



OPTIMUM HOME HEALTH CARE

Employee Handbook

POLICIES AND PROCEDURES

Approved: Johnna Scott

Title: Agency Administrator

SUBJECT: POLICY OF NONDISCRIMINATION

It is the policy of the company to provide service to all persons and or employee persons without regard to race, color, national origin, handicap, or age in compliance with 45 CFR parts 80, 84, and 91 respectively. All services and employment are available without distinction to all program participants regardless of race, color, national origin, handicap, or age. All persons and organizations having occasion either to refer persons for services or to recommend out services are advised to do so without regard to the person's race, color, national origin, handicap, or age.

The person designated to coordinate compliance with Section 504 of the Rehabilitation Act of 1973 (nondiscrimination against the handicapped) is Johnna Scott, Administrator, 704-775-0905.

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Nursing Practice Manual

POLICIES AND PROCEDURES

Approved: Johnna Scott

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SUBJECT: GRIEVANCE PROCEDURE

Section 504 of the Rehabilitation Act prohibits discrimination based on handicap. In accordance with Section 504 Regulation, any client, client representative, prospective client of the company. Staff member who has reason to believe that he/she has been mistreated, denied services, or discriminated against in any aspect of services of employment because of handicap may file a grievance. In order to implement this policy the company has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by U.S Department of Health and Human Services regulation (45 CFR Parts 84) implementing section 504 states, in part, that “no otherwise qualified handicapped individual... shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance ...” The law and regulations may be examined in the office of the Director of the

company who has been designated to coordinate the efforts of the company to comply with the regulations.

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CONTINUED FROM GRIEVANCE POLICY

1. The grievant shall report a grievance, in writing, which contains the name and address of the person filing the complaint, and a brief description of the action alleged to be prohibited by the regulations.
2. The grievance must be filed in the office of the section 504 Coordinator within fifteen (15) days after the persons filing the grievance becomes aware of the action alleged extenuating circumstances existed which justify an extension.
3. The coordinator, or designee shall conduct such investigations affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the grievance. Section 504 of the Rehabilitation Act 45 CFR 84.7
 - a. (b) The company need not process complaints from applicants for employment.
4. The section 504 Coordinator shall issue a written decision determining the validity of the grievance no later than (15) days after its filing.
5. The coordinator then shall notify the grievant in the writing a decision and list the evidence on which the decision is based in ten (10) days.
6. If the grievance is the resolved, the grievant will be advised, in writing, of the right to file a complaint with the appropriate local, state, and federal civil rights offices and will be provided with the names and addresses of such office.

INTRODUCTION:

Welcome, we hope you find this handbook beneficial in acquainting you with our policies, procedures, and rules. While it is impossible to cover every situation that may arise during your employment, this booklet does provide you with the major guidelines that may help you perform your responsibilities in a professional manner.

This employee handbook is intended as a resource. Nothing in this employee handbook shall be construed to establish a contractual relationship or promise of continued employment between any employee and the company. The company reserves the right to amend, add to, repeal, or deviate from all articles described or referred to in this manual. You will be notified of changes in a timely manner.

Due to the nature of home care, employees cannot be guaranteed specific hours of work per day or per week.

For further information or clarification of the material contained in this manual, the employee should contact his/her supervisor.

PLEASE ACCEPT OUR WARM WELCOME AND GOOD WISHES FOR A SATISFYING AND SUCCESSFUL CAREER.

AGENCY PHILOSOPHY:

We believe that health care is a basic human right. It must be available, coordinated and provided in a comprehensive manner with other human services when appropriate. Home health care is a part of the continuous health care system and will be provided in the most cost-effective way possible.

The company and its staff operate and furnish services with all applicable federal, state, and local laws and regulations and disclosure and ownership information. To the best of practices. The company provides services that comply with an acceptable professional standards and principles.

STATEMENT OF QUALITY:

The company will deliver the highest quality patient care and services in a cost-effective manner for our customers and the medical profession.

AGENCY GOALS:

1. To provide all levels of home care services in a collaboration with the physician, thus allowing the client to remain in his/her own home.
2. To provide a broad base of services with client demand governing the scope of medical care, and to allow the client to be involved in establishing, implementing, and evaluating services.
3. To maintain clients in their homes if feasible through nursing care related health services.
4. To assist the clients to use all restorative methods, tools, and procedures to return the client to his/her normal pattern of living as quickly as possible.
5. To provide cost competitive quality services
6. To develop a relationship with referral sources to effectively meet the home care need of clients.
7. To function as liaison between the clients and available community resources and assist the client in a coping with his/her needs and problem.

