. is considered a breach of ethics and the Non-Compete Agreement and will result in dismissal and possible suit of monetary damages.

ACCEPTANCE OF GIFTS AND LOANS

Employees are strictly prohibited from accepting gifts of any kind from clients for whom the agency provides care, family members, friends or clients, or from individuals or organizations with which there is a direct business relationship. It must be made clear that compensation (of any type) for services rendered to the client is limited strictly to the financial agreement established with the agency. Similarly, it must be made clear that the agency's business decisions are made entirely on the basis of merit, as accurately as can be determined. If employees receive a gift or are asked to accept a gift, they must report it immediately.

Employees are not permitted to borrow money from clients, family members of clients or friends of clients under any circumstances. Employees are not to commingle, borrow or pledge funds of a client. Michigan law makes it a misdemeanor, with the possibility of a two-year imprisonment, a \$25,000 fine or both if convicted.

FRIENDS, FAMILY and CHILDREN'S POLICY

At no time are an employee's friends, family, children or pets allowed at the job site. It is important to follow this policy strictly. This policy reinforces the client security and the coordination of continued care. The more people the client comes in contact with, the more likely the client is to become confused. Failure to comply with this policy will result in automatic termination. **NO EXCEPTIONS.**

ABSENTEEISM

In the event that an employee is not able to report to their scheduled shift, the following policy is to be followed:

1. Unexcused absences will not be tolerated. The employee will be disciplined for each unexcused absence. After the third disciplinary action within a twenty-four (24) month period, the employee will automatically be considered a voluntary quit.
2. An excused absence is defined as follows:
 - a. Illness with doctor note.
 - b. Found own replacement with qualified HHA
 - c. Auto Accident with police report on the date of the accident ONLY, or major breakdown with receipt at the time/date employee was scheduled to work.
 - d. Death in immediate family. Immediate family is defined as: Spouse, siblings, son/daughter (biological, step, legal ward), parent (biological or step) and grandparent (biological or step). Two days grief leave is allowed. Additional days must be approved in writing by the Director of Operations.
 - e. Illness of child with doctor note. Allowed three absences per year for this reason, after which it will be considered an unexcused absence.
3. If an employee is a "no-call no-show" for a scheduled shift the employee will be **automatically considered a voluntary quit**. There will be **NO EXCEPTION** to this rule. **"No-call no-show" defined as not calling the office prior to missing or changing a scheduled shift.** Employees need to speak with the On-Call Supervisor if they will not be reporting to a scheduled shift. Leaving a voice mail is not acceptable. Employees must allow adequate time for the office staff to find a replacement for the shift.

SCHEDULE VERIFICATION

1. A copy of each schedule will be available after the 15th of each month on Evvryware.
2. It is the employee's responsibility to verify schedule.
3. An employee's failure to verify his/her schedule with the Personnel Coordinator will be assumed by management that the employee is fully aware of their schedule and will cover all scheduled shifts. Failure to cover a scheduled shift will result in automatic termination.
4. The agency reserves the right to make any necessary adjustments to the employee's regular work shift.

SCHEDULE REPLACEMENT

If an employee needs to change their scheduled work time, the employee must call their supervisor for an authorized schedule change. The following steps must be followed in order to change scheduled work time:

1. Call Personnel Coordinator or On-Call Supervisor for a pre-authorized shift change.
2. Call other employees to find a replacement. Make sure replacing employee will not surpass a 40 hour work week. Replacement staff can only consist of employees.
3. After finding a replacement, the employee must notify his/her supervisor of the following information:
 - a. The name of the replacement.
 - b. The date and time of services in question.
4. If the employee cannot, or does not, find a replacement to cover his/her shift, a write-up will be issued.

Any questions on employee schedules must be directed to the Personnel Coordinator, Monday through Friday between the hours of 9:00 a.m. and 4:30 p.m.

