



Making *Life Easier*®

EMPLOYEE HANDBOOK

Understanding Employment

At

Cross Generational Home Health Care LLC, d/b/a Home Helpers Home Care

Prepared By:

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WELCOME to Cross Generational Home Health Care LLC d/b/a **Home Helpers Home Care**

On behalf of our colleagues, we welcome you to Cross Generational Home Health Care LLC and wish you success here.

At Cross Generational Home Health Care LLC, we believe that every employee contributes to the growth and success of the company, and we hope that you will take pride in being a member.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should become familiar with the contents of the handbook as soon as possible, for it will answer many questions about employment with Cross Generational Home Health Care LLC. This handbook gives a general understanding of the personnel policies of Cross Generational Home Health Care, LLC d/b/a Home Helpers and it should help answer many common questions. This handbook cannot cover every situation or answer every question about employment at Cross Generational Home Health Care; however, a member of management is ALWAYS willing to assist when needed. Also please remember that this handbook is also not an employment contract and is not intended to create a contractual obligation of any kind.

If you have any comments or suggestions regarding the content of this Handbook, please direct them to the Agency Administrator via email 58938@homehelpershomecare.com

We believe that professional relationships are easier when employees are aware of the culture and values of the company. This Handbook will help you better understand our vision for the future, and our business, and the challenges that are ahead.

We hope that your experience here will be challenging, enjoyable and rewarding.

Again, WELCOME!

Kimberly Byrd

Agency Administrator & President

1.0 ORGANIZATION DESCRIPTION

1.1 About Us

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care provides two distinct services, in home non-medical care which may include personal care, companion care, and respite care. We also use “Direct Link” to provide in home monitoring for both routine health screenings, emergencies, and telehealth. Although these are two separate services, a client may have one or both. Caregivers will assist individuals with activities such as hands on personal care, medication reminders, companionship, transportation to and from appointments or general shopping outings, light housekeeping, basic meal preparation, and concierge services. The duties that the caregivers perform and the hours of service are tailored to each Individual and can be performed in the client's home, a family member's home, or in the community at the direction of the Individual and or the payer source.

Direct Link offers a suite of personal emergency and routine monitoring services including Land Line PERS units, cellular PERS units, and Fall Sensor PERS units. Vital Sign monitoring systems including Blood Pressure, Weight, Glucose checks, Pulsox monitoring with results reporting directly to a Doctor, and a timed Pill Dispenser is available for those clients that need reminded when and what pills to take. All services offered are specifically tailored to each individual. Several services are also able to be configured in a mobile capacity allowing the services in the client's home, a family member's home, or in the community at the direction of the Individual and or the payer source.

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is primarily located at 1452 Hughes Road, Suite 200, Grapevine TX 76501; however, a second office is located at 15807 Tampke PL, San Antonio, TX 78247. The Agency was organized in May 2020 and the Managing Member, who owns 100% of the company independently, shall also work as an employee of the Agency. The geographical areas served encompass all of Colleyville, Grapevine, Euless, and Bedford.

Cross Generational Home Health Care LLC, dba Home Helpers Home Care is an agency that provides non-medical care services to individuals, primarily in their personal residence. In-home care services include, but are not limited to:

- ★ Companion Care: non-medical, basic standby supervision to ensure a client's safety, comfort and well-being.
- ★ Homemaking Services: assistance with housecleaning, laundry, meal prep, respite, transportation for appointments, errands, shopping, and outings
- ★ Personal Care: assistance with activities of daily living
- ★ Respite Care: providing assistance and support to primary Caregivers, usually a family Caregiver.

1.2 Introductory Statement - Overview

This employee handbook will give you important information about working at Cross Generational Home Health Care, LLC d/ b/ a Home Helpers. The policies in the handbook explain many of the benefits of working here. The handbook also explains what we expect of you and tells about many of our rules, for the betterment of our clients and the good of our caregivers. However, this employee handbook cannot cover every situation or answer every question the about policies and benefits at Cross Generational Home Health Care, LLC d/b/a Home Helpers.

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home 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 is further described in [“Section 2.1 Voluntary At-Will Employment”](#) and in the Employment Agreement. If we make changes to the handbook, you will be notified about the changes.

Cross Generational Home Health Care, LLC will provide each individual a copy of this Handbook upon employment. All employees are expected to abide by it. The highest standards of personal and professional ethics and behavior are expected of all Cross Generational Home Health Care, LLC employees. Further, Cross Generational Home Health Care, LLC expects each employee to display good judgment, diplomacy, and courtesy in their professional relationships with Cross Generational Home Health Care, LLC staff, and the general public.



After you've read and reviewed ALL the policies in the Handbook, Don't forget to sign and return the "Acknowledgment Receipt" for the "Employee Handbook", located in the Appendices.

1.3 Our Mission, Vision & Values

We will support individuals with various physical, mental, or developmental debilitations to achieve greater independence, choice, and opportunities in their lives. We will continuously improve our system of accessible services to be innovative and people centered.

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is committed to the fiscally responsible provision of non-medical personal care to the residents of the communities we serve. We embrace the communities we live and serve in, and are committed to a philosophy of caring, quality, and reliability. This mission can only be accomplished through a deep partnership with our Caregivers.

Our Mission

Become the most TRUSTED and RESPECTED provider of comprehensive home care services and support for individuals who choose to remain independent wherever they call home.

Our Vision

We are the extended family when the family can't be there. Our goal is to make life easier by delivering the same exceptional care we would expect for ourselves and our families. We will provide services to support any individual wherever they call home.

Our Values

Care, Service, Trust, Respect, Accountability

1.4 Code Of Ethics

Employees Shall Respect The Rights of Our Clients.

Employees **shall not**:

- (1). Consume the client's food and/or drinks or use the client's personal property without the client's offering and consent.
- (2). Bring children, pets, friends, relatives, or anyone else to the client's home.
- (3). Take the client to the Caregiver's place of residence.
- (4). Consume alcoholic beverages or use medicines, drugs, or other chemical substances not in accordance with the legal, valid, prescribed use/or in any way that impairs the Caregiver in the delivery of services to the client.
- (5). Discuss personal issues or religious or political beliefs with our clients and others in the care setting.

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- (6). Accept, obtain, or attempt to obtain money, or anything of value, including gifts or tips from our clients, household members or family members of the client.
- (7). Engage with the client in sexual conduct or in conduct that may be reasonably interpreted as sexual in nature, regardless of whether or not the contact is consensual.
- (8). Leave the home for a purpose not related to the provision of services without notifying the supervisor, the client's emergency contact person, any identified caregiver, and/or the client's case manager; or, for client-directed services, leave the home without consent and/or knowledge of the client.
- (9). Engage in activities that may distract the Caregiver from responsibilities, including, but not limited to:
- (10). Watching television or playing computer or video games.
- (11). Making or receiving personal telephone calls. Emergency calls must come through the office, and you will be notified.
- (12). Engaging in non-care related socialization with persons other than the client.
- (13). Providing care to individuals other than the client.
- (14). Smoking without the consent of the client (never in client's home, even with permission).
- (15). Engage in behavior that causes or may cause physical, verbal, mental, or emotional distress or abuse to the client.
- (16). Engage in behavior that may reasonably be interpreted as inappropriate involvement in the client's personal relationships.
- (17). Sell or purchase consumer products or personal items from the client.
- (18). Use the client's vehicle or transport a client while providing Passport services unless prior authorization is received from the case manager via the Home Helpers Office.
- (19). Engage in behavior that constitutes a conflict of interest, takes advantage of or manipulates certified services resulting in unintended advantage for personal gain that has detrimental results for the client, the client's family or caregivers, or another provider.

1.5 Important Office Information

- Address: Grapevine Vineyard Center II
1452 Hughes Road, Suite 200
Grapevine TX 76501
- Business hours: 8am – 5pm (CST) but available 24/7
- Phone number Caregivers and staff should call/text – after hours & daily
 - (817) 873-5102 work, call between the hours of 8am – 5pm (CST)
 - (817) 600-5393 mobile, call after 5pm and on Weekends
 - If you're unable to get ahold of the office, call the Agency Administrator at (210) 313-8567 mobile
 - In case of emergency, call 911 before calling the office.

If the agency is closed during the agency's operating hours or between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday, the person in charge to include the (Administrator, Alternate Administrator or Designated Agency Representative) shall:

- (1). Post a notice, a visible location outside the agency that will provide information regarding how to contact the person in charge, and;

- (2). Leave a message on an answering machine or similar electronic mechanism that will provide information regarding how to contact the person in charge

Kimberly Byrd: Agency Administrator

Douglas Byrd Jr.: Alternate Administrator and Designated Representative

1.6 Emergency Closing

In case of a natural or man-made disaster, pandemic etc., the Agency Administrator of Cross Generational Home Health Care shall refer to its Emergency Preparedness And Response Plan (EPRP) that comprehensively describes its approach to a disaster that could affect the need for its services or its ability to provide those services to the clients. The EPRP is based on a risk assessment that identifies the disasters from natural and man-made causes that are likely to occur in the agency's service area and it specifies how clients will be triaged dependent of the assignment of degrees of urgency to wounds or illnesses that is used to decide the order of treatment of clients/casualties.

Responsibility: The Cross Generational Home Health Care, EPRP is the responsibility of the Agency Administrator and Alternate Administrator. The Agency Administrator, (Primary Disaster Coordinator) and Alternate Administrator, (Alternate Disaster Coordinator) are responsible for developing, maintaining, and implementing the Agency's EPRP during each phase.

Applicability: The Home Helpers Home Care EPRP applies to all clients, employees, and volunteers of Home Helpers Home Care. The scope of this plan is intended to encompass all hazards. This plan may be consulted when responding to any and all emergencies. When encountering a situation which has not been expressly addressed in this plan, use good judgment and the guiding principles outlined below.

Framework: The plan provides the framework, which includes conducting risk assessments that will assist the agency in addressing the needs of the client population, along with identifying the continuity of business operations which will provide support during an actual emergency. In addition, the EPRP supports, guides, and ensures the agency's ability to collaborate with local emergency preparedness officials. This approach is specific to the location of the facility and considers hazards most likely to occur in the surrounding area. These include, but are not limited to:

- Natural disasters
- Man-made disasters,
- Facility-based disasters that include but are not limited to:
 - o Care-related emergencies
 - o Equipment and utility failures, including but not limited to power, water, gas, etc.
 - o Interruptions in communication, including cyber-attacks
 - o Loss of all or portion of a facility, and
 - o Interruptions to the normal supply of essential resources, such as water, food, fuel (heating, cooking, and generators), and in some cases, medications, and medical supplies (including medical gases, if applicable).

2.0 EMPLOYMENT POLICIES

2.1 Voluntary At-Will Employment

This handbook is not an employment contract and does not attempt to cover every facet of the employer-employee relationship. Employment with Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care is for no definite period. Employment with Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care is at-will and the employee and the employer have the right to terminate employment at any time for any lawful reason regardless of any oral or written statements issued by an agency representative. The contents/policies of this handbook do not constitute the terms of a contract of employment and should not be construed as a guarantee of continued employment with this agency.

Provisions of these policies have been developed at the discretion of management and, except for the policy of employment-at-will, may be amended or cancelled at any time, at Cross Generational Home Health Care LLC's sole discretion. Absent such modifications, the at-will nature of the employment relationship cannot be altered.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Cross Generational Home Health Care Agency Administrator.

2.2 Equal Employment Opportunity (EEO) Policy

Cross Generational Home Health Care LLC is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of sex (including sexual orientation and gender identity), pregnancy (including childbirth, lactation, and related medical conditions), gender, race, religion, color, national origin, physical or mental disability, genetic information, marital status, age (40 and older), sexual orientation, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws. The Company is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

This policy applies to ALL Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care employees, and non-employees such as contractors, clients, customers, visitors and any other third parties, who may come in contact with company personnel

- **Communication**

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care will use the following means to ensure that its Equal Employment Opportunity policy (hereinafter referred to as "EEO policy") is adhered to:

- **Advertising**

All classified advertising placed by Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care will indicate that the Company is an equal opportunity employer that does not discriminate on the basis of race, color, national origin, ancestry, age, religion, military and veteran status, sex, gender, gender identity, gender expression, sexual orientation, genetic information, marital status, medical condition, pregnancy, or any other legally-protected characteristic; and it will comply with all applicable state discrimination laws. No person shall be denied employment solely because of any disability which is unrelated to the ability to engage in the essential functions involved in the position for which application has been made either with or without reasonable accommodations

- All external recruitment sources used by Home Helpers Home Care will be notified of the Company's EEO policy.
- Cross Generational Home Health Care, LLC d/b/a Home Helpers' EEO policy will be communicated to all new employees during the orientation process.
- The qualifications of all employees will be reviewed when employment decisions are being made to ensure that persons in protected classes are given full opportunity for advancement.

- **Responsibilities, Dissemination, and Implementation of Policy**

All Cross Generational Home Health Care, LLC management personnel shall be responsible for the dissemination of this policy.

- Agency Administrators, Managers, And Supervisors are responsible for implementing equal employment practices within the Agency.
- The Agency Administrator and the HR department is responsible for overall compliance and will maintain personnel records in compliance with applicable laws and regulations.
- The Agency Administrator shall review, at least annually, the company's EEO policy and Affirmative Action obligation with all employees having any responsibility for hiring, assignment, layoff, termination or other employment decisions, as well as with onsite supervisory personnel prior to the onset of work at any job site. A written record of the meeting shall be maintained identifying the time, place, persons attending, subject matter discussed and disposition of subject matter.

- **Training**

Cross Generational Home Health Care, LLC shall conduct harassment prevention training for all employees. The Agency shall collaborate with the EEOC Outreach Coordinator, Rodney Klein (Rodney.Klein@eeoc.gov), (210) 640-7560 to schedule all EEOC training. The classes are available on-site or as videos and interactive online courses.

EEO training shall be designed to assist employees with understanding their rights and duties while in the workplace. The training covers a variety of topics, including sexual harassment and the Americans with Disabilities Act. Employees will also learn about discrimination based on religion, race, pregnancy and age. Some classes also cover language rules, dress codes and hiring guidelines. The training provides information on how to report complaints, providing the steps you should take to report problems to your employer and various government agencies. The training classes often cover the protection an employee receives if his employer retaliates due to the complaint and tips and tools to avoid actions that may lead to EEO violations.

- **Administering the EEO Policy**

The Agency Administrator/EEO Coordinator shall administer the EEO policy fairly and consistently by:

- Advertising for job openings with the statement "We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law."
- Forbidding retaliation against any individual who files a charge of discrimination, opposes a practice believed to be unlawful discrimination, reports harassment, or assists, testifies, or participates in an EEO agency proceeding
- Posting all required job openings with the appropriate state agencies
- Posting all required notices regarding employee rights under EEO laws in areas highly visible to employees
- Promptly notifying the general counsel of all incidents or reports of discrimination or harassment retaliation/reprisal, sexual orientation, gender identity, genetic information, or parental status due to an action or inaction that adversely affects their employment
- Requiring that employees report to his/her supervisor (if applicable) and the Agency Administrator any apparent discrimination or harassment. The report should be made within 24 hours of the incident

- **Retaliation**

The Company prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

- **Investigation**

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The Company will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner, only to the extent possible. Confidentiality to the extent possible” means limiting information to those persons with a “need to know” of the complaint or of the investigation. This level of confidentiality allows Cross Generational Home Health Care d/b/a Home Helpers to reveal the allegations and the investigation information as needed to carry out the investigation, make a determination on the allegations, and take any necessary disciplinary or corrective action. You are expected to cooperate in any investigation involving a violation of this policy.

- **Enforcement**

The Company will take appropriate corrective action, if and where warranted and up to and including termination for violating this policy.

2.3 Nonviolence In the Workplace Policy

It is the policy of the Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care and the responsibility of its managers/supervisors and all its employees to maintain a workplace free from threats and acts of violence. The Company will work to provide a safe workplace for employees and for visitors to the workplace. Each employee, and everyone with whom we come into contact in our work, deserves to be treated with courtesy and respect. Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care does not tolerate any type of workplace violence committed by or against employees.

This policy applies to ALL Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care employees, and non-employees such as contractors, clients, customers, visitors and any other third parties, who may come in contact with company personnel. It is up to each employee to help make Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care a safe workplace for all of us. The expectation is that each employee will treat all other employees, as well as clients/customers and potential clients/customers of Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care, with dignity and respect. You can and should expect management to care about your safety and to provide as safe a working environment as possible by having preventive measures in place and, if necessary, by dealing immediately with threatening or potentially violent situations which occur.

- **Prohibited Conduct and Workplace Violence**

Workplace violence can be any act of violence, against persons or property, threats, intimidation, harassment, or other inappropriate, disruptive behavior that causes fear for personal safety at the work site. Workplace violence can affect or involve employees, visitors, contractors, and other non-company personnel. Several different actions in the work environment can trigger or cause workplace violence (i.e., anger over disciplinary actions or the loss of a job, resistance by an employee to regulatory actions, etc.) It may even be the result of non-work-related situations such as domestic violence, “road rage,” or hate incidents or crime (i.e., violence of intolerance and bigotry, intended to hurt and intimidate someone because of their race, ethnicity, national origin, religion, sexual orientation, or disability). Workplace violence can be inflicted by an abusive employee, a manager, supervisor, co-worker, customer, family member, or even a stranger. Whatever the cause or whoever the perpetrator, workplace violence is not to be accepted or tolerated.

Employees are prohibited from making threats or engaging in violent activities. Although not all inclusive, the list of behaviors below provides examples of conduct that is prohibited:

- Causing physical injury to another person.
- Making threatening remarks.
- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Intentionally damaging employer property or property of another employee.
- Possessing a weapon while on company property or while on company business.
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

- **Identifying Potentially Violent Situations**

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- If you ever have concerns about a situation which may turn violent, immediately/promptly alert your supervisor and the Agency Administrator and follow the specific reporting procedures, (refer to [Reporting Procedures](#)).
- It is better to err on the side of safety than to risk having a situation escalate. The following are warning indicators of potential workplace violence:
 - Bringing a weapon to the workplace, making inappropriate references to guns, or making idle threats about using a weapon to harm someone
 - Direct or veiled threats of harm
 - Extreme changes in normal behaviors
 - Hostile language or threats against a person or a group based on race, sex, religion, disability, ethnic background, or sexual orientation
 - Intimidating, harassing, bullying, belligerent, or other inappropriate and aggressive behavior.
 - Numerous conflicts with client/customers, client family members, co-workers, supervisors, or other non-employees of Cross Generational Home Health Care
 - Statements indicating desperation (over family, financial, and other personal problems) to the point of contemplating suicide
 - Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides
 - Substance abuse
- **Risk Reduction Measures**
 - (a). Hiring

The HR department takes reasonable measures to conduct background investigations to review candidates' backgrounds and to reduce the risk of hiring individuals with a history of violent behavior.
 - (b). Safety

Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care conducts annual inspections of the premises to evaluate and determine any vulnerabilities to workplace violence or hazards. Any necessary corrective action will be taken to reduce all risks.
 - (c). Individual Situations

Although Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care does not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform the HR department and the Agency Administrator if any employee exhibits behavior that could be a sign of a potentially dangerous situation. Such behavior includes but not limited to:

 - Discussing weapons or bringing them to the workplace
 - Displaying overt signs of extreme stress, resentment, hostility, or anger
 - Making threatening remarks
 - Showing sudden or significant deterioration of performance.
 - Displaying irrational or inappropriate behavior
 - (d). Employees at risk

The Agency Administrator and the HR department will identify and maintain a list of employees who have been determined to be at risk for becoming victims of violence because of the nature of their job or because they are subject to harassment, violence or threats from an employee or a nonemployee. The Agency Administrator and the HR department will design a plan with at-risk employees to prepare for any possible emergency situations. At risk employees may include but are limited to victims of sexual harassment, sexual assault, dating and domestic violence, and stalking.

- Commitments and Responsibilities.

- Successful implementation of this policy requires the commitment and cooperation of all Company Personnel.
- The Agency Administrator shall ensure training and education regarding potential workplace violence for all employees.
- All employees shall understand and comply with any/all safety and/or security measures in place by the Company. Employees shall also participate in continuing education program that covers techniques to recognize escalating agitation, assaultive behavior, or criminal intent.

- Dangerous/Emergency Situations

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee, client or others, such notice should be given. Otherwise, employees should cooperate and follow the instructions given.

- Reporting Procedures

If you notice a subordinate, co-worker, or customer showing any of the warning signs (refer to Identifying Potentially Violent Situations), you should promptly/immediately report the situation to a supervisor and the Agency Administrator. Also, any other potentially dangerous situation must also be promptly/immediately reported to a supervisor and the Agency Administrator. Reports of workplace violence may be made anonymously, and ALL reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled, and the results of investigations will be discussed with them. Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care will actively intervene at any indication of a possibly hostile or violent situation.

Note: All employees have the right to bypass an allegedly violent/hostile supervisor to make complaints. If it is your supervisor/subordinate, then you MUST notify the Agency Administrator immediately. In the case where the allegation of harassment is against the Agency Administrator, please notify your supervisor, the staff member designated as the grievance officer. Employees should be aware of EXTERNAL threats from organizations or the public.

- Retaliation

Employees who report, witness or experience workplace violence will not experience retaliation of any kind.

- Investigation

Cross Generational Home Health Care LLC will promptly and thoroughly investigate all reports of "Workplace Violence" harassment as discreetly and confidentially only to the extent possible. All employees are expected to cooperate in any investigation of workplace violence.

The Agency Administrator/Incident Response Coordinator and team shall be responsible for investigating and enforcing all incidents involving workplace violence.

- Enforcement

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination as well as potential criminal charges. Nonemployees engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.

2.4 Anti-Harassment Policy

Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care has a Zero Tolerance Policy for Harassment. Unwelcome harassing conduct will not be tolerated by anyone. I want to assure all employees of Cross Generational Home Health Care's commitment to maintaining a work environment that is free of harassment and in which all employees are treated with dignity and respect. Harassment of any kind is contrary to our core values and undermines performance and productivity and WILL NOT be tolerated. This policy applies to all work-related settings and activities, whether inside or outside the workplace, and includes business trips and business-related social events.

This policy also applies to ALL Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care employees, and non-employees such as contractors, clients, customers, visitors and any other third parties, who may come in contact with company personnel.

What Is Harassment

The EEOC defines Harassment as a form of employment discrimination that violates Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, (ADEA), and the Americans with Disabilities Act of 1990, (ADA). Harassment is unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. Harassment becomes unlawful where 1) enduring the offensive conduct becomes a condition of continued employment, or 2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive. Anti-discrimination laws also prohibit harassment against individuals in retaliation for filing a discrimination charge, testifying, or participating in any way in an investigation, proceeding, or lawsuit under these laws; or opposing employment practices that they reasonably believe discriminate against individuals, in violation of these laws. [more.](#)

Harassment includes but is NOT limited to the following categories of behavior listed below, whether the behavior occurs once or many times:

- a) Discriminatory behavior. Discrimination refers to treating people differently, negatively, or adversely because of one or more of the following prohibited grounds of discrimination: race, color, ancestry, place of origin, political belief, religion, age, sex, sexual orientation, marital status, family status, physical or mental disability, or pardoned criminal conviction.
- b) Personal harassment. Personal harassment includes objectionable conduct, comment, or display made on either a one-time or continuous basis that demeans, belittles, or causes personal humiliation or embarrassment on the part of the recipient. It may or may not be linked to discriminatory behavior.
- c) Sexual harassment. Sexual harassment refers to any conduct, comment, gesture, or contact of a sexual nature, whether on a one-time basis or a series of incidents, that might reasonably be expected to cause offence or humiliation or that might reasonably be perceived as placing a condition of a sexual nature on employment, an opportunity for training or promotion, receipt of services, or a contract.