AGENCY PURPOSE:

1. We believe that home health services are a vital link in the health delivery system to provide continuing care to clients in their own homes to minimize the effects of illness, accidents, or disability.
2. The company is dedicated to the recognition that those persons are entitled to regain maximum participation in society.
3. We recognize the process of aging is an inevitable development of an individual and that chronic disease and disability may be an integral part of that development. The contributions of other members of society.

4. In providing care to individuals, the company recognizes that individuals and family inalienable rights to self- determination through participation in planning for care, making decisions regarding their health care and maintaining independence if feasible.
5. Health education is an integral part of the company program.
6. The company recognizes that the influence of the staff behavior, attitude, knowledge, and understanding is an important determination of effectively helping individuals attain and maintain optimum health.
7. Therefore, the company commits to the rehabilitation of aged or diseased and or disabled individuals within the structure of their home environment to allow maximum contribution, retention of self-respect and independence.
8. In the instances where rehabilitation is not realistic, we commit to provide dying individuals with appropriate care and coordinated services, while supporting their dignity and self-respect.

GENERAL EMPLOYMENT
POLICIES AND PROCEDURES

SEXUAL HARASSMENT:

The company will not tolerate any employee who harasses, disrupts, or interferes with another's work or creates an offensive or hostile work environment. While all forms of harassment are prohibited the company emphasizes that sexual harassment is specifically prohibited.

TYPES OF EMPLOYMENT:

There are several types of employment offered by the company.....

- A. Full time employment 40 hours a week within seven-day work week
- B. Part time: fewer than 40 hours in a seven-day work week, except for brief periods when 30 hours are permitted.
- C. Temporary/Contract employment: whether full time or part time, normally limited to fewer than 180 calendar days per time or hire
- D. PRN employees: these individuals will receive payment per visit; this type of employment is limited to nurses, PT and/or other professional's services needed

CATEGORIES OF EMPLOYMENT

There are several categories of employment at the company....

- A. Hourly: employees who are paid based on hourly rate of pay and eligible for overtime pay.
- B. PRN/Contract: Employees will be paid per visit.
- C. Management: employees who are paid based in a monthly salary rate and are in management positions. (Supervisor, manager, director, etc....)

ORIENTATION:

On the day, new employees report to work, they will receive an orientation, the orientation will highlight the following subjects:

1. Operation and organization of the company.
2. Probationary period
3. Wage information:
 - Time sheets/Electronic Visit Verification
 - Pay days
 - Deductions
4. Safety
5. Employee handbook
6. Confidentiality/HIPPA
7. Infection Control/Safety
8. The responsibilities of the position reviewed via job description.

PROBATIONARY PERIOD:

All new employees will be probationary employees for the first one hundred twenty days (120) days of employment. This period provides the employee time to become familiar with their work assigned and regular routine. It also provides management with the opportunity to evaluate the employee's performance and work habits. New employees are encouraged to ask questions, request additional training, and discuss any problem that might affect their job performance.

If the job performance is satisfactory at the end of the probationary period, the employee will be granted permanent status retroactive to the first day of employment. However, the management may terminate a new employee for any reason without notice during the probationary period.

During employees 90-day probationary period no documents in employee file may be released to said employees until that 90-day period had been completed.

PAY PERIODS AND PAYDAYS:

All employees are paid bi-weekly. Accurate and timely Electronic Visit Verification is required for all visits. If an employee/contractor fails to clock in/out due to system error, phone issue or other issue, all paperwork related to the missed visit should be dropped off, faxed or emailed to the office within 48 hours of receipt. The office is unable to bill a client's Medicaid without signed paperwork. A delay in

returning signed paperwork/timesheets to the office will result in a delay in payment. Completed paperwork must be submitted in accordance with the office payroll schedule.

HOLIDAY LEAVE:

The agency will observe several holiday periods which the normal operation of the agency shall be curtailed. They are New Year's Eve, New Year's Day, Martin Luther King Day, Memorial Day, Juneteenth Day, Fourth of July, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, and Christmas day. It is the discretion of the ownership to honor Easter Monday and any other Federal Holiday that falls on a weekend. Caregivers who are normally scheduled to work on a federal holiday are required to work the shift at the regular rate of pay.