An employee who has been on a case in the past may be used as replacement staff. The same steps need to be followed above. This policy applies to any and all events with the employee.

If an employee does not find his/her own replacement, he/she will receive disciplinary action. If an employee does not show-up for a scheduled shift without calling the office, the agency will consider it as a voluntary quit.

REQUEST FOR DAYS OFF

This policy is established to ensure accurate employee scheduling records. The employee will benefit by having the opportunity of knowing his/her schedule.

Employees must complete and turn into the office the Requested Days Off form 14 days before the next schedule is posted. This form must be submitted to the Office, or mailed in. If a Requested Days Off form is not received, it will be assumed the employee can work any shift on any given day. An employee may not fill out more than five (5) Requested Days Off forms in a calendar year. However, in certain rare and extreme circumstances, the office may grant an employee additional Requested Days Off. In order for the Requested Days Off

form to be valid the Office must sign the form to validate the requested day off. Requesting a day off does not guarantee the request.

The forms will be accepted on a first come first served basis. An abundance of employees will not be allowed the same day off due to the fact the clients scheduled hours must be fulfilled. Example: on a team of six, four employees requested the day off. The first two or three employees (depending on the hours of the shifts) may be granted the day off.

Please keep in mind, full-time field staff must work every other weekend, or one day every weekend, along with every other holiday.

HOLIDAY SCHEDULE (FIELD STAFF)

If a client is regularly scheduled for a day that is a holiday, it is the responsibility of the office to contact the client, contract agency and selected insurance agencies to schedule an alternative day of service. However, the holiday services **MUST** be rescheduled. Clients who receive seven-day a week services must be staffed for all holidays.

For the above policy the following days are considered holidays:

- New Year's Day----payable at time and a half
- Easter Day----payable at time and a half
- Memorial Day----payable at time and a half
- Fourth of July----payable at time and a half
- Labor Day----payable at time and a half
- Thanksgiving Day--- payable at time and a half
- Christmas Day---- payable at time and a half

All contracted clients that are not scheduled for seven-day a week services must schedule holiday services for another day that week. If the employee works on the holiday and was notified to reschedule services for another day, the employee will not receive the holiday rate. Total contracted service hours per week must be completed. Service orders are not accepted for "HOLIDAYS ONLY" unless compensated for holiday rate. Only the CEO can authorize exceptions.

For RN cases, holiday pay may vary according to each case.

HOLIDAY SCHEDULE (PRIVATE HIRES)

If a client is regularly scheduled for a day that is a holiday, a private hire employee will have the option to reschedule the regular day of care for a day in the week that is not a holiday. If the privately hired employee chooses to work on a holiday for their friend or relative, they do so at their regular rate of pay (time and one-half and double time policies do not apply).

For the above policy the following are considered Holidays:

- New Year's Day
- Easter Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

BENEFITS

If an employee is injured on the job, the employee must contact the office immediately, file a Workers' Compensation claim if necessary and/or seek medical attention. If these steps are not followed, Workers' Compensation may not cover the incident or accident. These steps must be followed for your protection.

As an employee of ReliaCare Agency, Inc., you receive benefits every time you get a paycheck. The following items are paid by ReliaCare Agency, Inc.

1. ReliaCare Agency, Inc., matches your FICA deduction, which provides for your Social Security benefits.
2. FUTA, which provides for federal unemployment benefits.
3. SUTA, which provides for state unemployment benefits.

MILEAGE

Mileage reimbursement is granted providing that it was at the request of the office and executed per service order ONLY! All mileage must be reported on daily documentation. Mileage reimbursement for errands and shopping. Medical appointments must have office approval. Reimburse with service order only.

EVALUATION POLICY FOR FIELD STAFF

Each employee will be evaluated after being employed with ReliaCare Agency, Inc. for ninety (90) days. The Personnel Coordinator will conduct the evaluation. The results will be discussed with each employee. The evaluation will determine if employment will be continued on a full-time at-will basis. After the ninety (90) day evaluation, the Personnel Coordinator will conduct an evaluation on a yearly basis. The Personnel Coordinator will consult with other employees for input on the evaluation.