EEOC Guidelines define sexual harassment as follows: "Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment." 29 C.F.R. 1604.11(a). Note: Sexual harassment includes same-sex harassment.

Examples of behavior that can constitute sexual harassment include, but are not limited to:

- Continued or repeated verbal abuse of a sexual nature
- Explicit demands for sexual favors.
- Gender-based insults or jokes causing embarrassment or humiliation
- Graphic or degrading comments about an individual or his or her appearance.
- Inappropriate or unwelcome focus/comments on a person's physical attributes or appearance
- Inquiries or comments about a person's sex life
- Physical contact such as patting, hugging, pinching, or brushing against another's body.

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- Repeated sexual flirtations, advances, or propositions
- Repeated unwanted social or sexual invitations
- Sexual assault
- Sexual slurs
- Sexual-oriented verbal kidding, teasing, or jokes.
- Subtle pressure for sexual activity
- Telephone calls with sexual overtones
- The display of sexually suggestive objects or pictures.
- Unwanted touching, patting or leering

d) Bullying. Bullying consists of behavior to attack and diminish another by subjecting the recipient to unjustified criticism and trivial fault-finding, humiliating the recipient (especially in front of others), and/or ignoring, overruling, isolating and excluding the recipient. If from a superior, bullying may include setting up the recipient for failure by setting unrealistic goals or deadlines, or denying necessary information and resources; either overloading the recipient with work or taking all work away (sometimes replacing proper work with demeaning jobs); or increasing responsibility while removing authority.

e) Abuse of authority. Abuse of authority refers to an individual improperly using the power and authority inherent in a position to endanger a person's job, undermine the performance of that job, threaten the person's economic livelihood, or in any way interfere with or influence a person's career. It is the exercise of authority in a manner that serves no legitimate work purpose and ought reasonably to be known to be inappropriate. Examples of abuse of authority include, but are not limited to, such acts or misuse of power as intimidation, threats, blackmail, or coercion.

f) Poisoned work environment. A poisoned work environment is characterized by an activity or behavior, not necessarily directed at anyone in particular, that creates a hostile or offensive workplace. Examples of a poisoned work environment include but are not limited to: demeaning pictures, posters and graffiti, sexual, racial or religious insults or jokes, abusive treatment of an employee, and the display of pornographic or other offensive material.

Reporting of Harassment

If you believe that you have experienced or witnessed any form of harassment by any employee of Cross Generational Home Health Care LLC, you should report the incident immediately to your supervisor and/ or to the Agency Administrator. Possible harassment by others with whom Cross Generational Home Health Care LLC has a business relationship, including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken.

Note: All employees have the right to bypass an allegedly harassing supervisor to make complaints. In the case where the allegation of harassment is against the Agency Administrator, please notify your supervisor, the staff member designated as the grievance officer.

No Retaliation

Any employee may complain about harassment without fear of retaliation. Retaliation against any person participating in a harassment investigation is a separate violation of federal and local law. Retaliation is not tolerated, should be reported, and will be investigated like complaints of harassment.

Investigating Complaints and Taking Corrective Action

Cross Generational Home Health Care LLC will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially only to the extent possible. All employees are expected to cooperate in any investigation of "Harassment".

The scope and formality of an inquiry depends on the nature of the allegations. An inquiry is required, even if the person alleging harassment asks that nothing be done or has filed an Equal Employment Opportunity (EEO) complaint. Management shall take appropriate corrective action to prevent and correct unlawful harassment and ensure such behavior is not repeated. Any action taken to resolve, and address issues of harassment will be confidential, to the extent possible.

The investigation would generally include a private interview with the person making a report of harassment. It would also

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generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation. Cross Generational Home Health Care LLC's goal is to conduct a thorough investigation, to determine whether harassment occurred, and to determine what action to take if it is determined that improper behavior occurred.

Violation of the Policy

If Cross Generational Home Health Care LLC determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and up to termination. Employees who report violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, Cross Generational Home Health Care LLC will inform the employee who made the complaint of the results of the investigation.

Compliance with the Policy

Compliance with this policy is a condition of each employee's employment. Employees are encouraged to raise any questions or concerns about this policy or about possible harassment with the Agency Administrator.

Caregivers must bear in mind that some of the Company's clients may suffer from senility, dementia, or other physical or mental impairments that limit or affect their behavior, self-control, or awareness of their environment. The Company has no control over the behavior of its clients. If a client commits any form of harassment or inappropriate conduct against a Caregiver, the Caregiver is responsible for reporting the incident to his/her supervisor.

2.5 Sexual Harassment Policy

Cross General Home Health Care LLC d/b/a Home Helpers Home Care ("Agency"/"Company") is committed to providing a workplace that is free from all forms of discrimination, including sexual harassment. Any employee's behavior that fits the definition of sexual harassment is a form of misconduct which may result in disciplinary action up to and including dismissal. Sexual harassment could also subject this Agency and, in some cases, an individual to substantial civil penalties.

The company's policy on sexual harassment is part of its overall affirmative action efforts pursuant to state and federal laws prohibiting discrimination based on age, race, color, religion, national origin, citizenship status, unfavorable discharge from the military, marital status, disability, and gender. Specifically, sexual harassment is prohibited by the Civil Rights Act of 1964, as amended in 1991, and the Texas Human Rights Act.

Each employee of this company bears the responsibility to refrain from sexual harassment in the workplace. No employee -male or female- should be subjected to unsolicited or unwelcome sexual overtures or conduct in the workplace. Furthermore, it is the responsibility of all supervisors to make sure that the work environment is free from sexual harassment. All forms of discrimination and conduct which can be considered harassing, coercive or disruptive, or which create a hostile or offensive environment must be eliminated. Instances of sexual harassment must be investigated in a prompt and effective manner.

All employees of this company, particularly those in a supervisory or management capacity, are expected to become familiar with the contents of this Policy and to abide by the requirements it establishes.

Definition of Sexual Harassment

Sexual harassment in the workplace is defined by the U.S. Equal Employment Opportunity Commission (EEOC) to include:

- Harassing phone calls or inappropriate love letters.

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- Inappropriate physical contact, including undesired touching or groping or anything that interferes with work.
- Lascivious behavior, including inflammatory language.
- Offers of employment benefits in exchange for sexual favors.
- Requests for sexual favors.
- Sexual harassment laws protect employees against severe or pervasive conduct. This means that whereas outright severe actions may be actionable sexual harassment, isolated comments or one-time gestures are not likely to be considered unlawful.

Responsibility of Individual Employees

- (a). Each individual employee has the responsibility to refrain from sexual harassment in the workplace.
- (b). An individual employee who sexually harasses a fellow worker is, of course, liable for his or her individual conduct.
- (c). The harassing employee will be subject to disciplinary action up to and including discharge in accord with the company's disciplinary policy and the terms of any applicable collective bargaining agreement.
- (d). The company has designated the Agency Administrator to coordinate the company's sexual harassment policy compliance. She is available to consult with employees regarding their obligations under this policy.

Responsibility of Supervisory Employees

- (a). Each supervisor is responsible for maintaining the workplace free from sexual harassment. This is accomplished by promoting a professional environment and by dealing with sexual harassment as with all other forms of employee misconduct.
- (b). The courts have found that organizations as well as supervisors can be held liable for damages related to sexual harassment by a manager, supervisor, employee, or third party (an individual who is not an employee but does business with an organization, such as a customer, contractor, sales representative, or repair person).
- (c). Liability is either based on an organization's responsibility to maintain a certain level of order and discipline, or on the supervisor acting as an agent of the organization. As such, supervisors must act quickly and responsibly not only to minimize their own liability but also that of the company.
- (d). Specifically, a supervisor must address an observed incident of sexual harassment or a complaint, with seriousness, take prompt action to investigate it, report it, and end it, implement appropriate disciplinary action, and observe strict confidentiality. This also applies to cases where an employee tells the supervisor about behavior that constitutes sexual harassment but does not want to make a formal complaint.
- (e). In addition, supervisors must ensure that no retaliation will result against an employee making a sexual harassment complaint.
- (f). Supervisors in need of information regarding their obligations under this policy or procedures to follow upon receipt of a complaint of sexual harassment should contact the Agency Administrator.

Procedures for filing a complaint of Sexual Harassment

1. An employee who either observes or believes herself/himself to be the object of sexual harassment should deal with the incident(s) as directly and firmly as possible by clearly communicating her/his position to the supervisor, and to the offending employee. It is not necessary for the sexual harassment to be directed at the person making the complaint.

2. Each incident of sexual harassment should be documented or recorded. A note should be made of the date, time, place, what was said or done, and by whom. The documentation may be augmented by written records such as letters, notes, memos, and telephone messages.
3. No one making a complaint of sexual harassment will be retaliated against even if a complaint made in good faith is not substantiated. Any witness to an incident of sexual harassment is also protected from retaliation.
4. The process for making a complaint about sexual harassment falls into several stages.
 - (a). Direct Communication. If there is sexually harassing behavior in the workplace, the harassed employee should directly and clearly express her/his objection that the conduct is unwelcome and request that the offending behavior stop. The initial message may be verbal. If subsequent messages are needed, they should be put in writing in a note or a memo.
 - (b). Contact Supervisory Personnel. At the same time direct communication is undertaken, or in the event the employee feels threatened or intimidated by the situation, the problem must be promptly reported to the immediate supervisor or the EEO Officer. If the harasser is the immediate supervisor, the problem should be reported to the next level of supervision of the EEO Officer.
 - (c). Formal Written Complaint. An employee may also report incidents of sexual harassment directly to the Agency Administrator. The Agency Administrator will counsel the reporting employee and be available to assist with filing a formal complaint. The Company will fully investigate the complaint and will advise the complainant and the alleged harasser of the results of the investigation.
5. External Process. The Company hopes that any incident of sexual harassment can be resolved through the internal process outlined above. All employees, however, have the right to file formal charges with the United States Equal Employment Opportunity Commission (EEOC).

2.6 Client Relations

Our clients/customers are very important to us. Every employee represents Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care to the client and the public. Our clients judge all of us by how we treat them. One of the highest priorities at Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is to help any client or potential client. Nothing is more important than being courteous, friendly, prompt, and helpful to everyone, especially our clients.

We will provide training to all employees. If a client/customer wants to make a specific comment or a complaint, you should direct the person to the Agency Administrator for immediate action by calling (210) 313-8567.

Your contacts with the public, your telephone manners, and communications with clients reflect not just on you but also on the professionalism of Cross Generational Home Health Care, LLC d/b/a Home Helpers. Good client relations can build greater client loyalty.

2.6.1 Communication Policy For Client's Plan Of Care

All employees are required to call, email, or text for:

- Questions regarding client's Care Plan
- Availability change
- Limit text messages
- If you mention a client in text or email, ONLY USE First Initial and Last Name (M. Jones)
- Respond/Reply to all messages promptly

2.6.2 Service Backup Policy

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care will continually interview for prospective employees. We will hire Caregivers as needed in order to deliver quality service to our clients.

When a regularly scheduled Caregiver cannot be available for a shift, the client will be notified and another Caregiver, preferably one who has been previously oriented to the client, will be asked to go in their place.

Our goal is to have at least one person other than the regular Caregiver oriented for each client. In the event of the unavailability of an oriented Caregiver, a fill-in will be oriented to the Plan of Care and introduced to the client by a supervisor.

In the event of a client refusing a replacement, when possible, another convenient time for the client will be offered.

There may be times when there will be no fill-in available as well as no other time available. In this event the proper contact will be notified. (Family member, case manager, etc.)

In the event a client wishes to cancel a shift, they will be offered another time that is convenient for them, when possible. The Company will make every effort to ensure the client receives care.

Each client should have a back-up plan for possible emergency situations.

2.6.3 Client Care

The care we give our clients is very important to us. So is the treatment of our caregivers. Therefore, we shall never allow them to remain in a situation where they may be in danger or mistreated for any reason.

One of the most important components of the service we provide is the relationship between the client and their Caregiver. It is critical that our Caregivers always maintain a respectful, helpful and pleasant manner when dealing with our clients. Disrespectful or discourteous conduct toward a client, client's family member, a co-worker, or referral source will result in immediate termination.

It is the responsibility of every employee to promote friendly and courteous behavior toward our clients. On occasion, no matter how hard we try, a client may feel that we are not meeting their expectations. Although a Caregiver should always try to anticipate a client's needs and attempt to avoid problems before they arise, sometimes problems occur despite our best efforts. If a problem does develop, keep in mind these important pointers:

1. Listen attentively and express genuine concern. Try to see the issue from the client's point of view. REMEMBER: We are employed to protect the client's welfare and ensure they are comfortable.
2. Never, ever, argue with the client. Always do whatever is in your power to make the client happy.
3. Always report a problem to your supervisor. If appropriate, telephone the office immediately from the client's home or contact your supervisor immediately after your shift.
4. Never argue with anyone else in the presence of the client in his or her home.

2.6.4 Emergency and Non-Emergency Reporting Procedure

- **Emergency Situation:** In any and all emergency situation(s):
 1. Employees should immediately contact the proper authorities. (E.g. 911)
 2. Notify the office as soon as possible.
 3. The designated emergency contact should be notified as soon as possible by the office.
 4. Employee must complete the Incident Report and submit to the office.
 5. Office personnel will notify the caseworker or other appropriate personnel as soon as possible and submit proper documentation. (When applicable.)

6. Information regarding the incident will be kept in client file.
7. Follow up and report as necessary for closure to incident.

- **Non-Emergency Situation:**

1. Employee should report any incident and/or concerns to the office as soon as possible.
2. Complete Incident Report form and submit to the office.
3. Office personnel will notify the **case worker or other appropriate personnel** and submit proper documentation. (When applicable.)
4. Follow up as necessary for closure.

- **Incidents / Concerns That MUST be Reported**

Following is a partial list of possible concerns or incidents that should be reported. Please keep in mind that this is only a few of the possibilities and each incident or concern should be treated with respect.

- Unable to provide service for any reason
- Accident
- Illness
- Abnormal or sudden change in client behavior
- Unusual request by client
- Health risk
- Safety risk
- Medication error
- Suspect abuse of medications
- Suspect theft
- Suspect client abuse
- Lack of food/supplies in home
- Marks, scratches, bruises, etc. on client
- Suspect fraud against client
- Suspicious visitor(s)
- Repairs needed
- Complaint(s) by client

Always remember, "**When in doubt, check it out.**"

2.6.5 Failure of Client to Open Door

1. If the client does not answer the door, and the door is unlocked, the caregiver will:

- Enter the client's home, calling out his/her name;
- If client does not respond, check the house to determine if he/she is there;
- If the client is not at home, leave and close the door;
- Call the local office for assistance;
- Check with the neighbors to determine if they have any information regarding the client's whereabouts, and then advise the local office that:
 - The client is not home and provide the reason for his/her absence; or,
 - The client is not at home for unknown reasons.

2. If the client does not answer the door, and the caregiver cannot gain access, the caregiver will:

- Look through the letter box, windows, side and back of house and basement, etc., to determine if client can be seen;
- If the client cannot be seen, call the local office for assistance and the local office will:

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- Contact the client's emergency contact person to advise him/her that the client isn't home for the scheduled service; and, inquire to see if the client has any scheduled appointments, is hospitalized or has another reason for not being home;
 - If the emergency contact person is available, encourage him/her to contact the local law enforcement for assistance with entering the client's home;
 - If it is determined that the client is not home and is not lying sick or injured at home, notify all persons involved about the outcome.
- If the client cannot be seen, check with the neighbors to determine if they have any information regarding his/her whereabouts and/or if they have a key to the house; and,
 - If the neighbors do not have any information regarding the client's whereabouts or do not have a key, telephone the local office for further instructions.
- 3. If the caregiver can see the client lying on the floor and/or can determine that he/she is not responding, the caregiver will:**
- a. Call "911" following procedures outlined in the local office's policy on Client Emergencies;
 - b. Call the local office to report the incident and await further instructions;
 - c. Stay at client's home until help arrives; and,
 - d. Ensure house is secure when leaving.
- 4. If the caregiver finds the client apparently dead, the caregiver will:**
- a. Call "911";
 - b. Call the local office and await further instructions;
 - c. Remain at the client's home until assistance arrives;
 - d. Not touch anything at the client's home;
 - e. Ensure house is secure when leaving;
 - f. Complete the local office's Incident Report.
- 5. If the client is absent for a known reasons, the local office will give direction to the caregiver.**
- 6. If the client is absent for unknown reasons, the local office will:**
- Call the client's emergency contact person to advise him/her that the client isn't home for the scheduled service; and,
 - Inquire to see if the client has any scheduled appointments, is hospitalized or has another reason for not being home and leaving the door unlocked.

2.6.6 Required Best Practices When Working with Elderly

There are often several family members and/or friends involved with the client, each concerned with the care and welfare of that individual, and the Caregiver is placed in the sensitive position of caring for a vulnerable and dependent person. Therefore, the family could become suspicious of any employee action that appears questionable. If an employee conducts himself/herself in accordance with these policies a misunderstanding that could lead to claims of abuse, neglect, theft, or any type of criminal conduct can be limited.

The Agency Administrator and management team will cooperate fully with police or any investigating agency concerning allegations by a client or a client's family with regard to the wrongdoing of a Caregiver.

Note: Violation of these "Best Practices" is grounds for disciplinary action, up to and including termination. All employees can avoid being placed in a sensitive position by following the "Best Practices" listed below"

1. All scheduling is done through the office. Do not alter any schedules without first notifying the office. [*See scheduling policy.](#)
2. Assistance with financial affairs, such as bill paying, is provided only when it is in the care plan.
3. Be a patient listener. It will bring pleasure to your client if you are willing to listen as they reminisce.

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4. Be friendly and positive. A friendly and positive attitude along with a smile goes a long way toward developing and keeping a good relationship.
5. Be patient and understanding. You must be sensitive to the needs of your client. You are there to care for them.
6. Do NOT accept any gifts from a client. HH does recognize, however, that on some occasions (birthdays or holidays) a client may want to express appreciation or good wishes with a gift. If so, please inform the client that he/she must contact the office before you can accept any gift.
7. Do NOT accept any keys, including house, car, safe deposit box, etc. from a client unless you notify the Care Coordinator or other supervisor and have received approval.
8. Do NOT bring any unauthorized individual into the client's home. This means you may not bring your children, family members, friends or pets into the client's home during a scheduled assignment or when you are off duty.
9. Do not consume or use alcoholic beverages or drugs prior to your shift or while on duty. Violation of this policy will result in your immediate termination. The client's medication is for their use only. Do not take any prescription or non-prescription medication belonging to the client. *See *substance abuse policy*.
10. Do NOT discuss matters relating to a client's Last Will and Testament with the client or anyone. If a client asks you for advice, encourage the client to consult an attorney. Employees may NOT sign or witness any documents for the client such as checks or wills.
11. Do not give your home telephone number or address to any client. Even if you expect the client will want to contact you, do not give your number. They can contact you through the office. The Company never gives employee's home telephone numbers – for your protection.
12. Do not leave a client's home during your scheduled hours without notifying the office before you leave. You may leave only if you are doing so at the request of the client, and the health and safety of the client will not be jeopardized if you leave. Notify the office immediately if the client asks you to leave the premises.
13. Do not use the client's credit or charge privileges for any purpose. The unauthorized use of another person's charge account is illegal and could result in criminal charges.
14. Do not use the client's telephone for any personal calls unless an emergency arises.
15. Employees are not permitted to cut diabetic client's fingernails or toenails.
16. If you are required, in the course of your duties, to make purchases for the client, and the client provides you with cash for those purchases, you must use the client funds form and obtain receipts to account for all money spent. You must return these receipts to the client and get signatures as the form requires. If it is necessary for the client to write a check, the client must, in their own handwriting, make notation of the transaction on the face of the check (Example: groceries, medicine, etc.). There may be records kept of all money exchanged in some homes.
17. Never accept money from a client. This includes, but is not limited to, gifts or loans for any purpose. NOTE: This policy includes any form of payment for services. All payments must follow the Company's normal billing procedure.
18. Never discuss your hourly wage with clients or fellow employees.
19. Never discuss your personal problems with the client or their family. A health care worker should never develop a social relationship with the client or their family. Try to maintain a friendly, but professional relationship.
20. NEVER solicit or ask for any gift or item from the client's home, even if the item is scheduled to be donated to charity.
21. Never solicit money from clients for any school, social, church, political, volunteer or charitable organization.
22. Never Spend Time with Client off the Clock. Spending time with Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care Clients, off the clock, is strictly prohibited. You risk your own well-being by crossing a healthy boundary when visiting the clients off the clock.
23. At no time should a Client be taken to you or your families' home. Your family is not permitted in the client's home at any time. Noncompliance will result in immediate termination.
24. Put household objects in designated places. ALWAYS put items back where they came from especially with vision impaired clients. Misplaced items are not only difficult to find, but also may cause a safety hazard.

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25. Respect the confidentiality of your communication. Trust and respecting confidences are important values to many older people. (If it is something that may bring harm, of course, you must report it to the proper person.)
26. Respect the individual. Keep in mind all of our past experiences have made us who we are. There are many cultural and environmental differences that could exist between employees and clients. However, you can always find shared interests, understanding and values common to you and your client.
27. Respect the way they want things done. You are in their home and they may have a specific way they want things to be done. Please ask and follow their wishes within reason.
28. Transportation may be provided to **APPROVED** clients only. You MUST have a current copy of your driver's license and proof of insurance on file prior to providing transportation. Safety belts must be worn at all times. You may go with them if the client, client's family member or friend drives, or utilizes public transportation.
29. Under absolutely no circumstances are you to give out a client's telephone number. If your family needs to reach you, they can contact the office and a member of the office staff will contact you at the client's home.
30. You are expected to arrive on time for your scheduled shift. A client's welfare may depend on your promptness. If you are unable to be on time, you must contact the office so we can provide coverage for you. Do not contact the client directly. If you do not show up for work or notify the office of your inability to report to work, you will be subject to immediate termination. [*See Attendance Policy](#)
31. You are never allowed to sleep on any assignment – unless you are assigned to a sleep-over or live-in case. Sleeping while on duty will result in disciplinary action.
32. You are to perform only the duties or provide only the care included in your job description or designated in the Plan of Care or task sheet for the client to whom you are assigned. Call the office if you have any questions regarding your responsibilities.
33. You must immediately report to the office any incident in a home involving an accident or injury to the client or yourself. You must also report missing or lost personal property belonging to the client or yourself. Filing the proper reports can protect your interests as well as the client. **See incident reporting procedures.*
34. You must keep the client's affairs confidential and respect the client's privacy. Do not disclose or discuss with anyone (including the client's family members, unless they are responsible for the client) any personal or financial information regarding the client that you have learned through your position in his/her home. If you are not sure whether or not to disclose certain information to a responsible family member, contact the office. [*See Confidentiality Policy](#)
35. You must provide your own food and beverage while you are working in a client's home. The client's food is not for your consumption. The only exception to this policy is employees working as a Live-in, in which case, the client provides the meals.