PAYROLL INFORMATION

All payroll checks are distributed every other Friday from 9:00 a.m to 12:00 p.m. All payroll checks that are not picked up during regularly scheduled pick-up hours are mailed. PAYCHECKS WILL NOT BE DISTRIBUTED TO ANYONE OTHER THAN THE EMPLOYEE UNLESS THE PROPERLY EXECUTED AND SIGNED PAYCHECK PICK-UP FORM IS ON FILE WITH THE OFFICE. TELEPHONE PERMISSION AND HANDWRITTEN NOTES WILL NOT SUFFICE-NO EXCEPTIONS.

If there are questions regarding payroll, calls must be placed to the office. Appointments must be made to ensure that the proper personnel are available to answer your questions.

If payroll checks are not received within ten (10) business days, the employee may contact the payroll department. Within five (5) business days of notification a paycheck will be reissued. The agency will be responsible for covering the first stop payment charge; any following charges will be the employee's responsibility.

If an employee requests a copy of payroll stubs or any other payroll information it must be in writing. The payroll department will have the information available within five (5) business days.

REQUEST FOR PERSONNEL FILES

All personnel records are considered confidential, subject to the Bullard-Plawecki Employee Right to Know Act and the property of ReliaCare Agency, Inc. Personnel records and files shall, therefore, be available or disclosed only to those persons authorized by ReliaCare Agency, Inc. under legal rights to review applicable parts of such records. Such records may not be removed from the office without the permission of the CEO of ReliaCare Agency, Inc. or with a court order.

Employees wishing to obtain specific information may, upon reasonable notice, inspect their own personnel file at any reasonable time during normal office hours. However, records may not be reproduced, removed or altered. Employees who wish to obtain a copy of their personnel file must provide written documentation and a copy of the file will be provided within two business days.

USE OF PROFANITY

Profanity is defined as: The use of swear words or obscenities, including but not limited to, any non-medical term for sexual intercourse, male or female genitalia (including breasts), the buttocks or colon, the process of defecation, and/or urination. Profanity shall also include any swear word or obscenity that is commonly accepted or known to be profane or obscene. For purposes of clarity, "damn" is considered a swear word.

Unacceptable Language is defined as: Calling or referring to another employee, client, or other third party as stupid, dumb, or idiotic (or any other synonymous word). The agency does understand that in order to provide the best care to our clients, personnel may have to discuss the limitations of its clients with other personnel. When doing so, agency personnel shall utilize medical terms to specifically describe those limitations.

Effect of Use of Profanity or Unacceptable Language:

ReliaCare Agency, Inc. shall consider the use of Profanity or Unacceptable Language by any of its personnel as the employee's voluntary, immediate, and irrevocable resignation from employment from the agency. The employee's supervisor shall immediately note the event in the employee's file and shall immediately notify all departments of the employee's resignation and the reason.

ALCOHOL AND DRUGS

ReliaCare Agency, Inc. reserves the right to test all employees for drugs or alcohol. Employees who violate any of the following work rules will be subjected to termination. Depending upon the circumstances, the employee may be disciplined for a first offense. Employees who commit a second violation of these rules will be terminated.

ReliaCare Agency, Inc. will endeavor to work with employees who come forward and volunteer that they have an alcohol or drug abuse problem. Any employee who comes forward voluntarily and admits to such a problem will be provided an unpaid medical leave of absence for up to 90 calendar days on a one-time only basis. Employees who otherwise test positive for alcohol, marijuana, illegal drugs, or unauthorized controlled substance may or may not, at the discretion of the employer depending upon the circumstances involved, receive a one-time only unpaid medical leave of absence for up to 90 days. Employees who

enter into a substance abuse program may, at the employer's discretion, be required to comply with more stringent testing or other requirements than found in this policy.

1. Use, possession, or sales of illegal drugs, marijuana or alcohol, or unauthorized controlled substance on ReliaCare Agency, Inc. premises or while conducting ReliaCare Agency, Inc. business.
2. Being under the influence of an unauthorized controlled substance, illegal drug, or alcohol on ReliaCare Agency, Inc. premises, or during working hours.
3. Refusing to submit to an inspection when requested by management.
4. Failing to adhere to the requirements of any drug or alcohol treatment-counseling program in which the employee is enrolled.
5. Conviction under any criminal drug statute.

Definitions:

Under the influence of alcohol: defined as blood alcohol content of .01 or higher. Under the influence of marijuana: defined as using, smoking, eating the drug during or hours before a shift. Under the influence of an unauthorized controlled substance or illegal drug, defined as testing positive at any level as obtained through an approved laboratory.

FRAUDELENT TIME DOCUMENTATION

ReliaCare Agency, Inc. will not tolerate any fraudulent or illegal conduct by its employees, including submitting fraudulent times electronically or paper, or submitting time containing fraudulent or intentionally incorrect and misleading information.

1. You must be honest with your documentation. The Federal Government requires the use of Electronic Visit Verification. You must utilize with integrity, the check in and check out process, recording your locations at each time and capture the client's signature.
2. Failure to follow the law could result in termination and prosecution.

QUITTING and RESIGNATION

To provide ReliaCare Agency, Inc. with sufficient time to hire and start to train your replacement, we request at least two weeks' notice for field staff and one month notice for office staff before you resign your position. All Agency-owned property (thermometers, name tags, pagers, cellular phones, and other medical equipment) must be returned at the time of termination. Past employees will not be allowed to seek employment from any ReliaCare Agency, Inc. clientele as provided in the Non-Competition Agreement and in the policy manual. Past employees should not contact prior clients per ReliaCare Agency, Inc. Privacy Policy and HIPAA Laws.

1. All resignations must be in writing. .
2. If proper notice is not given, the employee will not be eligible for rehire.
3. **The last paycheck must be picked up in the office from the Personnel Coordinator, during which an exit interview will be conducted.**
4. In the event that employment is terminated prior to working 90 days (Actual Days worked, not calendar days) **Reliacare will deduct the amount of \$25.00** from my paycheck(s) which may be due to me after the termination of my employment to cover the cost of the for my Criminal Background Check through Internet Criminal History Access Tool (ICHAT).

INCIDENT/ACCIDENT REPORTING

1. The staff member will immediately notify their supervisor by phone when any of the following incidents occur: death; any accident or illness that requires hospitalization; any attempts at self-inflicted harm or harm to others; any instances of destruction to property; any incidents that involve arrest or conviction for any felony crime or misdemeanor crime involving assault, violence or crimes of deceit; episodes of highly unusual behavior (including a period of absence without prior notice); and/or any event that may result in liability to ReliaCare Agency, Inc.
2. The staff member will complete an "Incident/Accident Report" and will forward a copy of the report to the office within 24 hours.
3. The office will make reasonable attempts to contact the person's emergency contact person. If a message is left or if the person is contacted, the office will document it in the client's file.
4. If any injury has occurred to staff, the staff member is advised to receive medical evaluation. The employee will immediately report the incident and the office will report the incident to the appropriate insurance carrier.
5. The Incident/Accident Report Form is confidential. No copies are to be made without written permission of the CEO and /or a court order.