2.6.7 Communication Tips For The Hearing Impaired

- Communicate face to face. Facial and body gestures are clues to what you are trying to communicate.
- Never cover your mouth, mumble or eat while speaking.
- Speak naturally. Shouting or speaking very loudly will distort the message. Speak more slowly and pronounce your words clearly.
- Never speak directly into a person's ear. This may distort your speech and will hide all visual cues.
- Position yourself to speak toward the person's better ear.

2.7 Solicitation

Employees are prohibited from soliciting (personally or via electronic mail) for membership, pledges, subscriptions, the collection of money or for any other unauthorized purpose anywhere on Cross Generational Home Health Care LCC property during work time, especially those of a partisan or political nature. "Work time" includes time spent in actual performance of job duties but does not include lunch periods or breaks. Non-working employees may not solicit or distribute to working employees. Persons HOME HELPERS® and the Home Helpers logo are registered trademarks of H.H. Franchising Systems, Inc. Each office is an independent licensed user of those trademarks. Proprietary and confidential property of H.H. Franchising Systems, Inc. are used under license.

who are not employed by Cross Generational Home Health Care LCC may not solicit or distribute literature on Cross Generational Home Health Care LCC's premises at any time for any reason.

Employees are prohibited from distributing, circulating, or posting (on bulletin boards, refrigerators, walls, etc.) literature, petitions, or other materials at any time for any purpose without the prior approval of the Agency Administrator or his/her designee.

2.8 Business Ethics And Conduct Policy

The successful business operation and reputation of Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. The continued success of Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is dependent upon our client's/customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care, and its clients/customers, to act in a way that will merit the continued trust and confidence of the public.

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct. In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care Agency Administrator for advice and consultation. Compliance with this policy of business ethics and conduct is the responsibility of every Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care employee.

Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

2.9 Personal, Interpersonal Relationships and Fraternization Within the Workplace

The employment of relatives or individuals involved in a dating relationship in the same Company may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from the outside environment can be carried over into the workplace/client's home.

For this policy, we define a relative as any person who is related to you by blood or marriage, or whose relationship with you is similar to that of a relative. We define a dating relationship as a relationship that might reasonably be expected to lead to a consensual "romantic" or "sexual" relationship.

Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care, (the Company) has no prohibition against hiring relatives or individuals involved in a dating relationship with current employees; however, we encourage a collegial and supportive atmosphere at work for all employees, and we are committed to monitoring situations in which the relationship exists in the same area (offices, client's home etc.). In case of actual or potential problems,

Cross Generational Home Health Care d/b/a Home Helpers Home Care reminds its employees that the following guidelines apply in their relations with other employees, both on and off duty:

- (1). This policy applies to all employees without regard to gender or sexual orientation of the individuals involved.
- (2). An employee may not directly work for a relative or supervise a relative. We also do not allow a person in a dating relationship to work for the other person in that relationship or to supervise the other person. Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care also reserves the right to take quick action if an actual or potential conflict of interest arises involving relatives or persons involved in a dating relationship who are in positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

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- (3). If two employees become relatives or start a dating relationship and one of them supervises the other, the one who is the supervisor is required to tell management about the relationship. We will then ask the two employees to decide which one of them is to be transferred to another available position. If they do not make that decision within 30 calendar days, Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care will decide which one will be transferred or, if necessary, terminated from employment.
- (4). There may also be situations when there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct reporting relationship or authority involved. In that case, we may separate the employees by reassignment or termination of employment. If you are in a close personal relationship with another employee, we ask that you avoid displays of affection or personal conversation at work.
- (5). Management/Supervisors should not engage in any form of relationship with a subordinate employee that could potentially have the appearance of creating or promoting favoritism or special treatment for the subordinate employee. In the event of such a relationship, the employees involved will be given the opportunity to choose which of them will be reassigned to an alternative position where favoritism or special treatment will not be an issue, or one or both employees may be subject to dismissal, depending upon the nature of the situation. All employees, especially managers, are reminded that the qualities of good judgment, discretion, and compliance with guidelines are all taken into account when considering future advancement opportunities and salary increases.
- (6). If a relationship or social activity between two or more employees:
 - (a). Has the potential or effect of involving the employees, their coworkers, or the company in any kind of dispute or conflict with other employees or third parties.
 - (b). Interferes with the work of any employee.
 - (c). Creates a harassing, demeaning, or hostile working environment for any employee.
 - (d). Disrupts the smooth and orderly flow of work within the office, or the delivery of services to the company's clients or customers.
 - (e). Harms the goodwill and reputation of the company among its customers or in the community at large; or
 - (f). Tends to place in doubt the reliability, trustworthiness, or sound judgment of the persons involved in the relationship, the employee(s) responsible for such problems will be subject to counseling and/or disciplinary action, up to and potentially including termination of employment, depending upon the circumstances.
- (7). Employees who conduct themselves in such a way that their actions and relationships with each other become the object of gossip among others in the office, or cause unfavorable publicity in the community, should be concerned that their conduct may be inconsistent with one or more of the above guidelines. In such a situation, the employees involved should request guidance from the Agency Administrator to discuss the possibility of a resolution that would avoid such problems. Depending upon the circumstances, failure to seek such guidance may be considered evidence of intent to conceal a violation of the policy and to hinder an investigation into the matter.

All employees of Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care have a responsibility to disclose any existing or potential conflict of interest which would affect business decisions or practices affecting Cross Generational Home Health Care, LLC d/b/a Home Helpers. Contact the Agency Administrator for additional information or questions regarding a "Conflict of Interest".

2.10 Conflict Of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflict of interest. This policy establishes only the framework within which Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care's Conflict of Interest Policy wishes the business to operate. The purpose of these guidelines is to provide general direction

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so that the employee can seek further clarification on issues related to the subject of acceptable standards. This policy also outlines the rules regarding conflict of interest and the responsibilities of employees and the company in resolving any such discrepancies.

This company conflict of interest policy applies to all prospective or current employees of the company, as well as independent contractors and persons acting on behalf of the company. If this is not clear to you or if you have questions about conflicts of interest, contact Human Resources or the Agency Administrator.

A). Policy Elements

- (1). The relationship of the company with its employees should be based on mutual trust. As the company is committed to preserve the interests of people under its employment, it expects them to act only towards its own fundamental interests.
- (2). Conflict of interest may occur whenever an employee's interest in a particular subject may lead them to actions, activities or relationships that undermine the company and may place it to disadvantage.
- (3). What is an employee conflict of interest?

This situation may take many different forms that include, but are not limited to, conflict of interest examples:

- Employees' ability to use their position with the company to their personal advantage
 - Employees engaging in activities that will bring direct or indirect profit to a competitor
 - Employees owning shares of a competitor's stock
 - Employees using connections obtained through the company for their own private purposes
 - Employees using company equipment, intranet etc, or means to support an external business
 - Employees acting in ways that may compromise the company's legality (e.g. taking bribes or bribing representatives of legal authorities)
- (4). The possibility that a conflict of interest may occur can be addressed and resolved before any actual damage is done. Therefore, when an employee understands or suspects that a conflict of interest exists, they should bring this matter to the attention of the Agency Administrator so corrective actions may be taken. Supervisors must also keep an eye on potential conflict of interests of their subordinates.
 - (5). The responsibility of resolving a conflict of interest starts from the immediate supervisor and may reach senior management. All conflicts of interest will be resolved as fairly as possible. Senior management has the responsibility of the final decision when a solution cannot be found.
 - (6). In general, employees are advised to refrain from letting personal and/or financial interests and external activities come into opposition with the company's fundamental interests.
 - (7). We do not automatically assume there is a conflict of interest. If you have a relationship with another party. However, if you have any influence on transactions involving purchases, contracts, or leases, you must tell Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care as soon as possible. By telling us, Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care that there is the possibility of an actual or potential conflict of interest, we can set up safeguards to protect everyone involved.
 - (8). The possibility for personal gain is not limited to situations where you or your relative has a significant ownership in a firm with which Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care does business. Personal gains can also result from situations where you or your relative receives a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealing involving Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care and its Clients.
 - (9). Employees and Management of Cross Generational Home Health Care, LLC d/b/a Home Helpers' are expected to follow the organization's Conflict of Interest Policy and other guidelines as outlined within the employee handbook, such as those related to non-acceptance of gifts and gratuities while providing services of Cross Generational Home Health Care, LLC d/b/a Home Helpers. Decisions made by Cross Generational Home Health Care, LLC d/b/a Home Helpers' employees and Management should be in the best interest of the organization and its Individuals.

B). Disciplinary Consequences. In cases when a conflict of interest is deliberately concealed or when a solution cannot be found, disciplinary action may be invoked up to and including termination.

2.11 Compliance With Laws And Regulations

Quality client care is a primary goal of all Cross Generational Home Health Care, LLC d/b/a Home Helpers' staff and contractors. Such care will be provided in accordance with all county, state, and federal regulations.

Providers of care will maintain compliance with federal, state, and county requirements governing their respective disciplines. Cross Generational Home Health Care, LLC d/b/a Home Helpers' personnel policies will indicate the expected requirements for these disciplines to practice with Cross Generational Home Health Care, LLC d/b/a Home Helpers.

Billing and client records must be detailed, accurate, and complete as required by government and regulatory standards. Billing practices of the organization will adhere to the fiscal policies of the organization. The provision of charity or reduced fee services will be guided by approved procedure and policy. Patients and staff are made aware of state and federal hotlines, the hours of service, and their purposes which are to receive complaints or questions about any and all home care agencies.

It is the responsibility of each employee of Cross Generational Home Health Care, LLC d/b/a Home Helpers' to assure their understanding of policies and procedures established for provision of care within expected regulations. Employees are expected to access organizational mechanisms such as policy and procedure manuals, communication with management, and with the Compliance Program Manager, (Kimberly Byrd) to improve their understanding so that compliance with all required laws and standards is adhered to at all times.

2.12 Immigration Law Compliance

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care within the past three (3) years, or if their previous I-9 is no longer retained or valid. Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Manager. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

2.13 Disability Accommodations

- Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is committed to complying fully with the Americans with Disabilities Amendments Act of 2008 (ADAAA) and ensuring equal opportunity in employment for qualified persons with disabilities who can perform the essential functions of their job with or without reasonable accommodation. If a qualified individual with a disability needs a reasonable accommodation in order to perform the essential functions of his/her job, he/she needs to make their request, in writing, to the Human Resources Manager. All employment practices and activities are conducted on a non-discriminatory basis.
- Our hiring procedures have been reviewed and they provide meaningful employment opportunities for persons with disabilities. When asked, we will make job applications available in alternative, accessible formats.
- We will also give assistance in completing the application. We only make pre-employment inquiries regarding an applicant's ability to perform the duties of the job.
- Reasonable accommodation is available to an employee with a disability when the disability affects the performance of job functions. We make our employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.
- Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in

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compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression. We make all types of leave of absences available to all employees on an equal basis.

- Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is also committed to not discriminating against any qualified employee or applicant because the person is related to or associated with a person with a disability.
- Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care will follow any state or local law that gives more protection to a person with a disability than the ADA gives.
- Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and any other applicable federal, state, and local laws.

The law also requires that covered entities provide qualified applicants and employees with disabilities with reasonable accommodations, unless such accommodations would impose an undue hardship on the employer.

In case of questions, please contact: Kimberly Byrd, President Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care Telephone number: (210) 313-8567.or email to: 58938@homehelpershomecare.com

2.14 Outside Employment

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care (the Company) respects your right or need to hold another job. The Company expects you to satisfactorily perform your Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care job and the other job cannot interfere with our scheduling or compete in any way with the services that this Company provides.

- Also, you may not get paid or get anything in return from a person/family member or client outside of your normal work hours with Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care job.
- You are NOT permitted to request employment/additional work from the client or the family members of the client.
- You are NOT permitted to work for any client, individual you have met while working at Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care privately or through any program for a period of 1 year after employment separation.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals or organizations for materials produced or services rendered while performing their jobs with Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care.

2.15 Employee Relations/Open Door Policy

We believe the work conditions, wages, and benefits we offer to Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care employees are competitive with those offered by other employers in this area and in this industry. An open-door policy means every manager's door is open to every employee. The purpose is to encourage open communication, feedback, and discussion about any matter of importance to an employee. Employees can take their workplace concerns, questions, or suggestions outside their own chain of command without worrying.

If you have concerns about work conditions, compensation and or any other question, we strongly encourage you to express these concerns openly and directly to your supervisor. Employees who believe that they have been treated unfairly or inappropriately in the workplace are also encouraged to take advantage of our open-door policy.

Tell your supervisor your problem. During this discussion, feel free to speak openly. Your supervisor's desire is to understand and aid in solving problems that arise at work. Generally, you and your supervisor will be able to resolve the problem. If the problem persists, or concerns the applicable supervisor, please schedule a meeting with the Agency Administrator (immediately) and if unable to schedule a meeting, call the Agency Administrator at (210) 313-8567. All employees can contact the Agency Administrator directly without fear or retaliation.

Our experience has shown when employees deal openly and directly with management, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care fully demonstrates its commitment to employees by responding efficiently to employee concerns. You can also visit our offices personally.

2.16 Confidentiality and Nondisclosure

As a condition of employment, Cross Generational Home Health Care LLC employees are required to protect the confidentiality of Company trade secrets, proprietary information, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that employees are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your supervisors, Human Resources and the Agency Administrator.

Violation of this policy may result in disciplinary action up to and including termination and may subject the violator to civil liability.

Confidential information includes, but is not limited to, the following examples:

- Computer Processes
- Computer Programs And Codes
- Customer Lists
- Customer Preferences
- Financial Information
- Labor Relations Strategies
- Marketing Strategies
- New Materials Research
- Proprietary Production Processes
- Research And Development Strategies
- Technological Data
- Technological Prototypes

If you improperly use or disclose a trade secret or confidential business information, you will be subject to disciplinary action, up to and including termination of employment and further legal action. This applies even if you do not get any benefit from it.



You will be asked to sign a non-disclosure agreement as a condition of your employment. The form is located in the "Personnel Forms" Packet. You are required to read, sign and return the Non-Disclosure Agreement and Confidentiality Agreement form to the Agency Administrator via fax (817)873-5001 or scan as a pdf and email to kbyrd@homehelpershomecare.com.

2.17 Company Policy and Procedures Manual – Acknowledgment Receipt

The Cross Generational Home Health Care LCC, d/b/a Home Helpers Home Care ("Agency") "Policies and Procedures" Manual includes our company's best practices, our core business process descriptions, and the policies/specific methods and standards for how work MUST be performed in alignment with Health and Human Services (HHS), Licensing Standards For Home And Community Support Services Agencies. All employees MUST familiarize themselves with the applicable rules of [26 TAC 558](#) identified in the Company Policy and Procedures Manual and relative to Personal Assistance Services (PAS) performed by this Agency.

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The Agency Administrator shall ensure that the manual is printed and placed in a three-ring binder, placed in a folder and on a network share drive, and published. The manual shall be available in each of these formats. If you're unable to locate the manual, contact the Agency Administrator.

During Orientation, you will be asked to sign an "Attestation Form" confirming that you have read and reviewed the policies and procedures which are required on an ongoing basis as an employee of Cross Generational Home Health Care LLC.

When the "Manual" is modified, the Agency Administrator will automatically route new and updated policies and procedures to all employees via email.



You are required to familiarize yourself with the "Company Policy and Procedures Manual", specific to Texas Health and Human Services (HHS). Ask questions if needed and upon completion, obtain the "Personnel Forms" Packet, review, sign and return ALL "Acknowledgment Receipt" & Signatory Forms.

Submit the forms to the Agency Administrator via fax (817)873-5001 or scan as a pdf and email to kbyrd@homehelpershomecare.com. You can also return the forms in hardcopy format.

2.18 Employee Handbook - Acknowledgment Receipt

Because the employee handbook outlines the policies and guidelines of the Company, acknowledging receipt of it is an important part of the employment process for Cross Generational Home Health Care LLC. The purpose of a signed acknowledgment is to demonstrate that the employee not only has received the handbook but also is responsible for knowing the information contained within the handbook.



Read the entire Handbook and ask questions if needed. Upon completion, review, sign and return the "Acknowledgment Receipt" for the "Employee Handbook", located in the Appendices.

Submit the form to the Agency Administrator via fax (817)873-5001 or scan as a pdf and email to kbyrd@homehelpershomecare.com. You can also return the form in hardcopy format.

2.19 Other Policies and Plan - Acknowledgment Receipt

You are required to familiarize yourself with other Company policies and procedures (listed below). Ask questions if needed and upon completion, obtain the "Personnel Forms" Packet, review, sign and return ALL "Acknowledgment Receipt" & Signatory Forms. Submit the forms to the Agency Administrator via fax (817)873-5001 or scan as a pdf and email to kbyrd@homehelpershomecare.com. You can also return the forms in hardcopy format.

- (a). The Company Policies and Procedures Manual, Specific to Title 26. Health and Human Services, Part 1. Texas Health and Human Services Commission, Chapter 558. Licensing Standards for Home and Community Support Services Agencies
- (b). Communicable Disease Policy
- (c). Emergency Preparedness and Response Plan (EPRP)
- (d). Exposure Control Plan
- (e). Quality Assessment & Performance Improvement (QAPI) Plan

3.0 EMPLOYMENT STATUS & RECORDS

3.1 Employment Application

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsification, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or if the person has been hired, termination of employment.

3.2 Employment Categories

It is the intent of Cross Generational Home Health Care LLC to clarify the definitions of employment classifications so that employees understand their employment status and benefits eligibility. All employees of Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care are employees whose jobs are governed by the [Fair Labor Standards Act \(FLSA\)](#) are classified and categorized as follows:

- Classifications:
 - Exempt Employees: An Exempt Employee is an employee who is paid on a salary basis and meets the qualifications for exemption from the overtime requirements of the Fair Labor Standards Act ("FLSA").
 - Nonexempt Employees: A Non-Exempt Employee is an employee who is paid an hourly rate and does not meet the qualifications for exemption from the overtime requirements of the Fair Labor Standards Act ("FLSA"). For Non-Exempt Employees, an accurate record of hours worked must be maintained.
- Cross Generational Home Health Care LLC will compensate non-exempt employees in accordance with applicable federal and state law and regulations.
- Employment classifications do not guarantee employment with Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care for any specific period of time. You became an employee at Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care voluntarily and your employment is at will.

- Categories

In addition to the employee classifications listed above, employees are grouped into an applicable category.

- Probationary Employee: Newly hired employees are considered to be in a probationary period for the first 90 days of employment. An employee being evaluated to determine whether further employment in a specific position with Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is appropriate.
- Regular Full-Time Employee: Employees who work a full-time schedule of at least 35 hours per week. Generally, they are eligible for Cross Generational Home Health Care LLC 's standard benefit package, subject to the terms, conditions, and limitations of each benefit program.
- Regular Part-Time Employee: Employees who work less than the 35 hours per week but no less than 17 ½ hours per week. Part-time employees may be eligible for some benefits sponsored by Cross Generational Home Health Care LLC 's, subject to the terms, conditions, and limitations of each benefit program.)
- Each employee is notified at the time of hire of his or her specific compensation category and exempt or non-exempt status.

PLEASE NOTE: These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and Cross Generational Home Health Care LLC.

3.3 Probationary Period

The first ninety (90) days of employment is for newly hired employees or employees who have been promoted or transferred into new positions is considered the probationary period.

The purpose of the 90-day probationary period at the beginning of your employment is for both you and the office staff to determine whether you are able to satisfactorily perform the duties of the job. It is expected that you will carefully evaluate if your employment needs are being met and to be sure you wish to continue employment with the Company. Our expectations of you as an employee will be that you will demonstrate your best abilities, be cooperative, reliable, and dependable.

The "Employment At-Will" principle and Cross Generational Home Health Care LLC d/b/a Home Helpers' standards and policies continue to govern all employees during and after the probationary period.

Unsatisfactory Performance

The Company will carefully scrutinize an employee's performance during this probationary period and may terminate employment at any time during the 90-day probationary period at the sole discretion of the Company for reasons including but not limited to:

- General unsuitability for the position
- If the employee commits the same or another violation
- One or more days of "No Call and No Show"
- Unsatisfactory performance or conduct
- Unsatisfactory progress
- Violation of Company policies/procedures
- Workplace Intimidation, harassment & Threats
- Extortion
- Falsifying any/and all new applicant and employee documentation, applications, financial forms etc.

Supervisors and Human Resources must contact the Agency Administrator Human Resources prior to employment termination or transfer to a new position.

Probationary Evaluation

Prior to the end of the 90-day probationary period, supervisors will assess if new or newly transferred employees can successfully perform the essential functions for their position. Supervisors are encouraged to work with the Human Resources Department if/when necessary to determine the appropriate course of action prior to the end of the probationary period.

Extending Probationary Period

Supervisors will work with employees throughout the probationary period to assess if they are able to effectively perform the position's essential functions. Under special circumstances a supervisor may choose to extend the probationary period to provide more time for the employees to demonstrate their abilities. Supervisors are encouraged to consult with Human Resources at least one week prior to the end of employees' probationary period to determine if an extension is warranted.

If it is determined that the introductory period will be extended, the employee will be notified on or before the expiration of the first 90 calendar days. Prior to the end of the probationary extension, supervisors are encouraged to consult Human Resources to determine the appropriate course of action based on the employee's progress during the extension period. If the employee has successfully completed the extended probationary period, the supervisor should complete and return the full Staff Probationary Evaluation referenced above.

Benefits

During the initial probationary period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. Employees should read the information for each specific benefits program for the details on eligibility requirements. Employees may also contact the Human Resources Department for benefits information or clarification.

Employee benefits eligibility and employment status do not change during a secondary probationary period due to a promotion or transfer.

PLEASE NOTE: Both the employee and Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care have the right to terminate employment at-will, at any time during or after the probationary period, with or without cause or advance notice. Completion of the Probationary Period is not a guarantee of continued employment and does not change the at-will nature of the employment relationship.

3.4 Performance Evaluations

We encourage you and your supervisor to discuss job performance and goals on an informal, week-to-week basis. Formal performance evaluations are done at the end of your probationary period for any new job. The probationary period is a time for you and your supervisor to talk about your job responsibilities and the performance requirements of the job. In addition, you and your supervisor will have formal performance annual or as needed evaluations to discuss your work and goals, to identify and correct weaknesses, and to encourage and recognize your strengths.