CONFIDENTIALITY OF CLIENT INFORMATION

In addition to the other requirements of Policy Manual, field staff must be especially aware of and strictly adhere to the following matters regarding confidentiality:

1. The employee may only discuss clients with other agency personnel on a need-to-know basis. The need-to-know basis shall be governed by the best interest of the client standard. The only information that needs to be shared is information that will enable other employees to provide the best level of care to the clients.
2. The employee will not pass medical information to clients and visitors unless they have been instructed to do so by their supervisor.
3. All information seen, heard, or read regarding clients, directly or indirectly, is completely confidential and not be discussed, even with the employee's family.
4. Information about clients or the agency is not to be given to the media. This is essential for protection of both the client and the agency.
5. All information heard about the patient or patient's family by an employee at anytime is to be kept strictly confidential both during and after employment.
6. No employee shall inform any client that any other client is a client of ReliaCare Agency, Inc., or that the employee is going to care for the other client on any given day or at any given times.
7. As in-home care providers, field staff will acquire much private and confidential information about the clients; therefore, it is of utmost importance that all field staff respect and protect the client's privacy and confidential information both while employed and no longer employed by ReliaCare Agency, Inc.

HIPAA TRAINING

All facility personnel, including business associates, are required to attend our facility's HIPAA compliance training program.

1. To ensure the confidentiality of our client's protected health information (PHI) and agency information, a HIPAA and data security training program will be provided for

all employees and business associates who have access to protected health information.

2. The HIPAA Training Program includes, but is not limited to:
 - a. An overview of the HIPAA guidelines and regulations relative to the protections of client information;
 - b. A review of our agency's HIPAA policies and procedures;
 - c. A review of our agency's policies governing the sharing of passwords and user ID codes;
 - d. A review of agency policies on the reporting of known or suspected incidents of unauthorized use or disclosure of protected health information;
 - e. The purpose of our agency's user confidentiality agreement;
 - f. The identity and location of our agency's HIPAA Compliance Officer; and
 - g. Other information relative to the protection and security of client and agency information.
3. All newly hired employees and business associates will be required to undergo our HIPAA Training Program before being allowed access to client information.
4. Department directors will be required to have a signed and dated written acknowledgement from the HIPAA Compliance Officer that the new employee or business associate has completed the HIPAA Training Program before being allowed access to our agency's information systems.
5. The Personnel Coordinator maintains a record of all personnel who attend the HIPAA Training Program. Entries are made in the employee's and business associate's permanent records of such attendance.
6. Annual updates to training programs are made as information or technology changes are indicated. Should a change in our training program or security systems occur before an annual training session is scheduled, the employee or business associate will receive interim training materials or abbreviated instructions until a full training session is held.

CLIENT RIGHTS

1. To be treated with dignity, courtesy and respect.
2. (A) To have family or guardian exercise their rights when the client is judged incompetent. In the event the client is deemed competent, they will be informed of their rights including their rights regarding Advance Directives. (B) To formulate Advance Directives/Medical Durable Power of Attorney arrangements, and to be assured that Reliacare staff will not discriminate in any way against an individual based on whether or not the individual has executed an Advance Directive/Medical Durable Power of Attorney arrangement. Agency policies on Advance Directives/Medical Durable Power of Attorney are available upon request.
3. To suggest changes in any service, express dissatisfaction, or register complaints concerning the implementation of Advance Directive requirements, without fear of reprisal or discrimination. For complaints or information regarding home care agencies or to lodge complaints concerning the implementation of Advance Directive requirements you may contact the President of ReliaCare Agency, Inc., at (989) 672-2200, or the State Hotline number 1-800-882-6006. The Hotline may be called Monday through Friday from 8:30 A.M. to 5:00 P.M. There is an answering machine to take calls after hours. All concerns will be investigated.
4. To accept or decline health services at any time however, the client shall be informed of the health consequences of declining health services or non-compliance with prescribed treatments.

5. To have one's property treated with respect.
6. To be informed orally and in writing of any change in charges for items and services not covered by insurance and any charges the client may have to pay as soon as possible, but not later than 30 calendar days after the agency becomes aware of the change.
7. To be informed orally and in writing of the coverage available for items and services under Federal programs (Medicare, Medicaid).
8. To receive home health services regardless of race, sex, marital status, age, diagnosis, religious affiliation, handicap, or source of payment.
9. To be informed about names, titles and qualifications of personnel providing their health care.
10. To be informed in advance of proposed care and treatments, disciplines, frequency of visits or any changes in such, and be provided a response to their questions unless medically contraindicated.
11. For participation in planning care and treatment or changes in care or treatment or any other decisions concerning their home health care to achieve maximum independence.
12. For privacy during interview, examination and treatment, and to refuse observation by those not directly involved in their care.
13. For confidentiality of all records (except as otherwise required by law or third-party payer contracts) and all communications, written or oral, between clients and health care staff.
14. For access to all health records pertaining to them, and opportunity to question portions of any record and to have the record corrected if appropriate, and the right to transfer information to any third-party from all such records in case of continuing care, unless medically contraindicated. To obtain a copy of your record, contact ReliaCare Agency, Inc. at (989) 672-2200.
15. For reasonable coordination and continuity of care from referring agency to home care agency. In the event the agency is unable to meet your needs regarding any aspect of care your Advance Directives, assistance is secure appropriate care will be made.
16. For information as is available about community resources which are best suited to his/her care needs.
17. To accept or decline participation on research, experimentation or educational training without fear of restraint, discrimination or punitive action being taken against them.
18. To be informed of agency policies, services, and charges for services including eligibility standards or third-party (insurance) reimbursement and an explanation of all forms they are requested to sign, both orally and written, prior to the start of service.

DEATH IN HOME

- When an employee is on duty in a client's home and the client expires, the employee will immediately notify the office, night or day.
- The employee will remain at the home with the client, and/or family, until officially relieved by a family member of the client.
- Employee onsite may with approval of the family, prepare the client by:
 - Closing eyes and mouth
 - Place clean linen on bed

- Place clean pajamas or gown on body
- Be sure dentures & glasses are sent with the mortician; record in notes.
- Remove all jewelry only in the presence of family or other; record in notes.
- DO NOT COVER FACE UNLESS REQUESTED BY FAMILY.
- Remain in the home until the mortician arrives and employee is sure family needs are met.
- Common sense is important here!
- The office personnel will notify all other employees scheduled, using appropriate consideration.
- Supervisory staff will be responsible for notifying appropriate authorities according to requirements.
- All employees are encouraged to attend the funeral or showing for their own purposes, as well as family support.

GRIEVANCE POLICY

Maintaining the highest quality of care is the utmost priority to ReliaCare Agency, Inc. It is the intent of this policy to enable the client, family, or employee to share their expectations with ReliaCare Agency, Inc. These expectations can be of the positive nature as well as any concern or complaint they have. When opportunities for improvement are identified, evaluation and action will be taken in a timely manner to improve process and maintain the highest quality care.

- When an expectation is identified, either direct or indirect, a grievance form will be completed.
- ReliaCare management will address the form and prioritize. Administration will be involved as needed.
- All reporting documentation is confidential and prepared for ReliaCare Agency only.
- Follow through will be no greater than 10 working days. The client/employee will receive a verbal or written response.
- Concern forms will be provided to employees during orientation and to clients and family during initial assessment.

EQUAL EMPLOYMENT OPPORTUNITY

The agency is an equal opportunity employer. No employee or applicant for employment shall be unlawfully denied an employment opportunity for which he or she is qualified because of race, color, creed, religion, national origin, gender, sexual orientation, age, height, weight, marital status, disability or handicap. It is the policy of the agency to comply with federal and state laws affecting employment, including laws that define and prohibit discrimination. Employment decisions involving employees of the agency such as hiring, promotion, demotion, transfer, selection for training, recruitment, separation, layoff, termination, salary, benefits or other forms of compensation, will be made on the basis of individual merit, skill and qualification. Consequently, in making employment decisions, the agency will consider factors such as education, training, skills developed, prior job experience, prior job performance, attitude, ability to work with others, leadership and potential for growth in the job.