- **Performance Reviews:**

- Each employee shall receive a (90) ninety-day review unless employment is terminated prior to the end of the (90) ninety-day probationary period.
- Annual Performance Evaluations are done every 12 months around the time of the anniversary of your original hire date. During every annual Performance Review, each caregiver may be required to take and pass a caregiver competency test, as well as any other compliance requirements per policy.
- Accurate documentation regarding performance is kept for each employee and documentation is direct, factual, and detail-oriented to support disciplinary or other personnel decisions.

- **Measuring Performance:**

- Systems for measuring performance are in place (e.g., based on specific job-related functions and criteria set forth in the employee's job description).
- Job expectations and responsibilities are clearly communicated to employees, including the conduct and results required and the performance standards by which they will be measured.
- Employee job descriptions are reviewed and updated at least annually.

- **Wage Review:**

- A wage review will be conducted after one (1) year of service and management does not guarantee wage increases at any particular time.

- **Pay Increase & Bonus:**

- Pay increases or bonuses aren't guaranteed; however, we encourage managers to recommend rewards for their team members when they deserve them. There won't be any forced ranking or other comparison between employees, as our goal is to help all employees improve and develop their careers.
- We may give merit -based pay adjustments to employees to recognize truly superior employee performance. These adjustments are based on a number of factors including the information documented by the formal performance evaluations, attendance, attitude, Client feedback, and any additional sources of information available.

- **Training:**

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- Training and development opportunities will be available for all employees year long.
- If managers identify an employees' training needs in a specific area, they can discuss this with the employee during performance reviews. That way, they can set up an improvement plan. We encourage managers to discuss future career moves with their team members, so they can determine what type of training is appropriate.

3.5 Access To Personnel Files

Cross Generational Home Health Care maintains a personnel file on all employees. These files are confidentially stored and maintained in a locked storage. The Personnel files are the property of Cross Generational Home Health Care, LLC d/b/a Home Helpers. Because personnel files contain confidential information, the only people who can view them are people with a legitimate business reason.

Refer to The Company Policy and Procedure Manual, §558.246 - Personnel Records

Access to Personnel Files is restricted. Generally, only supervisors and management staff of Cross Generational Home Health Care who have a legitimate NEED TO KNOW/reason are allowed to review information in an HR file.

- Employees who would like to review their personnel file must make a written request and submit it to the office. Employees will be permitted to inspect their personnel file within two (2) weeks of the date that the Request Form is received.
 - The inspection of a personnel file will take place either before or after the employee's normal work hours at a location designated by the Agency Administrator and MUST be in the presence of the Agency Administrator and/or a HR representative.
 - An employee may not photocopy any part of a personnel file; however, an employee may take notes on what is in the personnel file.
 - Employee are NOT entitled to have any document inserted in their personnel file, including any response to anything the employee reads in their personnel file.
 - Employees are NOT permitted to alter his/her personnel file.
 - Only current employees can access these files.

3.6 Salary Administration

We have a salary administration program at Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care. The salary administration program helps us have consistent pay practices, comply with federal and state laws, support our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market.

We are committed to paying equitable wages that are based on the requirements and responsibilities of each position. We also try to pay wages that are comparable to the wages paid to employees in similar jobs in other organizations in the area.

Compensation for each position is based on several factors. The factors include the essential duties and responsibilities of the job, and salary survey data (how other employers pay their employees). We periodically review our salary administration program and change it as necessary.

We may give merit -based pay adjustments to some employees to recognize superior employee performance. These adjustments are based on a number of factors including the information documented by the formal performance evaluations. We may give incentive bonuses depending on the overall profitability of Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care and based on each employee's individual contributions to the Cross Generational Home Health Care, LLC d/b/a Home Helpers.

If you have a question about compensation for your position, talk with your supervisor or the Agency Administrator. If you have a question about Cross Generational Home Health Care, LLC d/b/a Home Helpers' salary administration, contact the Human Resources Department or the Agency Administrator.

3.7 Position/Job Description

Cross Generational Home Health Care LLC d/b/a makes every effort to create and maintain accurate job descriptions for all positions. Each description includes the following sections: general information, a position summary section (giving a general overview of the job's purpose), principal accountabilities and essential functions, physical requirements, qualifications (education, work experience, knowledge areas and skills).

Cross Generational Home Health Care LLC maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. The Agency Administrator shall have discretion to modify the job description to meet the needs of Cross Generational Home Health Care LLC. Contact your supervisor or the Human Resources department/Agency Administrator if you have any questions or concerns about your job description.

3.8 Caregiver And/Or Support Staff Job Duties

Every client that we provide care to is different. Therefore, job duties and responsibilities differ dramatically from Individual to Individual. During the initial consultation with an Individual, a Cross Generational Home Health Care LLC d/b/a Home Helpers Home representative will complete a Care Plan which identifies the specific duties required for that Individual.

- A copy of the Individual care plan is kept in the Client's home and at the office. The care plan and additional individual details are available via the caregiver APP or portal.
- Notes from the family and case managers are also provided.
- Each care plan is updated at least 4 times per year.
- It is a caregiver's responsibility to obtain and review the Individual care plan prior to a scheduled shift,
- The duties which you are expected to perform, are outlined on the care plans include, but are not limited to:
 - Personal Care - assist with bathing (shower, tub, bed-bath, sponge-bath), dressing, skin care, hair care, toileting, incontinent care, daily perineal care, oral care, assistance/application of ted hose, etc.
 - Light housekeeping- Cleaning floors, vacuuming carpet, surface cleaning of bathrooms and furniture, etc.
 - Pet Care- putting food and water down for a pet, the ONLY pet care allowed. Do not walk dogs!
 - Meal preparation -- Cooking a complete; nutritionally balanced meal for the client based on their individual requirements.
 - Transportation -Transportation of Clients is only done under specific circumstances and with prior authorization and instruction from the office staff. Each time a caregiver leaves a home the caregiver MUST call prior to leaving and on return. If the caregiver's automobile is used, mileage reimbursement will be paid. Transportation of a Client without prior authorization from the office is strictly prohibited. Caregivers are not permitted to just ride along with a Client in the Client's vehicle, you are still required to contact (your supervisor) prior to transporting a client.
 - Laundry - washing of client's clothes, towels and stripping the client bed, washing bed linen and remaking the bed.
 - Errand services- only with prior authorization from the office. Use of credit cards, debit cards, or Access cards is strictly prohibited and grounds for immediate termination. Again, you must call the office before leaving and on return.
 - Companionship care - visiting and talking with the client, reading, listening to music, taking them on walks, etc. -

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Fill in any left-over time allocated with companion care. Do not leave your shift.

- Daily documentation -All duties performed must be documented on a shift and daily basis. If you do not document it, it didn't happen, or you didn't do it. Documenting all duties performed or assisted with is important standard procedure and is required. Lack of documentation will result in disciplinary action.

3.8.1 Caregiver Job Duty Restrictions

The following duties are tasks caregivers are not permitted to perform. If the client/family members request the caregiver to perform any of these tasks, the caregiver should contact the office immediately. We will work with the client/family/case managers to find a solution. Our goal is to ensure client needs are met and caregivers are supported in maintaining the boundaries of caregiver responsibilities. If the client/family would like to make a change in their care plan encourage them to speak directly with their case manager, or Cross Generational Home Health Care, LLC Agency Administrator/Clinical Care Coordinator.

3.8.2 Medication

- Employees/Caregivers MUST never Provide any "skilled" services (*that require a license*)
- Employees/Caregivers May assist with medication reminders if the client, family member, or qualified professional has already placed medication into the medication dispenser
 - The medication dispenser must be labeled as to the day of week and time of day that each medication shall be given.
 - Verbal prompting and opening of the medication dispenser is allowed
- There are strict laws regarding the administration of drugs and medications. Caregivers/Employees MUST never:
 - Apply medicated lotions to client's skin
 - Distribute or administer any medications, basic first aid only.
 - Give injections (we may assist the clients, i.e. pinching skin, steadying hand or holding Pen that client can adjust dosage)
 - Give prescription eye drops (we may assist with over the counter eye-drops)
 - Perform any other actions prohibited by policy or province/territory law
 - Perform medication set-up for a client
 - Take medications from prescription bottles or directly hand medications to a client

3.8.3 Personal Care

- NO WOUND CARE OF ANY KIND
- NO Clipping finger or toenails (painting or filing is OK)
- Shaving with a razor is NOT permitted. ELECTRIC SHAVERS ONLY
- Use a hair dryer for drying hair only on the head
- DO NOT use Q-tips in client ears.
- DO NOT apply perfume lotions to skin folds/ belly/under the breast area or between toes.
- May not change dressings before or after a bath. This must be done by a licensed professional.
- May not assist or apply any prescription compression wrap or other prescription articles of clothing
- Never applying medicine patches- this includes cardiac and pain patches, as well as ANY OTHER medicated patch

3.8.4 Home Support

- DO NOT scrub the floors on your hands and knees. Scrub floors using a mop or Swiffer.
- DO NOT scrub walls and baseboards

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- DO NOT scrub whole carpets
- DO NOT Wash all the windows in a house, but washing a few where individuals sit is fine
- DO NOT provide pet care, such as walking, bathing, clipping, medications.
- DO NOT Clean-living areas not used by client (if they do not go upstairs, caregivers don't go upstairs)
- DO NOT Wash excessive laundry that is not the clients. If you are requested to do family laundry, notify the office
- DO NOT do outside yard work including mowing grass, pulling weeds, raking leaves
- DO NOT Shovel snow (can use a broom to sweep steps for safety)
- DO NOT Use a ladder
- DO NOT Purchase alcohol, tobacco products, or lottery tickets. Individuals can go and purchase these products themselves with your assistance
- DO NOT Do Banking of ANY kind, including writing checks, making deposits, withdrawals, reconciling check book. Any access to or assistance with banking information will result in immediate termination.

Supervisors are available 24/7 to answer any questions a family or client might have about these restrictions. Call (817)600-5393 or contact the Agency Administrator @ (210)313-8567.

3.8.5 Lifting

Safety is foremost and will help you make good decisions regarding the care of your client. All clients are on fall precautions. Client specific safety precautions will be covered during your orientation and training.

During the initial visit with the nurse, the safest way to transfer a client will be assessed and determined. Equipment such as gait belts, Hoyer Lifts etc. will be utilized as necessary. At no time under no circumstances are you to lift a client.

3.8.6 Legal of Financial Matters

Caregivers Must Never:

- Become the Power of Attorney for A Client, specifically, act for another person in specified or all legal or financial matters.
- Be engaged in any financial transaction involving a client

3.9 Client Emergencies

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care provides only non-medical assistance to its Clients. In the event of an emergency, you must follow these procedures immediately:

- Call 911 for emergency assistance.
- You are not permitted to administer medical assistance of any kind. You are trained to provide basic first aid until help arrives.
- After calling 911 for emergency assistance, call the office immediately and inform them of the situation. The office will be responsible for contacting Client's case managers, responsible parties, family members, etc. You will be asked many questions. Don't panic just answer the best you can.
- There are strict laws regarding the administration of drugs and medications. You are not permitted to distribute or administer any medications, basic first aid ONLY.

3.10 Personnel Data Changes

- (a). It is the responsibility of each employee to notify HR Department/Agency Administrator of any changes in personal status that change benefits enrollment or contact information on a timely basis.
- (b). Relevant changes in status include:

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- Change in address
 - Change in beneficiary
 - Change in dependents
 - Change in employment status
 - Change in marital status
 - Change in tax withholding
 - Emergency contact
 - If you have a Name Change, you Must supply a copy of your new Social Security Card and marriage license (if applicable) before the change can be made.
 - Name change
- (c). Employees may update their benefit information within 30 days after the change (listed above), at any time during the year by submitting a completed documentation. Please contact the Agency Administrator to obtain copies of the required change.
- (d). A copy of all forms will be kept on record in your Personnel File; however, the employee is responsible for keeping a copy of any changes and verifying that the change has been executed as requested, such as through paycheck advices and mailings.

4.0 EMPLOYEE BENEFITS & INSURANCE

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care gives eligible employees many benefits. Some benefits are required by law and cover all employees.

- The legally required benefits include Social Security, workers' compensation, state disability, and unemployment insurance.
- There are several factors that decide if you are eligible for a benefit. One important factor is your employment classification.

4.1 Health and Life Insurance

Medical Insurance

Cross Generational Home Health Care Does Not provide medical insurance at the present time. This insurance will be offered once the Company's has at least 50 full-time equivalent employees.

Texas Department of Insurance, Small employers can choose whether to offer health insurance to their employees. Texas insurance law defines a small employer as a business with two to 50 employees, regardless of how many hours the employees work. Businesses with fewer than 50 full-time equivalent employees don't have to pay a penalty for not providing health insurance.

4.2 Social Security and Medicare

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care participates in the provisions of the Social Security, Medicare and Medicaid programs. Employees' contributions are deducted from each paycheck and Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care contributes at the applicable wage base as established by federal law.

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care shall pay the required amount into your Social Security aka Old Age, Survivor & Disability Income (OASDI) and Medicare accounts. Your portion is withheld from your paycheck and forwarded to Social Security as required by law. As of 2020, the Social Security tax rate is 12.4%. Half of the tax, or 6.2%, is paid by the employer, and the employee is responsible for paying the other half, or 6.2%. [more](#)

4.3 Workmen's Compensation

Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care is a Workers' Compensation subscriber and shall provide this type of insurance at no cost to all employees in case of an injury, illness or death caused by your employment. This coverage provides partial payment of your salary as well as medical treatment, death benefits and certain other benefits.

The State of Texas' Workers' Compensation Act in Texas Labor Code, Title 5, outlines the provisions of the state's workers' comp program. Under provisions of the Workers Compensation Act of the State of Texas Sec. 406.002. An employer may elect to provide workers' compensation coverage.

All work-related injuries and illnesses must be reported to your supervisor immediately (or within 24 hours), so that accident reports and other necessary forms can be completed in a timely manner. If the injury requires medical attention, the Agency Administrator will provide authorization for you to visit a nearby clinic on the network of providers of the workers' compensation insurance carrier.

If the injury or illness results in an immediate hospitalization, your benefits will begin the first day you are unable to work. If you are not hospitalized, there is a three-day waiting period. To provide salary continuation, you can authorize the use of your available sick and vacation time to be coordinated with your Workers' Compensation payments.

For claim forms please contact the Agency Administrator @ (817) 873-5102 or (210) 313-8567. The Administrator will ensure that you download the correct workers' compensation employee form, Form DWC041, titled "Employee's Claim for Compensation for a Work-Related Injury or Occupational Disease."

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You are required to review and acknowledge receipt of the “New Employee Worker’s Compensation Notice” listed in the “Personnel Forms” Document.

4.4 Family and Medical Leave Act (FMLA)

FMLA

As a small business with fewer than 50 employees, Cross Generational Home Health Care is EXEMPT and Does Not provide Family Medical Leave at the present time. This insurance will be offered once the Company’s has at least 50 full-time equivalent employees.

[U.S. Department of Labor](#). Texas employers must comply with the FMLA if they have at least 50 employees.

4.5 Emergency Paid Sick Leave Policy (COVID-19)

COVID-19 Sick Leave

As a small business with fewer than 50 employees, Cross Generational Home Health Care is EXEMPT and Does Not provide COVID-19 Paid Sick Time. This insurance will be offered once the Company’s has at least 50 full-time equivalent employees.

[U.S. Department of Labor](#). Texas employers must comply with the FMLA if they have at least 50 employees.

4.6 Holidays

The following are recognized holidays and the days on which the Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care “Office” is closed to observe them.

RECOGNIZED HOLIDAY	DATE
New Year’s Day	January 1
Martin Luther King, Jr.’s Birthday	3rd Monday in January
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1st Monday in September
Thanksgiving Day	4th Thursday in November
Christmas Day	December 25

Note: [See the current year’s actual holiday dates.](#)

If you work on a recognized holiday your compensation will be one and a half times your normal hourly rate. Holiday time off will be granted on a first asked and/or rotating basis. There is no additional overtime pay on a Holiday. Please keep in mind that some people need help every day.

Special requests for time off will only be considered if the Caregiver submits the request in writing at least thirty (30) days prior to the date in question. Schedules will be arranged to meet the client's needs approximately 2 weeks in advance of a holiday. Bear in mind that our clients' needs come first and that we may not be able to honor your request in some circumstances. Do not direct requests for time off directly to your client unless authorized to do so by your Supervisor.

4.7 Paid Time Off (PTO) Policy

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care provides Paid Time Off (PTO) to eligible employees. Paid time off (PTO) is the company's provided benefit where an employee is allotted an amount of time paid time which may be used for vacation, sick, or personal time at their discretion. The company shall require employees to accrue PTO based on time worked.

- PTO combines traditional vacation and sick leave plans into one flexible, PTO policy.
- During the first 90 days of employment full- and part-time employees will not earn PTO; PTO starts accruing, after the 90-day probationary period.
- The Amount of PTO you receive depends on the number of hours you work. The schedule for accruing PTO is as follows:
 - 15 minutes or (.25 hours) of PTO is earned for every hour over 35 hours worked in a week.
 - A max of 3 PTO hours can be earned per a (bi-weekly pay period).
 - At Cross Generational Home Health Care LLC, we have a bi-weekly pay period. Employees receive 26 paychecks per year.
 - PTO is paid at your regular pay rate and is not subject to overtime.
 - If an employee calls off, he/she forfeits any PTO that can be earned during that pay period. (Saturday through Friday).
 - Employees may not take less than one (1) hour of PTO at a time.
- **Use and Scheduling of PTO:** We understand that unscheduled emergencies, and absences occasionally happen; however, when possible, PTO MUST scheduled at least 2 weeks in advance. You must use PTO when taking time off from work for any reason, and PTO can be taken in increments as low as one hour. All PTO requests are subject to your supervisor's approval as well as team or Company staffing needs.
- **Requesting PTO per Work Schedule:** You must use your PTO hours according to your normal workday. For example, if you work an eight-hour day and need to take off a full day, you must request eight hours of PTO.
- **Advance PTO:** Employees cannot borrow against your PTO bank; advance leave is not allowed.
- **Payment upon Termination:** Employees will be paid for all PTO hours you accumulated but did not use if you resign, from the company. Employees who give two weeks' notice of employment termination must work the two weeks without utilizing PTO. If you are terminated from the company, you forfeit all existing or future PTO.
- **Cash Out:** In December of each year, employees will receive the option to elect to cash out a portion of their PTO earned in the following calendar year. Employees may cash out up to a maximum of 80 hours providing that at least 40 hours of leave remain to cover unanticipated absences. The cash out will be paid at 80 percent of the employee's current base rate of pay.
- **PTO Exceptions:** Religious holidays, jury duty, military leave, and bereavement are covered under separate policies and do not take from your PTO.

4.8 Bereavement Leave Policy

The Bereavement Leave Policy establishes uniform guidelines for providing paid time off to employees for absences related to the death of immediate family members and fellow employees of Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care. All employees are eligible for benefits under this policy.

- **Procedures**

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- An employee who wishes to take time off due to the death of an immediate family member should notify his or her supervisor as soon as possible. If an employee leaves work early on the day he or she is notified of the death, that day will not count as bereavement leave.
- In addition to bereavement leave, an employee may, with his or her supervisor's approval, use any available vacation for additional approved time off as necessary. Employees under discipline for attendance issues may be required to provide documentation with regard to their bereavement leave.
- Bereavement pay is calculated based on the base pay rate at the time of absence, and it will not include any special forms of compensation, such as incentives, commissions, bonuses, overtime or shift differentials.
- Days off in addition to those specified above for immediate or extended family members are also subject to management/Human Resources approval and will be charged against available earned vacation days.
- Employees are allowed up to three consecutive days off from regularly scheduled duty with regular pay in the event of the death of the employee's spouse, domestic partner, child, stepchild, parent, stepparent, father-in-law, mother, mother-in-law, son-in-law, daughter-in-law, brother, sister, grandparent, grandchild or spouse's parents or grandparents, or an adult who stood in loco parentis to the employee during childhood.
- Employees are allowed one day off from regular scheduled duty with regular pay in the event of death of the employee's brother-in-law, sister-in-law, aunt, or uncle, cousin, nephew, or niece.
- Employees are allowed up to three hours of bereavement leave to attend the funeral of a fellow regular employee of the company, provided such absence from duty will not interfere with normal operations of the company.
- Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care reserves the right to evaluate each situation independently.

4.9 Jury Duty Policy

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care encourages employees to fulfill their civic responsibilities by serving jury duty when required.

If you are classified as "Exempt", you will not incur any deduction in pay for a partial week's absence due to jury duty. Employees appearing in their own case as a plaintiff or defendant or for a non subpoenaed court appearance will not receive paid time off.

If you are classified as Non-Exempt", you Will Not be compensated for time spent on jury duty. You may opt to use Paid Time Off (PTO) or unpaid time for such instances.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law. If it is determined that the employee's absence would create serious operational challenges, the Company or employee may request to be excused from jury duty.

Texas law does not currently require that jury duty leave be paid, except for those who are salaried exempt employees (see below). A bill that would have required employers to pay \$40 of jury duty pay for the first day of jury service did not pass during the 81st general session of the Texas Legislature in 2009. The general rule under both Texas and federal law is that an employer does not need to pay for time not worked. That would include time spent on jury duty.

See http://www.co.travis.tx.us/district_clerk/jury/E2.asp for one Texas county's explanation regarding jury duty pay.

4.10 Military Leave Of Absence Policy

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is committed to protecting the job rights of employees absent on military leave and follows guidelines established by the Uniformed Services Employment and

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Reemployment Rights Act (USERRA). Employees serving in all branches of the military are authorized to take unpaid leave as needed, to enable them to fulfill their military obligation. If possible, these employees are required to provide notice as far out in advance that is reasonable under their circumstances.

As laws or interpretations of laws change, military leave benefits for Company employees may change accordingly. This policy does not attempt to cover all possible situations or circumstances that may occur if/when an employee is ordered to active duty. Therefore, employees should consult with the Human Resources department for current and complete details regarding their military leave rights.

Employees or prospective employees will be not discriminated against in matters related to employment, reemployment, promotion, or any other employment related benefit due to membership or obligation to service in any of the Uniformed Services of the United States.

4.11 Witness Leave Policy

Cross Generational Home Health Care LLC realizes that, on occasion, employees may be subpoenaed to appear in a civil, criminal, legislative, or administrative proceeding. In such cases, you will be provided unpaid leave to attend. Notify your supervisors as soon as possible to make scheduling arrangements. You may opt to use Paid Time Off (PTO) in place of unpaid leave.

The Company reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

4.12 Voting Leave Policy

If your work schedule prevents you from voting on Election Day, Cross Generational Home Health Care LLC will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your supervisors, consistent with applicable legal requirements.

4.13 Mileage Reimbursement Policy

When employees incur mileage expenses in the course of their duties, the agency will reimburse those expenses provided the employee obtained prior approval for the expense. A supervisor must review and approve all expenses prior to submission to the payroll department.

The purpose of this policy is to adequately document the business purpose for mileage reimbursement and to comply with IRS regulations regarding adequate accounting for employee reimbursed expenses. Please be advised that as of January 1, 2020-in accordance with IRS guidelines-the reimbursement rate for use of personal vehicles for business travel is 57.5 cents per mile driven reduced from 58 cents for 2019. Refer to <https://www.irs.gov/newsroom/irs-issues-standard-mileage-rates-for-2020>.

Note: This rate does not apply to the use of company owned or leased vehicles assigned to employees. All employees are eligible for mileage reimbursement.



Note: You MUST read and review the [Agency Program Automobile and Driving Policy](#) prior to transporting a client or using your personal vehicle to conduct company business.

- (1). Employees MUST obtain his/her supervisor approval before incurring any sort of expense, including mileage. Supervisors Must review and approve all expenses prior to reimbursement.
- (2). Calculating and Reporting Travel Time: You are responsible for accurately tracking, calculating, and reporting your mileage/travel time. Mileage/travel time should be calculated by rounding up to the nearest quarter hour.

- (3). **Recording Expense & Mileage:** All expenses must be recorded on the "ClearCare Go App" with the client's initials. To be reimbursed, employees must submit a mileage report form to their supervisor who will submit it to payroll. To fill out the form accurately the following must be completed:
- (a). Employee Name
 - (b). Date(s)
 - (c). Location(s) to and from – each location and/or client home must be a separate line and include the address or initials of the client.
 - (d). Total mileage per day
 - (e). Staff only or with client must be checked
 - (f). Total miles to each location, including beginning and ending odometer readings
 - (g). All miles must be allocated to a program(s)
 - (h). It is the employee's responsibility to submit all mileage expense reimbursements with the bi-weekly timesheet. Any expenses not submitted by this deadline will not be reimbursed.
- (2). Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care defines business use of personal automobiles as travel to and from destinations for the sole purpose of conducting business on behalf of the company. The employee's commute "to and from" work is not considered business use.
- (3). **Travel Time Per Google Map**
When traveling to and from one client's home to another, employees must document mileage driven, by printing the trip mileage from Google maps or from a similar type of website, that calculates "to and from" mileage. Charges for tolls and parking are reimbursable only if the charges have been pre-authorized by the Agency Administrator.
- You will be reimbursed for reasonable travel time as per Google Maps when driving from one client's home to another client's home (all in one day of travel). If you choose to take a route that adds on significant time to your travel, you will only be reimbursed for the time calculated per google maps for your "to and from" mileage.
- (4). **Home to Work Travel**
An employee who travels from home before the regular workday and returns to his/her home at the end of the workday is engaged in ordinary home to work travel, which is not work time. The employee will NOT be reimbursed for mileage.
- (5). **Travel That is All in a Day's Work**
Time spent by an employee in travel as part of their principal activity, such as travel from job site to job site, (specifically from one client's home to another) during the workday, is work time and must be counted as hours worked. The employee will be reimbursed for mileage.
- (6). **Travel for Meetings and Training Programs**
Attendance at MANDATORY company, meetings, training programs and similar activities is counted as working time and the employee shall be reimbursed for mileage and the time spent at training.
- (7). **Travel During Lunch Break**
A lunch break means that you have been completely relieved from duty. DO NOT answer the telephone or refer calls during your lunch break, you may sit at your desk to eat but don't conduct company business on your lunch break. This time will not be counted and paid as compensable hours worked because the employee refused to take his/her lunch.
- (8). **Travel Related to Official Company Business**
Mileage reimbursement will be made when the use of a personal vehicle is necessary for agency-related business (e.g. conducting client's assessment or Agency business, site visits, travel to obtain a client referral, and travel for Agency Training when conducted at the office or offsite). Office Personnel must calculate mileage using the company's address as the starting point and adhere to step C(2).
- (9). **Transporting A Client**

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An employee will be reimbursed for transporting a client **ONLY** if the Agency Administrator has approved client transportation. If approved, the Transportation must first be recorded and planned for in the Client's Plan of Care.

(a). When transporting a client in your personal car, the client will be charged mileage, and you will be reimbursed for time worked & mileage driven.

- Refer to Standard Mileage Rates: <https://www.irs.gov/tax-professionals/standard-mileage-rates>
- Beginning January 1, 2020, the standard mileage rates for the use of a car (van, pickup or panel truck) will be: 57.5 cents per mile for business miles driven, down from 58 cents in 2019. Refer to IRS issues Standard Mileage Rates For 2020, <https://www.irs.gov/newsroom/irs-issues-standard-mileage-rates-for-2020>

(b). When transporting a client in his/her own automobile, you will not be paid mileage; however, you will still be paid for time worked.

(10). **Personal Vehicle Expenses**

An employee will not be reimbursed for the following personal vehicle expenses, even if these costs are incurred during business travel:

- (a). Car repair
- (c). Rental car costs during repair of personal car
- (d). Towing charges
- (e). Tickets, fines or traffic violations
- (f). Gasoline
- (g). Vehicle maintenance

4.14 Payroll/Wage Garnishments

When required by law, the Company will garnish wages and forward to the appropriate authority.

A wage garnishment or wage attachment is an order from a court or a government agency that a creditor sends to your employer. It requires your employer to withhold a certain amount of money from your paycheck and forward the funds directly to your creditor.

4.15 Families First Coronavirus Response Act (FFCRA or Act)

The Families First Coronavirus Response Act (FFCRA or Act) requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020. A copy of the DOL notice is attached and can be found at: https://www.dol.gov/sites/dolgov/files/WHD/posters/FFCRA_Poster_WH1422_Non-Federal.pdf.

5.0 SCHEDULING, TIMEKEEPING & PAYROLL

5.1 Scheduling Assignments

Scheduling assignments is a cooperative effort between the office staff and the home care staff and is vital to our efficiency. The following guidelines will assure smooth operation.

1. Requirements:

- **Transportation:** All employees must have a reliable means of transportation for getting to work on time. This does NOT mean you must own a car/automobile.
 - **Telephone:** All employees must have a telephone. If you don't have a phone, please inform the supervisor immediately.
2. **Routine Scheduling:** All routine scheduling is done during regular office hours, 8am – 5pm CST, Monday through Friday. However, we are available 24 hours/day for emergencies.
 3. **Short Notice Calls:** Late notice (last minute) assignments sometimes occur. When an employee accepts an assignment on short notice or as a substitute, an opportunity for a long-term assignment may develop.
 4. **Availability:** Employees must communicate their availability to the office staff. Home care staff is considered unavailable for assignment beginning one day after the last day worked for this agency unless the office staff is notified of continued availability. Please call the office on Monday with any new availability.
 5. **Assignment Acceptance:** Employees must consider each assignment carefully before accepting or rejecting it. This agency strives to limit the number of home care staff assigned to a client in order to provide continuity of care. Therefore, when an employee accepts an assignment, we expect them to fulfill their commitment in a professional manner for the agreed length of time.
 6. **Cancellation:** Excessive employee late cancellation (call-offs) of assignments may be cause for disciplinary action. This also includes cancellation of assignments, with proper notice, if a pattern of cancellation exists. Employees who regularly accept, then cancel assignments, may be offered less work.
 7. **Inability to Complete Assignment:** If an employee is unable to complete an assignment due to illness or an urgent family crisis, the employee must call the office immediately. The on-call coordinator can be reached 24 hours a day, 7 days a week. Notice must be given 6 hours prior to the start of the scheduled shift or by 5:00 PM the previous day for an assignment starting between 7:00-9:00 AM.
 8. **Short Notice Calls:** Late notice (last minute) assignments sometimes occur. When an employee accepts an assignment on short notice or as a substitute, an opportunity for a long-term assignment may develop.

5.2 Current Availability & Availability For Additional Shifts

If employees/caregivers are available to Pick up additional shifts, they MUST notify the Scheduler and/or the Agency Administrator via email. If your name is not on the list, you will not be notified.

Employees/caregivers MUST notify the Scheduler via email if there is an availability change to the current work schedule or hours of availability.

If there are open shifts, you will be instantly alerted via email and text, if you fail to reply promptly, your name will be moved to the bottom of the list.

Keep in mind, however, the Coordinators will repeatedly call those people who are reliable and likely to accept work.

5.3 Work Schedules

- Your “Work Schedule” can be viewed in your ClearCare Go App.

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- If you're unable to view the ClearCare Go App, arrangements can be made with the office.
- All scheduling requests should be submitted during office hours to the office:
- The Agency Administrator is responsible for scheduling; however, the task may be designated to the "Schedulers/Scheduling Coordinators which will be mainly responsible for organizing schedules for the Cross Generational Home Health Care LLV, d/b/a Home Helpers Home Care staff,
- All schedule changes must be made through the office
- Please keep the office updated with your current phone number and email address

5.4 Recording Of Work Time

Cross Generational Home Health Care dba Home Helpers Home Care, (the Company) expects all employees to follow their assigned work schedules unless they have made prior arrangements with their supervisors to work at different times. Employees should not clock in prior to their assigned start times, nor should they clock out later than their assigned ending times, unless they have been instructed by a supervisor to start work early or stop work late.

- (a). The Company shall maintain accurate time records on all employees, and each employee bears primary responsibility for enabling the Company to do that. Properly recording work time and complying with the Company's timekeeping procedures are in each employee's job description, regardless of whether such duties are spelled out in such a document.
- (b). During your "Orientation", you will be given the procedures for clocking in and out. Employees must follow those procedures exactly. Failure to properly clock in and out is an imposition on the other employees who must handle such negligence and will result in corrective action as outlined below and may adversely affect raise reviews and performance evaluations as well.
- (c). Each employee must fully and accurately record all time that he or she works each day, without exception, according to the rules and procedures that apply in the department to which the employee is assigned. No employee may alter or otherwise modify his or her time record, record work time for another employee, or alter or modify in any way the time record of another employee, unless specifically instructed or allowed to do so by a supervisor. No employee may work without properly recording the time worked.
- (d). You should not start working more than 15 minutes before your scheduled start time. You should also not continue working after your schedule end time. You can only start earlier or work later when your supervisor approves it in advance.
- (e). Caregivers are responsible for accurately recording the hours they work. The law requires Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care to keep accurate records of "time worked" in order to correctly calculate employee pay, benefits, and billing. "Time worked" means all the time employees spend performing his/her assigned work.
- (f). Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care uses Electronic Visit Verification (EVV) to document all hours worked. All staff must use one of the three (3) EVV options below to identify his/her start time and stop work time.
 - (1). Clear Care App
 - (2). Clear Care Portal
 - (3). Clear Care Telephony
- (g). It is each caregiver's responsibility to maintain an accurate record of time worked and duties performed via one of the 3 approved methods for every shift worked. If you do not use 1 of the 3 methods, you didn't work. EVV protects both the caregiver and Cross Generational Home Health Care, LLC d/ b/ a Home Helpers. Using EVV is a state requirement.
- (h). Disciplinary actions for incomplete, inaccurate, or lack of use of E.V.V technology is as follows:
 - 1st time, EVV is not used, you will receive a verbal warning
 - 2nd time. EVV is not used, will result in a written warning, possible unpaid suspension and be required to report to the office for retraining on E.V.V.

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- 3rd time EVV is not used, will result in a suspension and possible termination.
- (i). Falsifying time records is a serious matter. You may not change time after it is already recorded, enter a false time on purpose, tamper with time records, or record other employees' time for them. Any violation of this policy may lead to disciplinary action, up to and potentially including termination of employment, depending upon the severity or repeat nature of the offense.

5.5 COVID-19 Screening Questionnaire w/Signature

The Caregiver Screening Questionnaire is designed to assist the Agency to ensure that caregivers are considering COVID-19 related issues prior to working his/her shifts. The Caregiver Screening Questionnaire is available for caregivers to answer as a link in shift reminders and during clock-in on the Mobile app and Telephony. Utilizing the COVID-19 Caregiver Screening Questionnaire w/Signature requires that caregivers respond to the questions and provide their signature before clocking in for his/her shift.

Important: If the caregiver has completed a questionnaire within the last twenty-three hours, they will not be asked the questions again. If it has been longer than twenty-three hours since the caregiver completed a questionnaire, the screening questions will populate for the caregiver to reply.

5.6 Telephony

Telephony is a monitoring system used to monitor times worked when the Caregiver is unable to use the ClearCare App. Caregivers can clock in and out of their shifts by calling into the Agency's designated ClearCare Telephony phone number (1844) 928-0512), which is also listed on your Name Tag. Caregivers are also able to mark any tasks assigned for their shift as complete/incomplete, record mileage, and leave general comments.

1. Use Telephony when you're unable to clock in & out using your ClearCare Go App.
2. You will need your Unique caregiver PIN, which is listed on your name tag
3. The Telephony Number must be called from the client's phone.
4. At the proper arrival time, the Caregiver must call the number to "clock in". The Client's phone MUST be used. Cell phones cannot be used to make these calls. **In the event the "clock in" call is not made, the Office will be notified. A call will be made to the Client's residence to ensure there is a Caregiver present. A Documented Event will be logged.**
 - ▶ **When calling your Telephony number, caregivers will first hear a prompt:** "If you or your clients are experiencing any fever, cough or flu like symptoms, please contact your office immediately. Please also be extra careful by washing your hands for 30 seconds with soap at arrival and frequently throughout your shift."
 - ▶ **You will then hear:** You are calling from the home of "The Client's Name Be Stated"
 - ▶ **You will then hear:** Press 1 if you are (Your Name will be listed) and you would like to clock in for your 11:00am shift.
 - ▶ Do not hang up until you hear "Call complete." Or Received
5. The Caregiver must then call to "clock out" at the end of their shift. Do not leave early; make sure you have given the Client the scheduled time. (If the client insists that you leave, which is considered a change in schedule, you must contact the office immediately, per Company Policy.). If a Caregiver fails to "clock out" the Office will be notified as well. A Documented Event will be logged.

- ▶ Press 2 to end a shift
- ▶ Do not hang up until you hear “Call complete.”

EXCEPTION

Occasionally we have a Client with no phone service. If this occurs, You must contact the office or on-call staff if you're unable to clock in.

5.7 Paydays

The employee pay period is (biweekly) and is scheduled in accordance with state (Texas) wage payment timing requirements. Each paycheck includes pay for all work performed through the end of the previous payroll period. If a payday falls on a holiday, you will be paid on the first workday after that payday.

- (a). The Standard Work Week is “Sunday – Saturday”
- (b). We are paid Bi-Weekly
- (c). All pay practices, including minimum wage and overtime compensation comply with the [Fair Labor Standards Act](#) and related state laws.
- (d). Pay and incentive programs treat employees equitably, and decisions about promotions and merit raises are based on clear, objective criteria.
- (e). Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care has a direct deposit program. Direct deposit which means we will deposit your pay directly into an account of your choice, specifically a checking or savings account.
 - Your first payroll checks may be a paper copy and mailed to you; thereafter, your payroll check will be deposited into your account.
 - Note: Payroll checks will not be mailed to employees.
- (f). Paychex is the “Payroll Service Company” that the Agency shall use to provide payroll services and benefits.
 - Each Employee will be given access rights to Paychex Flex (a modular, web-based human capital management tool) to access his/her payroll information, including check stubs from direct deposits, W-2, and more.
 - Check stubs are available from the Check Stubs tile on the My Account dashboard in Paychex Flex. If the Check Stubs tile is empty, your first check stub may not have generated yet. If you don't see a Check Stubs tile, contact the Agency Administrator or contact Paychex at 888-246-7500.
 - You can also stop by the office to obtain assistance with printing your statement (paystub) explaining how much you were paid and all the details.
- (g). In the event of an employee resignation or termination, the last paycheck will be processed during a regularly scheduled payroll cycle. This allows a chance for the office to ensure all outstanding paperwork has been submitted to the office, and any company property in the possession of the employee, including a name badge, is returned.

5.8 Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your supervisors.

At certain times Cross Generational Home Health Care LLC may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Working unauthorized overtime may result in discipline, up to and including discharge.

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any

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hours worked in excess of 40 hours in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

5.9 Administrative Pay Corrections

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care shall ensure that you are paid correctly and on scheduled paydays; however, if there is ever an error in your pay, notify the Human Resources Department and the Agency Administrator immediately so that the error can be corrected immediately. Every effort will be made to explain and rectify any situations and or questions.

5.10 Pay Deductions & Setoffs

There are applicable federal and state laws that require that Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care to make deductions from each employee's paycheck. Among these are applicable federal and state income taxes. Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care also may deduct Social Security (FICA) taxes on each employee's earnings up to a specified limit, which is called the social security "wage base." Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care matches the amount of social security taxes paid by each employee.

Eligible employees may voluntarily authorize deductions from their pay checks to cover the cost of participation in applicable programs that the company may offer, such as but not limited to: Pre-tax Deductions (health insurance, short-term disability insurance, and supplemental retirement annuities etc.)

Pay setoffs mean that Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care Solutions Inc. d/b/a Home Helpers Home Care must deduct money from your paycheck to pay off a debt you owe us or someone else. If there is ever a need to take a "pay set off" from your paycheck, the employee would have to agree upon the debt in advance (e.g., repayment for a criminal background check, etc.). Pursuant to Texas State law, employee consent, written or electronic, is required prior to a deduction from the payment of wages.

5.11 Meal and Rest Periods

Cross Generational Home Health Care LLC d/b/a Home Helpers strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. Check with your supervisors regarding procedures and schedules for rest and meal breaks. The Company requests that employees accurately observe and record meal and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your supervisors know; in addition, notify your supervisors as soon as possible if you were unable to or prohibited from taking a meal or rest period.

5.12 Absenteeism and Tardiness

Cross Generational Home Health Care LLC d/b/a Home Helper's reputation and success is based on the level of care provided by the Caregivers representing the Company in the "field". It is extremely important that we maintain our reputation for dependability. Many clients and their family members rely on our caregivers to ensure that they are safe and secure during our scheduled visits. Punctuality and reliability are basic expectations for all of our employees.

Employees may not be absent or tardy more than two times per month for any reason. If you are scheduled and are absent more than two days in a row due to illness or injury, you are required to furnish a doctor's excuse before you may return to work. Documentation may be requested for an absence under some circumstances. Frequent absences or tardiness may result in probation, suspension, or termination.

6.0 WORK CONDITIONS AND HOURS

6.1 General Safety Policy

It is the responsibility of all Cross Generational Home Health Care LLC employees to maintain a healthy and safe work environment. Report all safety hazards and occupational illnesses or injuries to your supervisors as soon as reasonably possible and complete an occupational illness or injury form as needed. Failure to follow the Company health and safety rules may result in disciplinary action, up to and including termination of employment.

Each time you're at the client's home: Perform a visual inspection to assess for any new/unnoticed trip hazards. During each shift, do a visual inspection of the client's home. Routinely test the smoke detectors and batteries, check for burned out light bulbs, clean the dryer lint trap, check the electrical cords etc.

6.3 Company Meetings

Company Meetings: The Company will hold mandatory staff meetings from time to time that you will be required to attend. The meetings will be offered at various times and locations to allow the opportunity for all employees to be in attendance.

Departmental Meetings: As appropriate, there will be meetings scheduled for staff from a specific location. These meetings may be held before, during, or after work hours. It is to your advantage to attend these meetings. Information will be shared regarding a specific client(s), concerns will be addressed, possible solutions discussed, and suggestions will be appreciated about your specific client(s).

Special Events: From time to time the Company may sponsor special events for holidays, celebrations, etc. Although attendance is not mandatory, these events are held to show Employee Appreciation and your attendance is highly appreciated and shows Care Team spirit.

6.4 Drug and Alcohol Policy

Cross Generational Home Health Care LLC is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of the Company to maintain a drug and alcohol-free workplace. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others and will not be tolerated.

Our policy concerning drug and alcohol abuse is as follows:

1. Cross Generational Home Care d/b/a Home Helpers (HH) will not hire anyone who is known to currently abuse substances.
2. Employees must report to work in a fit condition to perform their duties. Being under the influence of drugs or alcohol is not acceptable.
3. No employee may report to work under the influence of illegal drugs or alcohol; use, consume, possess, sell, trade, or offer for sale illegal drugs or alcohol at work; or use prescription drugs illegally.
4. HH conducts pre-employment, annual and random drug testing. If you are chosen, you will be given a form and must report to the local testing site before the end of that day. If an employee withholds consent to such medical testing, then HH may discipline the employee, up to and including immediate termination.
5. HH also reserves the right to require employees to undergo medical testing for alcohol and/or drug use if it has reason to believe that the employee is in violation of this policy or if it is required by a client or government agency.
6. Based on reasonable grounds, HH reserves the right to search the personal property of employees on company or client property for illegal drugs or alcohol. (For example, employee desks may be searched.) If practical, an employee will be allowed to be present during the search.
7. Employees will not be terminated for voluntarily seeking assistance for a substance abuse problem; however, continued performance, attendance, or behavioral problems may result in loss of a job.

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8. Employees taking physician-prescribed medication must be fully aware and notify a supervisor if there is likelihood that the medication could affect job performance and safety. If required, employees should be prepared to provide pertinent information about any prescription drug they are using.
9. Employees tested for off-the-job drug or alcohol involvement may be considered to be in violation of the agency's substance abuse policy.
10. Employer-Sponsored Events: From time to time, the Company may sponsor social or business-related events at venues where alcohol may be served. This policy PROHIBITS the use or consumption of alcohol at ALL events that are sponsored by the Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care.
11. Violations: Violation of this policy may result in disciplinary action, up to and including immediate termination of employment.

Where available evidence warrants, the agency will bring matters of illegal drug or alcohol use to the attention of appropriate law enforcement authorities.

6.5 Tobacco Use/Smoking Policy

Use of tobacco, in any form, is prohibited in all Cross Generational Home Health Care LLC, *The Company) owned, managed or leased buildings, vehicles, shuttles and vans. The Company reserves the right, in its sole discretion, to designate certain areas where smoking is permitted. Tobacco is defined as all tobacco-derived or containing products, including and not limited to, cigarettes (e.g., clove, bidis, kreteks), electronic cigarettes, cigars and cigarillos, Vaping, hookah smoked products, pipes, and oral tobacco (e.g., spit and spitless, smokeless, chew, snus) and nasal tobacco (e.g. snuff). It also includes any product intended to mimic tobacco products, contain tobacco flavoring, or deliver nicotine other than for the purpose of cessation (patch, gum, or inhaler are acceptable).

This policy applies to all employees and all:

- All areas of buildings occupied by company employees.
- All client's home
- All company-sponsored offsite conferences and meetings.
- All vehicles owned or leased by the company.
- All company employees.
- All visitors (customers and vendors) to company premises.
- All contractors and consultants and/or their employees working on company premises.

Smoking in the client's home is prohibited at all times, regardless if the client is a smoker and grants you permission to smoke in his/her home. The Agency Administrator shall request with the client to designate an acceptable outside smoking area. Anyone smoking tobacco-derived products in outdoor locations at the office or the client's home must be at least twenty feet from any building door, window, or ventilating system.

Failure to comply with this policy may result in disciplinary action.

6.6 Sleeping Policy

When working an over-night shift, sleeping is strictly prohibited. A client may offer you a spare bed or the couch but remember that any sleeping while at a Clients' home is a serious violation of company policies which will result in unpaid suspension or termination.