A. POLICY AGAINST HARASSMENT

The agency expressly prohibits any form of unlawful employee harassment based on race, color, gender, sexual orientation, religion, national origin, age, disability or status in any group protected by state or federal law. A fundamental policy of the agency is that the workplace is for work. Our goal is to provide a workplace free from tensions involving matters that do not relate to the business of the agency. In particular, an atmosphere of tension created by non-work related conduct, including ethnic, racial or religious remarks, animosity, or other such conduct, does not belong in our workplace.

Harassment of employees or of applicants by other employees is prohibited. Harassment includes, without limitation, verbal harassment (epithets, derogatory statements, and slurs), physical harassment (assault, physical interference with normal work or involvement), visual harassment (posters, cartoons, drawings) and innuendo.

Any employee who has a complaint of harassment at work by anyone, including supervisors, co-workers, or visitors is urged to bring the matter to the office. The agency will investigate and deal with the problem. Employees may bring their complaint to their supervisor or the president. If the complaint involves someone in the employee's direct line of command or if the employee is uncomfortable discussing the matter with his or her direct supervisor, the employee is urged to go to president with the complaint. The agency will investigate all complaints and will endeavor to handle these matters expeditiously in a professional manner so as to protect the offended individual.

You cannot be forced to submit to such conduct as a basis for any employment decision, and the agency will do its best to keep itself free of any conduct that creates an intimidating, hostile, or offensive work environment for our employees.

Violation of this policy is grounds for discipline, including discharge.

B. SEXUAL HARASSMENT

The agency strongly disapproves of and does not tolerate sexual harassment of any kind. All employees must avoid offensive or inappropriate sexual behavior at work and are responsible for assuring that the workplace is free from sexual harassment at all times.

The agency's policy prohibits (1) unwelcome sexual advances; (2) requests for sexual acts or favors, with or without promises, threats, or reciprocal favors or actions; and (3) other verbal or physical conduct of a sexual nature made to an employee when submission to such conduct is made either explicitly or implicitly a condition of an individual's employment; submission to or rejection of such conduct by an individual used as the basis for employment decisions; such conduct has the purpose or effect of substantially interfacing with an individual's work performance; or such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.

Examples of prohibited conduct include, but are not limited to, lewd or sexually suggestive comments; off-color language or jokes of a sexual nature, slurs and other verbal, graphic or physical conduct relating to an individual's gender; or any display of sexually explicit pictures, greeting cards, articles, books, magazines, photos or cartoons.

An employee who has a complaint of sexual harassment at work by anyone, including supervisors, co-workers or visitors, is urged to bring the matter to the attention of agency officials so that we may investigate and deal with the problem. Employees may bring their complaint to their supervisor or the human resource manager. If the complaint involves someone in the employee's direct line of command or if the employee is uncomfortable

discussing the matter with his or her direct supervisor, the employee is urged to go to another supervisor with the complaint. The employee will be provided with a Discrimination/Harassment Complaint Form, a copy of which is attached to the Appendix. Additional copies are available in the office. Please complete this form in as much detail as possible so the agency will have adequate notice of, and be able to investigate, any claim of unlawful sexual harassment.

The agency will investigate all complaints and will endeavor to handle these matters expeditiously in a professional manner so as to protect the offended individual. Violation of this policy is grounds for discipline, including discharge.

C. REPORTING A VIOLATION OF THE EQUAL EMPLOYMENT OPPORTUNITY POLICY OR HARASSMENT

Any employee who believes that he or she has been subjected to unlawful race, color, creed, religion, national origin, sex, age, height, weight, marital status, disability or handicap discrimination, or any form of harassment should notify his/her supervisor, who will provide the employee with a Discrimination/Harassment Complaint Form, a copy of which is attached in the Appendix. Additional copies are available in the office. Please complete this form in as much detail as possible so that the agency will have adequate notice of, and be able to investigate, any claim of any unlawful discrimination, sexual or other prohibited harassment.