This policy does not apply to **"Live-in" Caregiving**

With "live in" caregiving, there is generally a main caregiver who works between 4 and 5 days each week, providing 24-hour care during this time. The caregiver is given an 8-hour period to sleep at night (with this type of care a bed must be provided), although his / her sleep may be disrupted to provide care throughout the night. In addition, the caregiver is given a 4-hour break

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during daytime hours. During this break, another caregiver may or may not cover for the primary caregiver, depending on the care recipient, his / her needs, and the decision of the family. An alternative caregiver works the days the primary caregiver is off.

6.7 Visitors In The Workplace Policy

Only visitors who are properly authorized and employees of Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care can be at a Client's home. This maintains HIPPA compliance, safety standards, safeguard employee and customer welfare, protect property and facilities, guard confidential information against theft, and reduce potential distractions and disturbances.

If you see an unauthorized person at a Clients home, notify your supervisor immediately or direct the person to the Human Resources Department.

6.8 Electronic Media Policy

A. Objective

The Home Helpers policy is that all employees will protect client confidentiality when using cellular phones, fax machines, computers (notebook and desktop), automated information systems or other technologies used to store, analyze, or transmit information. This policy applies to client information while using communication equipment and media. It is the responsibility of the user to be familiar with client confidentiality practices. The policy applies to all volunteers, and employees of Cross Generational Home Health Care dba Home Helpers Home Care.

B. Vital Systems

The agency's scheduling software & accounting software are hosted "on the cloud/Clear Care". The hosted content is secure and available to the office at any time.

C. Computer Software Standards

No software shall be installed on any agency computer or laptop without the prior consent from the Administrator.

D. Confidentiality – Electronic Media

- (1). Wherever possible, the Agency will protect a client's identity when confidential client information is discussed on electronic media, including not using clients' full names. In those cases where it is necessary and practical to email or post confidential information in Home Helpers internal network, such information will be distributed on a need to know basis, using encryption, when available.
- (2). When using a fax machine to transmit confidential client information, remove client last names unless the transmitter contacts the receiver so they can immediately receive the information and verbally confirm receipt.
- (3). When sending information outside of Home Helpers internal network via Internet email, remove client last names from email and attachments unless using encryption.
- (4). Do not leave messages containing confidential client information on answering machines.
- (5). When not in use, lock computers by shutting down or turning on a password protected screen saver.
- (6). Do not leave confidential papers in unsecured areas such as on desks, in unlocked file drawers, copy machines, printers or facsimile machines.
- (7). Notify supervisors of any suspected attempts by unauthorized personnel to obtain confidential data.
- (8). When using cellular or cordless telephones, never use last names when discussing confidential information.
- (9). Agency computers are for work related use only. Only Home Helpers employees issued network accounts may use Agency networked computers.

E. Security

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All Internet access will be controlled through the use of access lists, user ID's, passwords and firewall systems established and maintained by an IT consultant. No one is authorized to provide their user ID's or passwords to any employee or non-employee to allow access to the network.

F. Virus Checking

All files received over the Internet, regardless of whether they are data or executables, must be checked for viruses before being used. Under no circumstances may an individual tamper with or disable installed virus protection software.

G. Tracking

Home Helpers reserves the right to monitor, retrieve, and/or store any material in the computer and networked resource systems of the Agency. The Agency has software and systems in place that can monitor and record all Internet and e-mail usage. Individuals utilizing the Agency system should have no expectation of privacy in connection with the use of Home Helpers Information Systems. The contents of any file, messages, attachments, pictures, or other personal data sent through any Agency system may be seen by Home Helpers and others, as approved by the Administrator. Under no circumstances are employees permitted to install on our information systems encryption software that would otherwise preclude the agency's right to monitor and retrieve data.

6.9 Automobile And Driving Policy

I. PURPOSE

Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care, (the Company) seeks to safeguard its employees and others when driving a motor vehicle is required while conducting company business.

Employees MAY use his/her personal vehicle or the company MAY provide vehicles for business use to allow employees to drive on company-designated business and to reimburse employees for business use of personal vehicles according to the guidelines below. The company retains the right to amend or terminate this policy at any time. (The term "vehicle," as used in these guidelines, includes, but is not limited to, cars, and trucks.)

II. SCOPE

This policy applies to employees, volunteers and subcontractors of Cross Generational Home Health Care dba Home Helpers Home Care.

III. POLICY STATEMENTS (Driving Criteria For ALL Employees)

(1). Driver Training

- All Agency employees MUST take the online safety training courses at <http://homecareinsuranceadvantage.com>
- Caregiver training shall include accident/claim prevention
- The Agency Administrator shall ensure that pre-employment and ongoing/refresher courses and training is provided to all employees.



All Agency employees MUST take the online safety training courses at <https://www.homecareinsuranceadvantage.com>

(2). Procedure for Job Applicants

Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care will check the motor vehicle records (MVR) of ALL job applicants.

- The applicant's job offer is contingent on eligibility under the company policy. The MVR check will include a review of all states listed on the individual's employment application and resume.
- An applicant for employment will not be hired if she/she does not meet the driving criteria (defined by the policy statements listed in this applicable policy).
- If the applicant does not have a valid driver's license, the applicant will not be hired for positions where driving is an essential job function.

(3). Procedure for Current Employees

The Company will check the MVR annually for all current employees. Any covered employee without a valid driver's license will not be allowed to operate a company vehicle or drive on Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care business. If driving is an essential job function and the employee cannot be reasonably accommodated, employment may be terminated; however, the Company will make every attempt to accommodate the employee.

(4). Driver Records (MVR'S) / Driver Selection Process

The Agency Administrator or Designated Representative

- Will obtain a pre-employment MVR for each new caregiver and or employee who drives
- Will review the MVR report for all caregivers who drive at coverage inception or as new caregivers are added.
- Will obtain an annual MVR on all employees/drivers
- Will not have any drivers under age 21 or over age 70
- Will require Commercial Driver's License (CDL) drivers to have a minimum of 3 years commercial vehicle driving experience
- Will require that all applicants driving vehicles requiring a CDL take a road test prior to hiring
- Will require that ALL employees that are assigned to driving duties ("drivers" transporting clients or conducting Company business) must at all times meet the following criteria: (1) drivers must have a current, valid driver's license for the state in which the employee performs his or her driving duties; and (2) have proof of automobile insurance if driving own vehicle to adhere to the State Minimum Auto Liability Limits.

(5). State Minimum Auto Liability Limits

- All Agency employees, (including caregivers) that drive should maintain at least state minimum auto liability limits.
- The Agency recommends that all employees purchase limits of at least \$100,000 Per Person Bodily Injury / \$300,000 Per Accident Bodily Injury / \$100,000 Property Damage or \$300,000 Combined Single Limit, and the employee should verify that the personal auto coverage allows for business use.

(6). Eligible Drivers Including Caregivers Who Drive Must

- Have no SR-21 or SR-22
- Be at least 21 years old but no older than 69
- Have three years of driving experience
- Have total driving violations of 3 or less within the last 3 years

- Have a valid driver's license in their state of residence
- Have Auto Liability Coverage (Insurance) with at least state minimum auto liability limits
- Have no major driving violations (as described below) within the last 5 years
- Wear seatbelt while driving and ensure all passengers wear a seatbelt
- Promptly notify the Agency Administrator of all accidents or violations involving vehicles driven on company business or while transporting a client.

(7). Ineligible Drivers For This Agency

- Has more than three total driving violations or one accident within the last three years
- Has had any major driving violation (as described below) within the last 5 years or
- Has either an SR-21 or an SR-22
- Has had any Suspension or Revocation within the past 2 years

(8). Grounds For Termination And Major Driving Violations

- Aggravated assault with a motor vehicle
- Allowing an unlicensed driver to use vehicle
- Any violations for a stopped school bus
- Attempting to elude a police officer
- Driving under the influence of alcohol or drugs
- Driving while impaired
- Driving while license is suspended or revoked
- Driving Without a seatbelt
- Excessive speeding more than 25 miles over the speed limit
- Failure to stop and report an accident (hit and run)
- Failure to report traffic violation and or accident to Agency Administrator
- False reports to any law enforcement officials
- Fraudulent use of a drivers' license
- Homicide, manslaughter, or assault arising from the operation of a motor vehicle
- Possession of an open container of an alcoholic beverage while driving
- Reckless driving
- Speed contest, drag, or highway racing
- Texting While Driving or any other unauthorized use of mobile phone
- Using a vehicle without the owner's permission

(9). Personal Use Exposure to Company Owned Vehicles

- Personal use of company owned autos IS NOT permitted.
- Family members, friends or others ARE NOT allowed to drive company owned autos.
- Passengers, other than company employees, ARE NOT allowed to ride in company owned autos.

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- Nonemployees and nonbusiness passengers (i.e., family and friends) are prohibited from riding in company vehicles.

(10). Company Owned Automobiles - Vehicle Maintenance / Safety Program

- Company owned vehicles shall ONLY be used for employee transportation to client's home/job sites, or other locations in support of the Agency.
- The company shall maintain a **"Drivers List"** that includes all individuals that have permission to drive company owned autos
 - The **"Drivers List"** will include drivers added and / or deleted in the last 12 months and any driver under the age of 25.
 - The **"Drivers List"** shall include the legal name, date of birth, state of license and license number (or provide a legible photocopy of each license) for each driver/employee, (including any spouse or family member).
- The Agency shall provide a copy of the most recent Motor Vehicle Report (MVR) to the Insurance Company upon request.
- The company shall maintain a **"Documented Auto Safety Program"**.
 - All employees / drivers are required to acknowledge in writing that they have read the **"Documented Auto Safety Program"**.
 - The Auto Safety Program shall include **"Accident Reporting Procedures"**.
 - The Auto Safety Program shall include **"Drug Testing Procedures"**.
 - The Auto Safety Program shall include **"Vehicle Maintenance Procedures"**.
- All accidents shall be reviewed to determine the cause, need for a corrective action plan
 - The Agency shall order a MVR on the driver(s) after an accident.
- The Human Resource Department /Care Coordinator shall be responsible for managing the Auto Safety Program.
- Maintenance records shall be maintained on each vehicle.
- Employees must report any accident, theft or malicious damage involving a company vehicle to their supervisor and the Personnel Department, regardless of the extent of damage or lack of injuries. Such reports must be made as soon as possible but no later than 24 hours after the incident. Employees are expected to cooperate fully with authorities in the event of an accident. However, employees should make no voluntary statement other than in reply to questions of investigating officers.

Note: This section is not applicable as of 6/12/2020.

(11). Transporting Clients

- All client transportation must be approved by Agency Administrator.
- Transportation must first be recorded and planned for in the Client's Plan of Care.
- Transporting in your personal car:
 - The client will be charged mileage, and you will be reimbursed for time worked & mileage driven.
 - Refer to Standard Mileage Rates: <https://www.irs.gov/tax-professionals/standard-mileage-rates>
 - Beginning January 1, 2020, the standard mileage rates for the use of a car (van, pickup or panel truck) will be: 57.5 cents per mile for business miles driven, down from 58 cents in 2019. Refer to IRS issues

Standard Mileage Rates For 2020, <https://www.irs.gov/newsroom/irs-issues-standard-mileage-rates-for-2020>

- Transporting In the client's car:
 - You will not be paid mileage; however, you will still be paid for time worked.
- Additionally, it is the employee's responsibility to ensure their personal auto policy will cover them in case of an accident during work business. A business use endorsement may need to be added to their personal auto policy.
- Employees MUST obtain and ensure a copy of client's health insurance coverage/information is on hand when transporting a client.

(12). Transporting Clients in Private Vehicles

The local office permits its employees to transport clients in private/personal vehicles and client-owned vehicles provided that transportation services are specified in the Client Services Plan and specific criteria are met.

1. Prior to transporting clients, employees will undergo a driving record check and must demonstrate they have had a clean driving record for the last three years.
2. A copy of an employee's current and appropriate/adequate vehicle insurance will be kept in the employee's file and will be updated annually.
3. Clients who receive transportation services from an employee who is using a personal/private vehicle, will be charged a mileage rate, as determined by the local office.
4. Employees who are asked to drive a vehicle owned by the client/client's representative, will request to see proof of valid vehicle insurance before they drive the vehicle.
5. Employees who transport clients will ensure a copy of the client's health insurance information is in the transporting vehicle, in case of an emergency.
6. Employees who will be assigned transportation duties will either have their own vehicle or have access to a reliable, insured vehicle.
7. Employees will follow the stipulations provided in the local office's policy on Privately Owned and Local Office Vehicles.
8. Employees will have a valid driver's license and carry adequate/appropriate vehicle insurance, including full comprehensive and liability insurance.
9. Employees will make sure their insurance company knows they are using a private/ personal vehicle for transporting clients.
10. Employees will only drive a client's/client representative's vehicle if the safety equipment is in good operating condition.
11. Employees, using private/personal vehicles for transporting clients, will use them at their own risk and will be liable for all insurance and other costs, including damage, associated with such usage.
12. Should employees be involved in a motor vehicle accident, in the course of their duties, they will report the accident to the local office as soon as possible.
13. The safety equipment in any private/personal vehicle used for client transportation will be in good operating condition (e.g., blinkers, lights, brakes, back-up lights, seat belts and tires).

(13). Compensable Paid Mileage

- Home to Work Travel: An employee who travels from home before the regular workday and returns to his/her home at the end of the workday is engaged in ordinary home to work travel, which is not

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work time. [Note: Mileage will not be paid.](#)

- Travel That is All in a Day's Work: Time spent by an employee in travel as part of their principal activity, such as travel from job site to job site during the workday, is work time and must be counted as hours worked. [Note: Mileage will be paid.](#)

(14). [Client's Vehicle / All Vehicles](#)

- If the employee uses the client's personal vehicle, the client must provide proof of auto liability and physical damage insurance.
- All vehicles used to transport clients by employees, whether company owned, employee owned, or client owned, should be well maintained, and meet all local, state and federal requirements for road safety.

(15). [Avoid Distractions](#)

- All employee MUST "avoid distractions" which includes anything from texting and talking on a mobile phone to eating and drinking, putting on makeup, shaving, reading, programming a navigation system, watching a video, adjusting the radio or engaging in other distracting behavior.
- Do not drive if your vision is impaired by the influence of medications.
- Employees who drive a vehicle on company business must, in addition to obtaining approval to drive for the Company, exercise due diligence to drive safely and to maintain the security of the vehicle and its contents. Use of handheld cell phones (including texting) while behind the wheel of a moving vehicle being used on company business is strictly prohibited.
- Employees are not permitted, under any circumstances, to operate a company vehicle or a personal vehicle for company business when any physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate any company vehicle at any time or operate any personal vehicle while on company business while using or consuming alcohol, illegal drugs or prescription medications that may affect their ability to drive. These prohibitions include circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of impairment, illness, medication or intoxication.

(16). [Employees are responsible for any and ALL driving infractions or fines as a result of their driving.](#)

6.10 Personal Cell Phone/Mobile Device Usage Policy

A. Objective

This policy is to help employees understand the appropriate times and uses for cell phones while seeking to minimize the distractions, inefficiencies, accidents, and time loss the cell phones can create when used improperly. This policy is applicable to ALL employees, regardless of tenure or position.

Generally, cell phones should not be used when they pose a security or safety risk. Cell phones should not distract the user or others from their work and responsibilities. In order to achieve the goals of this policy, the following guidelines need to be adhered to by all Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care.

B. Policy

- (1). At Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care, cell phones MUST NEVER be used while driving a vehicle, stopped in driving, etc. or in any situation where their use could cause a motor vehicle accident.
- (2). Employees are encouraged to make all personal calls during nonwork time when possible and to ensure that friends and family members are aware of the Cross Generational Home Health Care policy.

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- (3). Cellphones should be turned off or set to silent or vibrate mode during meetings, while working with the client and in any circumstance where incoming calls may be disruptive.

Employees are permitted to answer and use cell phones for EMERGENCIES only; however, you MUST adhere to ALL the rules below before you answer your cell phone. If there is an EMERGENCY, please inform the client and call the office immediately to ensure that the client is NEVER left alone.

- (4). ALL employees, while on the job, working with the client etc.:

- (a). Do not use a cell phone while driving.
- (b). Do not use a cell phone when you operate potentially dangerous equipment.
- (c). Do not use a cell phone to “surf” the web, Facebook, Twitter etc. or play games while you are on-the-clock.
- (d). Do not use a cell phone to send or receive a text during your shift etc.
- (e). Avoid using your personal cell phone for accomplishing work-related tasks.
- (f). Avoid using your work phone for accomplishing personal tasks.
- (g). Do not record confidential information or photos on your cell phone unless you have written permission from the Agency Administrator.

- (5). The following are appropriate times when a cell phone may be beneficial and may be used.

- (a). To make and receive company-related calls, especially with clients, at the proper time.
- (b). For intra-company communication related to a work project or situation.
- (c). To schedule and be reminded of appointments and meetings.
- (d). For work-related research; ClearCare App
- (e). To assist clients/customers with information.

- (6). Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care will not be liable for the loss of personal cellphones brought into the workplace.

- (7). **Company-Provided Cellphones.** When job duties or business needs demand, the company may issue a business cellphone to an employee for work-related communications. Personal use of company-owned cellphones is NOT permitted.

Employees in possession of company-owned cellphones are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time on request, the employee may be asked to produce the phone for return or inspection.

- (8). **Safety Issues For Cellphone Use**

- a. All employees are expected to follow applicable local, state, and federal laws and regulations regarding the use of cellphones at all times.
- b. Employees whose job responsibilities include regular or occasional driving and who are issued a cellphone for business use are expected to refrain from using their phone while driving; use of a cellphone while driving is not required by the company. Safety must come before all other concerns.
- c. Regardless of the circumstances, including slow or stopped traffic, employees are required to pull off to the side of the road and safely stop the vehicle before placing or accepting a call.
- d. Employees are encouraged to refrain from discussion of complicated or emotional matters and to keep their eyes on the road while driving at all times. Special care should be taken in situations where there is traffic or inclement weather, or the employee is driving in an unfamiliar area.
- e. Reading or sending text messages while driving is strictly prohibited.

- f. Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

(9). **Video Or Audio Recording Devices:** The use of camera or other video or audio recording-capable devices on company premises is prohibited without the express prior permission of the Agency Administrator and of the person(s) subject to recording. Video or audio recording in restrooms and/or locker rooms, client's home, office etc. is strictly prohibited.

(10). **Consequences for Violators:** Employees violating this policy will be subject to discipline, up to and including termination of employment.

Hands-Free Options

Please note that talking on a phone through hands-free options like Bluetooth, or having texts and emails read over the car's speakers "APPEAR to be Safer" than holding a phone or trying to read a text or email. While they appear to be safer, these options are not safe. You only lessen your liability, BUT DO NOT REMOVE IT.

6.11 Accommodations for Nursing Mothers

Cross Generational Home Health Care LLC will provide nursing mothers reasonable unpaid break time to express milk for their infant child(ren) for up to one year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from co-workers and the public.

Expressed milk can be stored in refrigerators provided in the lactation room or other location. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator.

Break time should, if possible, be taken concurrently with any other break time already provided. If you are nonexempt, clock out for any time taken that does not run concurrently with normally scheduled rest periods, and such time will be paid in accordance with federal law.

You are encouraged to discuss the length and frequency of these breaks with your supervisors.

This policy applies only to employees classified as nonexempt under the Fair Labor Standards Act. No provision of this policy applies, or will be enforced, if it conflicts with or is superseded by any requirement or prohibition contained in a federal, state, or local law, or regulation.

6.12 Religious Accommodation Policy

Cross Generational Home Health Care LLC is dedicated to treating its employees equally and with respect and recognizes the diversity of their religious beliefs. All employees may request an accommodation when their religious beliefs cause a deviation from the Company dress code or the individual's schedule, basic job duties, or other aspects of employment. The Company will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that will be considered are cost, the effect that an accommodation will have on current established policies, and the burden on operations, including other employees, when determining a reasonable accommodation. At no time will the Company question the validity of a person's belief.

If you require a religious accommodation, speak with your supervisors, or the Agency Administrator.

6.13 Safety

Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care (“Company”) is committed to providing a safe workplace. Accordingly, the Company emphasizes “safety first.” It is the employee’s responsibility to take steps to promote safety in the workplace and work in a safe manner. By remaining safety conscious, employees can protect themselves, coworkers, and clients. Employees are expected to promptly report all unsafe working conditions, accidents, and injuries, regardless of how minor, so that any potential hazards can be corrected. If you are injured while at work, please contact the Agency Administrator immediately.

6.14 Security

All employees are responsible for helping to make Cross Generational Home Health Care LLC a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your supervisors immediately. Refrain from discussing specifics regarding Company security systems, alarms, passwords, etc. with those outside of the Company.

Immediately advise your supervisors of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the Company. Safety and security is the responsibility of all employees and we rely on you to help us keep our premises secure.

6.15 Social Media Policy

At Cross Generational Home Health Care LLC, we recognize the Internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, use of social media also presents certain risks and carries with it certain responsibilities. To minimize risks to the Company, you are expected to follow our guidelines for appropriate use of social media.

This policy applies to all employees who work for the Company.

Guidelines: For purposes of this policy, **social media** includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether associated or affiliated with the Company, as well as any other form of electronic communication.

Company principles, guidelines, and policies apply to online activities just as they apply to other areas of work. Ultimately, you are solely responsible for what you communicate in social media. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or libelous statements against any customer, manager, owner, or employees of the Company.

Know and Follow the Rules: Ensure your postings are consistent with these guidelines. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful: The Company cannot force or mandate respectful and courteous activity by employees on social media during nonworking time. If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as unlawful, slanderous, threatening, or that might constitute unlawful harassment. Examples of such conduct might include defamatory or slanderous posts meant to harm someone’s reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, age, national origin, religion, veteran status, or any other status or class protected by law or Company policy. Your personal posts and social media activity should not reflect upon or refer to the Company.

Maintain Accuracy and Confidentiality: When posting information:

- Maintain the confidentiality of trade secrets, intellectual property, and confidential commercially sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company.

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- Do not create a link from your personal blog, website, or other social networking site to a Company website that identifies you as speaking on behalf of the Company.
- Never represent yourself as a spokesperson for the Company. If the Company is a subject of the content you are creating, do not represent yourself as speaking on behalf of the Company. Make it clear in your social media activity that you are speaking on your own behalf.
- Respect copyright, trademark, third-party rights, and similar laws and use such protected information in compliance with applicable legal standards.

Using Social Media at Work: Do not use social media while on your work time, unless it is work related as authorized by your manager or consistent with policies that cover equipment owned by the Company.

Media Contacts: If you are not authorized to speak on behalf of the Company, do not speak to the media on behalf of the Company. Direct all media inquiries for official Company responses to Human Resources.

Retaliation and Your Rights: Retaliation or any other negative action is prohibited against anyone who, based on a reasonable belief, reports a possible deviation from this policy or cooperates in an investigation. Those who retaliate against others for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Nothing in this policy is designed to interfere with, restrain, or prevent employees from communications regarding wages, hours, or other terms and conditions of employment, or to restrain employees in exercising any other right protected by law. All employees have the right to engage in or refrain from such activities.