Unlawful harassment and employment discrimination will not be tolerated. The agency will actively investigate every complaint of unlawful discrimination and harassment alleged to have been committed by anyone. It is the duty of every agency employee to cooperate in any such investigation, and it would constitute a serious infraction of agency policy to retaliate against or penalize an employee for asserting a claim of unlawful discrimination or harassment.

Any employee found to have unlawfully harassed or discriminated against another employee or to have retaliated against an employee for making a complaint of discrimination or harassment will be subject to discipline, up to and including discharge.

D. HANDICAPPER ACCOMMODATION STATEMENT

Any employee or applicant for employment who believes that he or she requires accommodation in order to perform the essential functions of the job for which an applicant has applied or the employee has been assigned must notify the agency, in writing, within 182 days after the need for accommodation is known. All accommodation requests should be submitted to an appropriate supervisor or to the personnel office.

ACCOMODATION REQUEST

TO: _____
(Name of Person To Whom Sent)

FROM: _____

I understand that I am required under Section 210.18 of the Michigan Handicappers' Civil Rights Act to notify an employer that I need accommodation, within 182 days of becoming aware of the need for accommodation. This request is to meet that notice requirement.

Accommodation Needed:

Signature of Employee or Job Applicant

Date

EMPLOYEE OR APPLICANT COPY

Date Notice Sent: _____

Person to Whom Sent or Given: _____

Employer: _____

Accommodation Request:

APPENDIX

DISCRIMINATION/HARASSMENT COMPLAINT FORM

Employee's Name: _____

Department/Position: _____

Supervisor: _____

Describe the alleged incident in detail including the date upon which the incident occurred; the name of the individual who committed the act of discrimination and/or harassment; the approximate time when the incident occurred, the acts which you believe constituted unlawful discrimination and/or harassment, including any verbal acts; your response or reaction; and any other details which will assist the agency in its investigation of this incident:

Have you reported this incident to your supervisor? _____

Have you had a previous incident? _____

If so, did you report the prior incident(s)? _____

If you did not file a report, please describe the prior incident(s), including the specific details set forth above:

Signature of Reporting Employee Print Name Date

Date Received: _____

EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT OF AND AGREEMENT WITH THE POLICIES OF THE EMPLOYEE HANDBOOK

I hereby acknowledge receipt of and agree with all of the policies of the Employee Handbook.

I understand and agree that this Handbook supersedes and replaces any prior and contemporaneous policies and/or statements of the Agency. Also, I know that the policies and benefits described are conditions of employment but do not constitute an express or implied contract between the Agency and me. I also understand that the Agency reserves the unilateral right to add, delete, or amend the Agency policies and benefits with or without notice. A copy of the new policies are available during normal business hours.

I understand and agree that my employment with ReliaCare Agency, Inc. is on an “at-will” basis, which means it may be terminated at any time, with or without cause, and with or without notice for any or no reason. Nothing in either the Handbook or anything contained in any documents or statements, oral or written, shall change these terms.

If an employee is a “no call/no show” for a scheduled shift, the employee will be automatically considered a voluntary quit. There will be NO exception to the rule. Employees need to speak with the on-call supervisor if they will not be reporting to a scheduled shift. Leaving a voicemail or leaving a message on the answering machine is NOT acceptable.

If an employee desires to work additional hours, it is the SOLE responsibility of the employee to contact the main office requesting additional work.

No one from ReliaCare Agency except in signed writing, addressed specifically to the employee from the President, has any authority to enter into any agreement for employment for any specified period of time or make any agreement for employment other than “at-will”.

Nothing in this Handbook is intended to, nor shall it, create any contractual relations between the Agency and any of its employees.

I understand that upon termination a written exit interview will be conducted before my final paycheck will be released.

Employee Signature

Date