6.16 Third Party Disclosures

From time to time, Cross Generational Home Health Care LLC may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former employees, newspapers, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident or the actual or potential lawsuit.

If you receive such a contact, you should not speak on behalf of the Company and should refer any call requesting the position of the Company to the Agency Administrator. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the Agency Administrator.

6.17 Use of Company Technology

This policy is intended to provide Cross Generational Home Health Care LLC employees with the guidelines associated with the use of the Company information technology (IT) resources and communications systems.

This policy governs the use of all IT resources and communications systems owned by or available at the Company, and all use of such resources and systems when accessed using your own devices, including but not limited to:

- All other associated computer, network, and communications systems, hardware, peripherals, and software, including network key fobs and other devices.
- Closed-circuit television (CCTV) and all other physical security systems and devices, including access key cards and fobs.
- Email systems and accounts.
- Fax machines, e-fax systems, and modems.
- Internet and intranet access.
- Printers, photocopiers, and scanners.
- Telephones and voicemail systems, including wired and mobile phones, smartphones, and pagers.

General Provisions: Company IT resources and communications systems are to be used for business purposes only unless otherwise permitted under applicable law.

All content maintained in Company IT resources and communications systems are the property of the Company. Therefore, employees should have no expectation of privacy in any message, file, data, document, facsimile, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on Company electronic information and communications systems.

The Company reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over Company IT resources and communications systems in accordance with applicable law. Any individual who is given access to the system is hereby given notice that the Company will exercise this right periodically, without prior notice and without prior consent.

The interests of the Company in monitoring and intercepting data include, but are not limited to: protection of Company trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.

You should not interpret the use of password protection as creating a right or expectation of privacy, nor should you have a right or expectation of privacy regarding the receipt, transmission, or storage of data on Company IT resources and communications systems.

Do not use Company IT resources and communications systems for any matter that you would like to be kept private or confidential.

Violations: If you violate this policy, you will be subject to corrective action, up to and including termination of employment. If necessary, the Company will also advise law enforcement officials of any illegal conduct.

6.18 Workplace Privacy and Right to Inspect

Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care ("Company") property, including but not limited to lockers, phones, computers, email, voicemail, tablets, desks, work place areas, vehicles, machinery, or any area on Company premises remains under the control of the Company and is subject to inspection/workplace searches at any time, without notice to any employees, and without their presence.

Employees should have no expectation of privacy with respect to Company property and/or items stored within Company Property or on Company premises. An Inspection may be conducted at any time, without notice, at the discretion of the Company. In addition, when the Company deems appropriate, employees may be required to submit to searches of their personal vehicles, parcels, purses, handbags, backpacks, brief cases, lunch boxes, or any other possessions or articles brought on to the Company's premises.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Company premises including that kept in lockers and desks.

7.0 EMPLOYEE CONDUCT & DISCIPLINARY ACTION

7.1 Hiring During COVID-19 Pandemic Policy

A). COVID-19 Employee Screening

After a conditional offer of employment, but before an individual begins working, Cross Generational Home Health Care LLC, d/b/a Home Helpers Home Care (the Company) shall screen ALL employees for symptoms of COVID-19.

- The Company shall delay the start date of an applicant who has COVID-19 or symptoms associated with it.
- Cross Generational Home Health Care LLC, d/b/a Home Helpers Home Care (the Company) may withdraw a job offer when it needs the applicant to start immediately but the individual has COVID-19 or symptoms of it.

B). Adherence To Communicable Disease Policy

All employees of Cross Generational Home Health Care LLC, d/b/a Home Helpers Home Care MUST adhere to the "Communicable Disease Policy".

- As a "Best practice", ALL employees of Cross Generational Home Health Care LLC WILL be required to take his or her temperature before arriving at and leaving work. In either case, a normal temperature does not exceed 100.4F.
- As a "Best Practice", ALL employees of Cross Generational Home Health Care LLC WILL be required to Self-Certify using the COVID-19 Symptom Screening & Self Checker.



You will be asked to familiarize yourself with the contents of the "Communicable Disease Policy". Upon completion, you are return the Receipt and Acknowledgement Form to the Agency Administrator via fax (817)873-5001 or scan as a pdf and email to kbyrd@homehelpershomecare.com. You can also return a hardcopy form to the Administrator.

C). Certification /Fitness For Duty

The Company may require ALL employees who have been away from the workplace during a pandemic to provide a doctor's note certifying fitness to return to work. The Company will also rely on other acceptable methods of certification to return to work to include local clinics to provide a form, a stamp, or an e-mail to certify that an individual does not have the pandemic virus.

D). Confidentiality

All information about applicants or employees obtained through disability-related inquiries or medical examinations shall be kept confidential. Information regarding the medical condition or history of an employee must be collected and maintained on separate forms and in separate medical files and be treated as a confidential medical record.

- The name of the individual tested should not be communicated unless necessary to prevent a direct threat to safety.
- The medical information concerning an employee shall be maintained separately from the employee's personnel file in a confidential and secure medical file. Any COVID-19 documentation WILL be included in the employee's medical file as opposed to a personnel file.



The Equal Employment Opportunity Commission (EEOC) released [guidance](#) regarding this standard as it relates to COVID-19 testing. According to the EEOC, employers may take steps to determine if employees entering the workplace have COVID-19, including testing, because employees with the virus may pose a direct threat to others. The EEOC encourages employers to use reliable and accurate testing based on the most up-to-date testing guidance from public health authorities.

7.2 Applicant Interviewing Policy

The quality of our caregivers is one of the most important components of the success of Home Helpers. Implementation of a consistent and thorough hiring process is critical to attracting a high caliber job applicant and reducing turnover. The service we provide will be a direct reflection of our caregiver selection process.

A). Pre-screening Applicants

Applicants for employment must personally and fully complete an application. Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care shall begin the pre-screening process with a review of a candidate's employment application and/or resume, followed by a telephone interview.

B). Telephone Interview

The phone screen shall be used to streamline the hiring process and detect the individuals that are a potential match for the intended position. The interviewer WILL conduct the interview based on the interview form. The goal of an interview will be to find out what skills, qualifications, motivations and availability the applicant has will help the agency fulfill a client's needs.

B). Preliminary Assessment of Applicant

The Face-to-Face interviews are required and CANNOT be substituted with telephone interviews. The three key goals of our employment interviews are to find out as much as possible about what the candidates know, to learn how they have applied and tested work skills, and to determine where their aptitudes lie, thereby defining the path of future growth and development. The interviewer WILL conduct the interview based on the interview form listed above. The goal of an interview will be to find out what skills, qualifications, motivations and availability the applicant has will help the agency fulfill a client's needs.

7.3 Applicant Screening, & Selection Policy

Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care conducts reference checks on each applicant. We collect information regarding professional and technical skills, dependability, and trustworthiness. We also conduct criminal history checks, Motor Vehicle Checks and Drug Testing as required by law. We reserve the right to obtain a child abuse clearance and substance abuse testing. We also reserve the right to place on a permanent leave of absence any individual accused of a crime while in our employment.

The Agency will also conduct a pre-Employee Misconduct Registry (EMR), and Nurse Aide Registry (NAR) search on all applicants and annual checks if hired. A person is unemployable in a DADS-regulated facility or agency such as Cross Generational Home Health Care LLC dba Home Helpers Home Care if he or she:

1. Is listed on the Employee Misconduct Registry (EMR),
2. Is revoked on the Nurse Aide Registry,
3. Is revoked on the Medication Aide Registry,
4. Has a criminal conviction that is listed as an automatic bar to employment in Health and Safety Code, Chapter 250, or

5. Additional automatic bars to employment pursuant to Texas Administrative Code, Title 40, Part I, Chapter 3, Subchapter B, Rule §3.20.

New employees will receive orientation prior to their first day of employment. Orientation includes, but is not limited to, instruction on HH philosophy, policies and procedures, rules for lifting, universal precautions, fire safety, and documentation.

7.4 Photo ID Badge

You will receive a Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care Photo ID Badge which will allow you access into the client's homes. It is a Department of Health requirement that you wear your badge at all times while working for Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care.

You are required to acknowledge receiving your badge. (Refer to the "ID Badge Acknowledgement Form").

You understand if you lose or damage your badge, you will be responsible for replacing it at a charge of \$15.00. You will be required to authorize a payroll deduction for a replacement badge. If an employee resigns or is terminated the badge must be immediately be returned to the office. If the name badge is not turned in with the last work week's timesheets, a \$5.00 fee will be automatically deducted from the last paycheck.

7.5 Work Attire & Grooming Policy

A. Objective

Cross Generational Home Health Care d/b/a Home Helpers Home Care, (the Company) strives to maintain a workplace environment that functions well and is free from unnecessary distractions and annoyances. As part of that effort, the company dress code policy is designed to help us all provide a consistent professional appearance to our customers/clients and colleagues. Our appearance reflects on ourselves and the company. The goal is to be sure that we maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed.

B. Applicability

This policy is applicable to all employees of Cross Generational Home Health Care d/b/a Home Helpers Home Care.

C. Procedures

- (1). All Cross Generational Home Health Care d/b/a Home Helpers Home Care, employees are expected to present a professional, businesslike image to clients, visitors, customers and the public. Acceptable personal appearance, and proper maintenance of work areas, is an ongoing requirement of employment with the Company.
- (2). Supervisors should communicate any department-specific workplace attire and grooming guidelines to employees during new-hire orientation and evaluation periods. Any questions about the Company's policy for attire should be discussed with the immediate supervisor.
- (3). Any staff member who does not meet the attire or grooming standards will be subject to corrective action and may be asked to leave the premises to change clothing. Hourly paid staff members will not be compensated for any work time missed because of failure to comply with designated workplace attire and grooming standards.
- (4). Employees must ensure that tattoos are not visible.
- (5). All staff members must carry or wear the Cross Generational Home Health Care d/b/a Home Helpers Home Care, identification badge at all times while at work.

D. Specific Requirements

Certain staff members may be required to meet special dress, grooming and hygiene standards, such as wearing uniforms or protective clothing, depending on the nature of their job.

The Agency Administrator will provide at least One (1) Home Helpers Company T-Shirt to all employees “Free of Charge”.

At the discretion of the Agency Administrator, in special circumstances, such as during unusually hot or cold weather or during special occasions, employees may be permitted to dress in a more casual fashion than is normally required. On these occasions, employees are still expected to present a neat appearance and are not permitted to wear ripped, frayed or disheveled clothing, jeans or athletic wear. Likewise, tight, revealing or otherwise workplace-inappropriate dress is not permitted.

E. Reasonable Accommodation Of Religious Beliefs

Cross Generational Home Health Care d/b/a Home Helpers Home recognizes the importance of individually held religious beliefs to persons within its workforce. The Company will reasonably accommodate a staff member’s religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Those requesting a workplace attire accommodation based on religious beliefs should be referred to the Agency Administrator and the human resources department.

F. Company Dress Attire For Caregivers

Option One	Solid Black Scrub Pants Solid Black Scrub Top ID Badge Sneakers or comfortable closed toe shoes
Option Two	Home Helpers Tee Shirt Solid Black Scrub Pants ID Badge Sneakers or comfortable closed toe shoes

F. Company Dress Attire Office Staff

Office staff MUST wear the dress attire for “Option 2” at least twice a week. Option Two is Mandatory on Fridays.

The Caregiver Supervisor/Personal Assistance Services (PSA) Supervisor shall wear the same attire as the caregivers.

Appropriate	Inappropriate
Slacks	
<ul style="list-style-type: none"> • Khakis or corduroys • Dress Pants • Tailored pant suits • Coordinated separates 	<ul style="list-style-type: none"> • Sweatpants, leggings, exercise wear • Shorts, low-rise or hip-hugger pants or jeans
Shirts	

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<ul style="list-style-type: none"> • Polo collar knit or golf shirts • Oxford shirts • Company logo wear • Short-sleeved blouses or shirts • Turtlenecks • Blazers or sport coats • Jackets or sweaters 	<ul style="list-style-type: none"> • Shirts with writing (other than company logo) • T-shirts or sweatshirts • Beachwear • Sleeveless blouses or shirts • Exercise wear • Crop tops, clothing showing midriffs, spaghetti straps
Shoes	
<ul style="list-style-type: none"> • Boating or deck shoes, moccasins • Casual, low-heel, open-back shoes (e.g., mules, sling backs) 	<ul style="list-style-type: none"> • Sandals, thongs, flip-flops, open-toe shoes • Athletic shoes, tennis shoes, Croc-like sandals

G. Dress Code Violations

Violations of the policy can range from inappropriate clothing items to offensive perfumes and body odor. If a staff member comes to work in inappropriate dress, he or she will be required to go home, change into conforming attire or properly groom, and return to work.

Managers or supervisors are expected to inform employees when they are violating the dress code. Employees in violation are expected to immediately correct the issue. This may include having to leave work to change clothes.

Repeated violations or violations that have major repercussions may result in disciplinary action being taken up to and including termination.

7.6 Attendance Policy

Employees at Cross Generational Home Health Care LLC dba Home Helpers Home Care, (the Company) are expected to be present for work, on time, and each day scheduled. Regular attendance and punctuality are important to keep your team, and the Company operating. Arriving late, being tardy, or absence causes disruptions. This policy is applicable to all employees of Cross Generational Home Health Care d/b/a Home Helpers Home Care.

1. Definitions

- No-show/No Call: Employee fails to show up or notify management/on call supervisor via phone.
- Scheduled Absence: Supervisor is notified by employee 10 days/2weeks in advance that employee will be absent from shift.”
- Sick days: Employee is absent from shift due to illness for self, or child etc.
- Tardiness: Employee shows up at least 5 minutes after scheduled shift start.”
- Unscheduled absence: Manager is notified by employee less than 6 hours in advance that employee will be absent from shift, due to emergency or other unexpected cause.”

2. Policy Statements Regarding Attendance

- a. An employee, within his/her 90-Day Probationary Period. “No Call and No Show” constitutes Abandonment and voluntary termination.

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- b. Employees must clock-in and clock-out for each shift. If there is any problem recording a clock-in or clock-out, inform employees should inform a manager immediately. Employees who consistently fail to clock-in or clock-out may receive disciplinary action, up to and including termination.
- c. Proper Notice for Calling Off: Employees are required to call-off at least six (6) hours prior to start of scheduled shift. For a (7am – 3pm CST) shift, the proper notice is to call in by 5pm the evening prior to the shift.
- d. Regular Call Offs: Regular call-offs are discouraged and may result in disciplinary action
- e. Report All Absences: Employees are required to report all absences to his/her supervisor or the “On Call Staff member.
- f. Report Absence via Telephone: A “Telephone Call” to your supervisor or if after hours (the on-call staff member) is the ONLY acceptable method for reporting your absence from work.
- g. Refusal To Work Scheduled Shift: Refusal to work your scheduled shift will result in disciplinary up to and including reduction of hours, suspension and /or termination.
- h. Reset Attendance Infraction: Employee “Attendance Infractions” reset every 1 year.
- i. If an employee is a no call-no show for one or more days it will be considered a job abandonment, or termination without notice/Voluntary Quitting. Before any action is taken, the Company will make several attempts to contact the absent employee and to document all attempts to do so, as there are situations, that may prevent employees from following policy. Exceptions may be made for emergencies, hospitalization, and natural disasters. **Loss of your cell phone does not constitute an emergency nor an Exception.**

3. Overview Of Disciplinary Action For Attendance Infractions

(a). Absent from Work: “No Call and No Show”

If an employee is a no call-no show for one or more days it will be considered a job abandonment, or termination without notice/Voluntary Quitting. Before any action is taken, the Company will make several attempts to contact the absent employee and to document all attempts to do so, as there are situations, that may prevent employees from following policy. Exceptions may be made for emergencies, hospitalization, and natural disasters. **Loss of your cell phone does not constitute an emergency nor an Exception.**

# of Infractions	Infraction	Description of Absence	Exception	Disciplinary Action(s)
1 st Infraction	Absent	No Call & No Show	Yes	Meeting with supervisor & Agency Administrator to discuss infraction.
1 st Infraction	Absent	No Call & No Show	No	Same as above & Disciplinary action up to and including reduction of hours and /or termination.
2 nd Infraction	Absent	No Call & No Show	No	Termination

(b). Late Arrival or Early Departure

# of Infractions	Infraction	Description of Absence	Exception	Disciplinary Action(s)
1 st Infraction	Absent	Late Arrival & No Call	Yes	Meeting with supervisor & Agency Administrator to discuss infraction.
1 st Infraction	Absent	Late Arrival & No Call	No	Same As Above and Verbal Warning
2 nd Infraction	Absent	Late Arrival & No Call Early Departure without approval	No	Same As Above and
3 rd Infraction	Absent	Late Arrival & No Call Early Departure & No Call	No	Same As Above

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(c). Call Off and 4-hour Notice Wasn't Given

# of Infractions	Infraction	Description of Absence	Exception	Disciplinary Action(s)
1 st Infraction	Call Off	Less Than 4-hour Notice Given	Yes	Meeting with supervisor & Agency Administrator to discuss infraction, Verbal Warning.
1 st Infraction	Call Off	Less Than 4-hour Notice Given	No	Same as above & Disciplinary action up to and including additional reduction of hours and /or termination.
2 nd Infraction	Call Off	Less Than 4-hour Notice Given	No	Same as above
3 rd Infraction	Call Off	Less Than 4-hour Notice Given	No	Same as above
4 th Infraction	Call Off	Less Than 4-hour Notice Given	No	Same as above

(d). Call Off on Scheduled Weekend or Applicable Shift

# of Infractions	Infraction	Description of Absence	Exception	Disciplinary Action(s)
1 st Infraction	Call Off	On scheduled weekend or applicable shift	Yes	Meeting with supervisor & Agency Administrator to discuss infraction, "Verbal Warning". Will also be scheduled to work the following weekend (if applicable to weekend).
1 st Infraction	Call Off	On scheduled weekend or applicable shift	No	Same as Above, Written Warning & Reduction in hours.
2 nd Infraction	Call Off	On scheduled weekend or applicable shift	No	Same as Above & "Additional Reduction in hours".
3 rd Infraction	Call Off	On scheduled weekend or applicable shift	No	Same as above & Disciplinary action up to and including additional reduction of hours and /or termination.
4 th Infraction	Call Off	On scheduled weekend or applicable shift	No	Same as above & Disciplinary action up to and including additional reduction of hours and /or termination.

7.7 Employment Separation & Termination

Termination of employment - whether voluntary or involuntary marks the end of the employment relationship between the Institute and the employee. A voluntary termination occurs when an employee leaves a job on his or her own initiative, as with a resignation or retirement. An involuntary termination is one initiated by the Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care and includes a layoff or discharge. Certain employees who terminate voluntarily or who are laid off and are later reemployed by the Company may be eligible for reinstatement of some benefits. Contact the Agency Administrator if applicable.

(a). Employee Discipline

All matters involving employee discipline warnings, investigations, and terminations are carefully and accurately documented, and related notices are reviewed on a regular basis.

All notices shall be maintained in the applicable personnel file.

Neutral references confirming a former employee's position and dates of employment are available upon request in accordance with company policy.

(b). Resignation

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An employee who decides to resign from a position at Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care should give ample notice of his or her intention to leave, to allow supervisors and managers in the company ample time to assess their needs in replacing the individual, and to allow time for processing of final salary and other payments upon termination. At least two weeks' notice of termination by employees should be given to the company.

(c). **Discharge**

An employee may be discharged for reasons that include, but are not limited to, performance deficiencies, violation of Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care policy, failure to adhere to conditions of employment, or serious misconduct. In most cases, a meaningful effort to address the issues will precede discharge though in serious cases, discharge may occur without prior corrective action. Supervisors must consult with the Human Resources Officer and the Agency Administrator prior to taking such action, and the Agency Administrator must approve any discharge in advance. At the company's discretion, employees who have been discharged may become ineligible for rehire.

(d). **Retirement**

For benefits purposes, Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care considers employees who leave the company on or after age 55 with 10 years to be 'retirees' of the company. For information about benefits for retirees contact the Human Resources or the Agency Administrator.

(e). **Termination Procedures**

(1). You must return your Company name tag, Employee Handbook and paperwork to the office upon termination of your employment.

(2). Submit Separation /Termination Form: The applicable supervisor or the Human Resources office must submit the online termination form to terminate an individual's employment at Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care.

(3). Request Final Payment: Submission of an approved termination form by a department results in final payment to an employee, including any final salary payments, and any accrued but unused vacation balance.

When termination is involuntary, the employee must be paid the final paycheck on the last day of employment. Therefore, the department or human resources office must submit the approved termination form and, if applicable, the employee's timesheet and vacation balance, sufficiently in advance to permit final payment to be made on the employee's last day of employment.

(4). Conduct Resignation & Termination Meeting: A Resignation/Termination meeting shall be conducted to inform the employee of the termination, discuss return of company property, deliver the employee's final paycheck, and facilitate the employee's departure. A summary of the meeting and any related information is prepared and placed in the employee's personnel file.

- ✓ Departing employees are provided with a written summary of accrued benefits and notices about post-termination benefits, including, where applicable, compensation for PTO, etc.
- ✓ Departing employees will be asked to return all Id badges, keys, and any other company property confirming that access to computer systems, email, and voicemail is deactivated.
- ✓ Final paychecks shall be delivered at the time of resignation, or as otherwise required by state law (if the employee resigned and gave a two (2) week notice).

(5). Unemployment Compensation Insurance: Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care is required under state and federal laws and regulations ([Texas Unemployment Compensation Act \(TUCA\)](#) and the [Federal Unemployment Tax Act \(FUTA\)](#)) to make available to all terminating employees information regarding procedures for filing a claim for unemployment compensation benefits. In addition, upon request from the TUCA, the company will provide information concerning the amount of wages earned and the reason for termination of a former employee.

(6). Continuation of Benefits: COBRA if applicable to Company

Texas "COBRA" law - the Small Employer Health Insurance Availability Act requires Businesses with fewer than 50 full-time equivalent employees don't have to pay a penalty for not providing health insurance.

Currently not applicable to Cross Generational Home Health Care LLC d/b/a Home Helpers Home

Small employers can choose whether to offer health insurance to their employees. Texas insurance law defines a small employer as a business with two to 50 employees, regardless of how many hours the employees work.

- (7). Exit Interview Survey: Upon employment separation, the company will mail or email the employee an "Exit Interview Questionnaire". The company would appreciate you taking about 8-10 minutes to answer the following questions as honestly as possible. Your individual responses shall be treated as confidential and will not become part of your personnel file. The company believes that the information is of vital importance and will assist us in analyzing our employee retention and turnover.

7.8 Healthcare Insurance Portability And Accountability Act (HIPAA), Privacy Policy

- (1). The HIPAA privacy rule gives an individual rights over how their health information may be used or disclosed and protects the unauthorized disclosure of certain medical information known as protected health information (PHI). The HIPAA privacy rule requires covered entities to carefully handle PHI.
- (2). Protected Health Information (PHI) exists in various forms, including but not limited to...

Print	Spoken	Electronic
<ul style="list-style-type: none"> • Copies of Medical Records • Letters • Forms • Any Paper Exchange of Information 	<ul style="list-style-type: none"> • Client Interviews • Calling/Paging Client • Overheard Conversations • Client Consultations 	<ul style="list-style-type: none"> • Computerized Medical Records • Electronic Billing • E-mail • Text Messages

- (3). The Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its implementing regulations restrict Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care's ("Agency") ability to use and disclose Protected Health Information (PHI).
- (4). Protected Health Information. Protected health information means information that is created or received by Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care and relates to the past, present, or future physical or mental health or condition of a participant; the provision of health care to a participant; or the past, present, or future payment for the provision of health care to a participant; and that identifies the participant or for which there is a reasonable basis to believe the information can be used to identify the participant. Protected health information includes information of persons living or deceased.
- (5). It is the Agency's policy to comply fully with HIPAA's requirements. To that end, all Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care workforce who have access to PHI must comply with this Privacy Policy.
- (6). For purposes of this Policy and Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care use and disclosure procedures, the workforce includes individuals who would be considered part of the workforce under HIPAA such as employees, volunteers, trainees, and other persons whose work performance is under the direct control of Cross Generational Home Health Care, LLC d/b/a Home Helpers, whether or not they are paid by Cross Generational Home Health Care, LLC d/b/a Home Helpers. The term "employee" includes all of these types of workers.
- (7). No third-party rights (including but not limited to rights of consumers, participants, beneficiaries, covered dependents, or business associates) are intended to be created by this Policy. Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care reserves the right to amend or change this Policy at any time (and even retroactively)

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without notice. To the extent this Policy establishes requirements and obligations above and beyond those required by HIPAA; the Policy shall be aspirational and shall not be binding upon Cross Generational Home Health Care, LLC d/b/a Home Helpers.

- (8). The full content of the HIPAA Act can be found on the Department of Health & Human Services website, <https://www.hhs.gov/hipaa/for-professionals/index.html>

7.8.1 HIPAA & Employee Responsibility

All employees of Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care are responsible for the safeguarding of sensitive company information. Sensitive information includes but is not limited to: processes, know-how, financial data, pricing or salary data, marketing data, business plans, and strategies, negotiations and contracts, research, vendor lists, information about our individual businesses, and personal information about our individual including lists, any medical information, addresses and telephone numbers.

- Every employee is obligated to refrain from discussion or disclosure of sensitive information to outsiders, including his or her own family. Only certain staff within Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care shall have access to sensitive information. If you are questioned by someone outside the company, you should not answer them, instead refer the request to your supervisor.
- Caregivers must also be careful not to mention individual information in front of other Clients.
- Caregivers are also NOT allowed to discuss other caregivers with the client. If a caregiver has a complaint about another caregiver, these complaints should be brought to the office immediately and reported to the Agency Administrator.
- By safeguarding our Client's personal information, Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care earns respect and trust of our clients and referral sources.
- Keep ALL information about a client confidential.
- Failure to abide by any of these policies will result in immediate termination.
- Every employee MUST protect the privacy and security of sensitive information.

7.8.2 What's confidential?

All information about our clients is considered private or "confidential", whether written on paper, saved on a computer or spoken aloud. This includes the client's:

- Name
- Address
- Age
- Social Security Number
- Any other personal information
- Also includes the client's illness, the treatments and medications he/she receives, Caregiver information, any information about past health conditions, future health plans and why the client is open to services.

Keep all information about a client confidential

Caregiver information should be kept private

Caregivers are expected to keep all Home Helpers client information, Caregiver information and company information confidential

7.8.3 What is the "Need to Know" rule?

- If you need to see client information to perform your job, you are allowed to do so. But, you may not need to see all the information about every client. You should only have access to what you need to in order to perform your job.
- There may be occasions when you will see information on whiteboards or sign-in sheets. You must keep this information confidential. As long as you keep client information to yourself, you have nothing to worry about.
- Please apply the "Need to Know" rule when sharing information with your fellow Caregivers.

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- An employee may only access or disclose a patient's PHI when this access is part of the employee's job duties.
- If an employee accesses or discloses PHI without a patient's written authorization or without a job-related reason for doing so, the employee has broken the law.

7.8.4 What are the client's HIPAA rights?

- To inspect and copy his/her medical record
- To amend the medical record if he/she feels it is inaccurate
- To an accounting of all disclosures that were made, and to whom, except those necessary for treatment, payment, or health care operations
- To restrict or limit use or access to medical information by others
- To confidential communications in the manner he/she requests
- To receive a copy of the agency's Notice of Policy Practices

7.8.5 Minimum Necessary Rule

The Minimum Necessary Rule, sometimes called the "Minimum Necessary Standard" or "Minimum Necessary Requirement" is a key element of the HIPAA Privacy Rule. The Rule stipulates that HIPAA covered entities (specifically Cross Generational Home Health Care) shall make reasonable efforts to ensure access to Personal Health Information (PHI) is limited to the minimum necessary to accomplish the intended purpose of a particular use, disclosure, or request and nothing more.

HIPAA requires that when PHI is used or disclosed, the amount disclosed generally must be limited to the "minimum necessary" to accomplish the purpose of the use or disclosure.

- Minimum Necessary When Disclosing PHI.
 - For making disclosures of PHI to any providers for claims payment/adjudication, plan design and pricing or internal/external auditing purposes, only the minimum necessary amount of information will be disclosed.
 - All other disclosures must be reviewed on an individual basis to ensure that the amount of information disclosed is the minimum necessary to accomplish the purpose of the disclosure.
- Minimum Necessary When Requesting PHI.
 - For making requests for disclosure of PHI from providers for purposes of claims payment/adjudication, plan design and pricing or internal/external auditing purposes, only the minimum necessary amount of information will be requested.
 - All other requests must be reviewed on an individual basis to ensure that the amount of information requested is the minimum necessary to accomplish the purpose of the disclosure.
- Access to Protected Health Information and Requests for Amendment
 - HIPAA gives participants the right to access and obtain copies of their PHI that Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care or maintains in designated record sets. HIPAA also provides that participants may request to have their PHI amended. Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care will provide access to PHI and it will consider requests for amendment that are submitted in writing by participants.
- The "minimum-necessary" standard does not apply to any of the following:
 - uses or disclosures made to the individual.
 - uses or disclosures made pursuant to a valid authorization
 - uses or disclosures required by law; and
 - uses or disclosures required to comply with HIPAA.

7.8.6 Sharing PHI on Social Media

- Except for permitted uses (which is authorized by the Agency Administrator only), the disclosure of personal identifiable information without a patient's consent is a violation of HIPAA.
- Sharing a client's PHI on social media, (e.g. Facebook, Twitter etc.) is a HIPAA violation. category.
- You are in violation of HIPAA if you post pictures of our clients on your social media site.
- You are prohibited from obtaining consent from any/and all clients to post his/her picture on any social media site.
- You are in violation of HIPAA for taking a picture of the client even if you're using your cell phone).

7.8.7 Failure to Comply With HIPAA

The failure to comply with HIPAA regulations can result in substantial fines being issued even if no breach of PHI occurs. A HIPAA breach can result in criminal charges and civil action lawsuits being filed, and ignorance of the HIPAA compliance requirements is not considered to be a justifiable defense against sanctions for HIPAA violations issued by the Office for Civil Rights of the Department of Health and Human Services (OCR). The OCR will issue fines for non-compliance with HIPAA regulations regardless of whether violations are inadvertent or result from willful neglect.

7.8.8 What are the consequences of breaking the law?

- Consequences will vary, based on the severity of the violation, whether the violation was intentional or unintentional, or whether the violation indicated a pattern or practice of improper use or disclosure of identifiable health information.
- Agencies and their employees can receive civil penalties up to \$25,000 for the violation.
- Agencies and their employees can also receive criminal penalties up to \$250,000 fine and/or 10-years in prison for using information for commercial or personal gain or malicious harm.

7.8.9 HIPAA Breach Notification Rule

The HIPAA Breach Notification Rule requires that the Agency notify clients when there is a breach of their PHI. The Breach Notification Rule also requires entities to promptly notify the Department of Health and Human Services of such a breach of PHI and issue a notice to the media if the breach affects more than five hundred patients.

There is also a requirement to report smaller breaches, those affecting fewer than 500 individuals via the OCR web portal. These smaller breach reports should ideally be made once the initial investigation has been conducted. The OCR only requires these reports to be made annually.

Breach notifications should include the following information:

- The **nature of the PHI involved**, including the types of personal identifiers exposed.
- **The unauthorized person who accessed or used the PHI** or to whom the disclosure was made (if known).
- Whether the PHI was actually **acquired or viewed** (if known).
- The extent to which the **risk of damage has been mitigated**.

Breach notifications must be made without unreasonable delay and in no case later than 60 days following the discovery of a breach. When notifying a client of a breach, Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care shall inform the individual of the steps they should take to protect themselves from potential harm, include a brief description of what Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care is doing to investigate the breach, and the actions taken so far to prevent further breaches and security incidents.

7.8.10 HIPAA Enforcement Rule

The HIPAA Enforcement Rule governs the investigations that follow a breach of PHI, the penalties that could be imposed on covered entities responsible for an avoidable breach of PHI and the procedures for hearings. Although not part of a HIPAA compliance checklist, covered entities should be aware of the following penalties:

- A violation attributable to ignorance can attract a fine of \$100 – \$50,000.
- A violation which occurred despite reasonable vigilance can attract a fine of \$1,000 – \$50,000.
- A violation due to willful neglect which is corrected within thirty days will attract a fine of between \$10,000 and \$50,000.
- A violation due to willful neglect which is not corrected within thirty days will attract the maximum fine of \$50,000.

Fines are imposed per violation category and reflect the number of records exposed in a breach, the risk posed by the exposure of that data, and the level of negligence involved. Penalties can easily reach the maximum fine of \$1,500,000 per year, per violation. It should also be noted that penalties for willful neglect can also lead to criminal charges being filed. Civil lawsuits for damages can also be filed by victims of a breach. The most common disclosures to the HHS are:

- Misuse and unauthorized disclosures of patient records.
- No protection in place for patient records.
- Patients unable to access their patient records.
- Using or disclosing to third parties more than the minimum necessary protected health information
- No administrative or technological safeguards for electronic protected health information.

7.8.11 HIPAA Compliance Officer

Kimberly Byrd, (the Agency Administrator), is the designated HIPAA Compliance Officer.

7.8.12 HIPAA - Training Employees To Be Secure

Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care (aka the Agency/Company) shall:

- Provide training to all employees to ensure they are aware what information may – and may not – be shared outside of the company's security mechanism.
- Provide training to ensure all employees understand and know the appropriate steps to take in order to maintain the integrity of PHI and the individual personal identifiers of patients.
- Provide training to ensure all employees understand that the Agency Administrator must obtain written permission from clients before their health information is used for purposes such as marketing, fundraising, or research.
- Provide training to ensure all employees understand in order to raise awareness of the policies and procedures governing access to ePHI and how to identify malicious software attacks and malware.
- The Agency Administrator shall ensure that annual HIPAA training is conducted for all members of staff and documented in the personnel files.

7.9 Medical Information Privacy

Cross Generational Home Health Care d/b/a Home Helpers Home Care fully complies with all federal and state laws regarding the collection, maintenance and release of its employees' medical information.

Only authorized personnel will have access to an employee's medical files.

Home Helpers will only release an employee's medical information to a requesting party (1) upon an employee's written consent or (2) upon an issuance of an appropriate court order or subpoena – in which event Home Helpers will make a reasonable attempt to provide its employees with advance notice.

This policy also describes how health information about you may be used and disclosed and how you can get access to

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this information. If you have any questions, ask your supervisor, the Human Resources Department or the Agency Administrator.

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is committed to keeping our employees' personal information private. This policy of privacy applies to our health plans that are covered by state or federal law, for example health benefit plans, dental plans, employee assistance plans, and pharmacy benefit programs. We will refer to all of these plans in this policy as the Benefit Plans.

The Benefit Plans are required by federal and state law to protect the privacy of your health information and other personal information, and to provide you with notice about our policies and protections. When the Benefit Plans use or disclose your protected health information, the Benefit Plans promise to respect the privacy of that information.

The Benefit Plans will not use your protected health information or disclose it to others without your permission, except for the following reasons:

- Disclosure to Employer or Operating Company
- Disclosure to Health Care Vendors and Accreditation Organizations
- Government Functions
- Health Care Operations
- Health or Safety
- Health Oversight Activities
- Judicial and Administrative Proceedings
- Payment
- Public Health Activities
- Research
- The Benefit Plans may also disclose your protected health information when necessary to file claims with other insurance carriers.
- To Comply with the Law
- Treatment
- When required by Law Enforcement Officials
- Workers' Compensation

The Benefit Plans will not use or disclose your protected health information for any purpose other than the purposes described in this policy without your written okay and agreement. You may take back an authorization that you gave before by sending a written request to the Human Resources Department, but not about any actions the Benefit Plans have already taken.

The Benefit Plans may disclose protected health information about you to a relative, a friend or any other person you identify, provided the information is directly relevant to that person's involvement with your health care or payment for your care. For example, if a family member or a caregiver calls us with knowledge of your protected health information, we may confirm it or answer questions about it.

- You have the right to stop or limit this type of disclosure by contacting the Human Resources Department.
- You have the right to additional restrictions on who can see your protected health information. While the Benefit Plans will consider all requests for restrictions carefully, they are not required to agree to a requested restriction.
- You have the right to confidential communications about your protected health information confidentially. While the Benefit Plans will consider reasonable requests carefully, the Benefit Plans are not required to agree to all requests.
- You have the right to see and copy your protected health information with 3 business days' notice of request. If you ask for copies, the Benefit Plans may charge you copying and mailing costs.
- You have the right to make corrections to your protected health information. If your doctor or another person

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created the information that you want to change, you should ask that person to change the information.

- You have the right to know who your protected health information is disclosed to. If you request an accounting more than once during any 12-month period, the Benefit Plans will charge you a reasonable fee for each accounting statement after the first one.
- You have the right to a paper copy of this policy. You may contact the Human Resources Department to obtain a paper copy of this policy, even if you agreed to receive this policy electronically.
- If you want to make any of the requests listed above, you must contact the Human Resources Department.
- If you want more information about your privacy rights, do not understand your privacy rights, are concerned that the Benefit Plans have not respected your privacy rights, or disagree with a decision that the Plans made about who can see your protected health information, you may contact the Human Resources Department. You may also file written complaints with the Secretary of the U.S. Department of Health and Human Services. We will not take any action against you if you file a complaint with the Secretary of Health and Human Services or the Human Resources Department.

Finally, the Benefit Plans may change this policy at any time. If the policy is changed, the Benefit Plans may make the new policy effective for all of your protected health information that the Benefit Plans maintain, including any information created or received before the new policy. If the Benefit Plans change this policy, you will be notified of the change.

7.10 Social Security Number Privacy

To protect your personal information, Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care will not use your Social Security number to identify you. That means we will not:

- Publicly post or publicly display your Social Security number.
- Print your Social Security number on any card you need to access our products or services.
- Require you to send your Social Security number over the Internet, unless the connection is secure or the Social Security number is encrypted.
- Require you to use your Social Security number to access an Internet web site, unless a password or unique personal identification number or another authentication device is also required to access the Internet web site.
- Print your Social Security number on any materials that are mailed to you, unless state or federal law requires the Social Security number to be on the document that is mailed.

However, Social Security numbers may be included in job applications and forms sent by mail.

If Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care used your Social Security number in the past in a way that this policy now prohibits, we will continue using your Social Security number in that way, if:

- The use of the Social Security number is continuous. If the use is stopped for any reason, the conditions listed above will apply.
- You get a yearly memo that tells you that you have the right to stop the use of your Social Security number in a way that is prohibited by this policy.

A written request by you to stop the use of your Social Security number in a prohibited way will be taken care of within 30 days of our receiving the request. You will not be charged for stopping the use of your Social Security number.

- Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care will not deny you services because you make a written request to stop the use of your Social Security number.
- Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care will continue to collect, use, or release Social Security numbers as required by state or federal law, and may use Social Security numbers for our own identification or authorization purposes.
- If you have questions about this policy or feel your Social Security number has been misused by Cross Generational Home Health Care, LLC d/b/a Home Helpers, contact the Human Resources Department.

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7.11 Employee Grievances and Complaints

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care has a process in place for dealing with discrepancies in understanding, importance, direction and breach of practice in order that prompt and equitable resolution of complaints can be promoted.

DEFINITIONS

1. Complaint

A complaint is a concern which an employee wants to discuss with his/her Supervisor in an effort to resolve the matter. Complaints do not include personnel actions such as performance evaluations, rates of pay, position re-classifications, or position terminations due to reduction in work force.

2. Grievance

A grievance is an employee's formal complaint resulting from, but not limited to, working conditions, disciplinary action, dismissal and/or actions taken against the employee which violate:

- a. policy or involves an inconsistent application of that policy;
- b. state or federal discrimination statutes; and,
- c. constitutional rights.

PROCEDURES

1. All employees shall have access to grievance/complaint procedures.
2. Supervisors shall inform employees about their right to file a grievance/complaint and their right to be protected from retaliation.
3. Employees, who intend to file or who file grievances/complaints, shall not:
 - a. be retaliated against or be discriminated against by other employees; and/or,
 - b. be coerced or have their actions interfered with by other employees.
4. Supervisors shall ensure that employees, who intend to file or who file a grievance/ complaint, are free from fear of retaliation, coercion and/or discrimination.
5. The Agency shall utilize the following procedure for grievances/complaints:
 - a. Employees shall prepare a written submission of the grievance/complaint within one week of the incident/issue. The submission shall contain the following information:
 - i. name and job position of employee
 - ii. reason for and details of the grievance/complaint;
 - iii. corrective action desired;
 - iv. date grievance/complaint is submitted;
 - v. name of Supervisor to whom the grievance/complaint is first submitted; and,
 - vi. signature of employee.
 - b. Supervisor discusses the grievance/complaint with the employee within one week of receiving it.
 - c. Resolution of grievance/complaint shall include:
 - i. presentation of the facts and/or materials by employees;
 - ii. investigation of the dispute; and,

- iii. an attempt to find a solution.
 - d. If Supervisor and employee have unresolved issues, after discussion, a written report of the unresolved issues and the original grievance/complaint shall be submitted to the Agency Administrator.
 - e. The Agency Administrator reviews the grievance/complaint and unresolved issues and responds to the employee within one week.
 - f. If the Agency Administrator's involvement fails to bring a resolution to the grievance/complaint, the employee has the right to consult with an external body; for instance, a court or a federal/state administrative body such as Equal Employment Opportunity Commission, Office of Civil Rights, or Human Right Commission.
 - g. Employees may withdraw a grievance/complaint, in writing, at any stage of the process.
6. Supervisor shall prepare a semi-annual report, which includes a summary of the grievances/complaints received during the previous six months, including their numbers and types.
 7. Manager/Administrator shall review the semi-annual report and, with input from Supervisor and employee (where appropriate) make corrective changes to offset future complaints/grievances from being files.
 8. Copies of grievances/complaints and accompanying responses and documentation shall be kept in the Agency office for at least seven years.

All employees have the right to bypass an allegedly violent/hostile supervisor to make complaints and/or grievances. If the grievance or complaint is against your supervisor, then you MUST notify the Agency Administrator immediately.

9.0 SUMMARY OF ACKNOWLEDGEMENT

9.1 The Importance of the Employee Handbook Policies and Procedures

The employee handbook is our communication resource for both Cross Generational Home Health Care LLC and you the employee. The employee handbook is important as it provides standardization of personnel and benefit policies, preventing misunderstandings, complaints, and job dissatisfaction out of misinterpretation of personnel and benefit policies by employees.

Employees should understand that the purpose of this handbook is to inform you of the company "Employment" policies and procedures, and it is not a contract of employment. Nothing in the handbook provides an entitlement to any employee of this company. Nor is it intended to create a contractual obligation of any kind. Employees should also understand that the company has the right to change any provisions at any time and that all employees are bound by any such change.

9.2 Additional Rules and Guidelines

Every employee is expected to familiarize themselves with the rules and policies outlined in this Handbook. In addition to the policies and procedures stated elsewhere in the Handbook, other incidents may occur which can result in corrective discipline procedures or possible termination of employment. These incidents include, but are not limited to:

- a. Discussion of employee wages.
- b. Disrespectful or discourteous conduct to clients, co-workers, supervisors, or representatives of the client.
- c. Failing to observe established safety or emergency procedures.
- d. Failing to perform job assignments satisfactorily and efficiently.
- e. Falsifying or altering Company records, including employment application, Time Sheets, etc.
- f. Interfering with or hindering of work schedules.
- g. Making false, vicious, or malicious statements concerning a client, a co-worker, supervisor, the Company, or its services or prices.
- h. Possessing dangerous weapons while performing Company duties.
- i. Refusing to follow directions from a supervisor (insubordination).
- j. Reporting to work under the influence of intoxicants or drugs.
- k. Theft from a client.
- l. Unauthorized absence from a client's home or being in an unauthorized area of a client's home.

9.3 Acknowledgment of Receipt – Employee Handbook

Because the employee handbook outlines the "Employment" policies and guidelines of the Company, acknowledging receipt of it is an important part of the employment process for Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care. The purpose of the signed acknowledgment is to demonstrate that the employee not only has received the handbook but also is responsible for knowing the information contained within the handbook.



Please read, review and sign the "Acknowledgment Receipt" for the "Employee Handbook", located in the Appendices.

Submit the form to the Agency Administrator via fax (817)873-5001 or scan as a pdf and email to kbyrd@homehelpershomecare.com.

10.0 CLOSING STATEMENT

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful Company and a safe, productive, and pleasant workplace.

Agency Administrator, Kimberly Byrd

Cross Generational Home Health Care LLC

Acknowledge & Receipt Of Company Handbook

By signing below, I acknowledge that I have received a copy of the Cross Generational Home Health Care LLC Employee Handbook (Handbook) and that I have read it, understand it, and agree to comply with it. I understand that the Company has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the Agency Administrator of the Company. I also understand that any delay or failure by the Company to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the Company or affect the right of the Company to enforce such rule, regulation, or procedure in the future.

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by Cross Generational Home Health Care LLC. I have read, understand, and agree to all of the above and I agree to return the Employee Handbook upon termination of my employment.

I understand that that no contract of employment other than “at will” has been expressed or implied and that no circumstances arising out of my employment will alter my “at will” employment relationship unless expressed in writing, with the understanding specifically set forth and signed by myself and the President of the Company.

I am aware that during my employment, confidential information will be made available to me. I understand that this information is critical to the success of the Company and must not be given out or used outside of the Company’s premises or with non-Company employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to use or exploit this information with any other individual or Company.

I understand that, should the content of this handbook be changed in any way, the Company may require an additional signature from me to indicate that I am aware of and understand any new policies. I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of the Policy Handbook.

If I have any questions about the content or interpretation of this handbook, I will contact Human Resources and or the Agency Administrator.

Print Name

Signature

Date