PAYROLL DEDUCTIONS:

Deductions are withheld from your check each pay period because of federal and state laws. Those deductions are federal income tax. State income tax, local income tax if applicable, social security (FICA), and Medicare. The income tax deductions are made according to standard government tax tables and may vary according to the amount of and THE SOCIAL SECURITY and MEDICARE deductions are based on a percentage of your wages. We are also required to comply with any orders for child support withholding and wage garnishments.

PAYROLL DEDUCTIONS POLICY FOR FAILURE TO COMPLETE A 2 WEEK NOTICE:

It is policy of the company for all employees who fail to complete a two week notice when terminating employment, will be paid a minimum wage for any time or visits remaining on payroll department. No exceptions.

CHARTING AND BILLINGS:

All employees must properly complete all documentation required for the patients you serve. Timekeeping, charting, and billing forms must be received by the office as part of the Electronic Visit Verification process or aide record.

Failure to complete timekeeping, charting, billing and other required documentation may result in disciplinary action up to and including termination.

ASSIGNMENT:

Assignments are offered based upon skills, training, and experience. The employee will be given a description of duties, patient, and location.

AUTOMOBILE LIABILITY:

All employees who use their personal automobiles for company business are required to carry Automobile, personal, and property liability insurance. An employee must be present a certificate of insurance verifying the coverage for bodily injury and property damage. If an employee fails to maintain insurance or to provide copies of certificate of insurance, the employee will be subjected to disciplinary action up to and including discharge. Any employee who transports clients in their personal vehicle must have the client sign a waiver to hold Optimum harmless in the event of a collision or other accident. It is Optimum's policy that caregivers NOT transport clients in personal vehicles, but rather arrange state funded transportation for them.

CONFIDENTIALITY:

While working in patient's homes, you may acquire information of a confidential nature. Employees are expected to respect confidences by not revealing them unless it is necessary to do so in the performance of duties. Employees will not, under any circumstances, remove company records of any kind from the premises of the company. A confidentiality of client information statement will be read and signed by each new employee. This will be kept in the employee's file.

C.P.R TRAINING/FIRST AIDE

Licensed personnel and those required by other programs will be initially certified in basic life support and first aid and complete recertification on an annual basis. It shall be the employee's responsibility to become CPR AND FIRST AIDE certified. The employee must present a copy of certification to be included in the employee's personnel file. The company may offer the class to employees however employees will receive a deduction from their pay as to payment for the class.

DRESS CODE:

All employees are required to report to work well-groomed and dressed in an appropriate manner to convey a high standard of professionalism.

All personal care workers are required to wear a name badge and may choose to wear any style nursing uniform in good taste. No jeans, shorts or printed slogans or images on shirts. No baseball caps or night scarves should be worn to a clients home or in the office.

OCCUPATIONAL EXPOSURE TO BLOODBORNE PATHOGENS:

The company complies with Occupational Exposure Bloodborne Pathogens Standards as adopted by the Federal Occupational Safety and Health Administrator or State Government. That standard establishes requirements concerning education and training, use of personal protective equipment, work practices, engineering controls, immunization programs, post evaluation and follow up, labeling and signs. Employees are informed of the requirements applicable to them. If any employee fails to comply with various requirements, the employee will be subject to disciplinary action up to and including discharge.

INSERVICE TRAINING:

The company shall make in-services available annually according to compliance guideline for each state. It is the employee's responsibility to attend in-service programs and to comply with the in-service requirements, for his/her position.

LICENSE REGISRATION OR CERTIFICATION REQUIRMENTS:

If a position requires license, registration, or certification, it shall be the employee's responsibility to keep these documents current. Updated information shall be provided to the supervisor to assure records are current. Professional staff verification of license shall be maintained in their personnel file.

NOTIFICATIONS OF ABSENCES:

Employees shall notify their supervisor as soon as the employee is aware of the need to be absent, but no later than:

Per visit services: 3 hours before the scheduled starting time

Private duty nursing: 2-4 hours before the scheduled starting time

PERFORMANCE REVIEWS:

All employees shall have a performance review after one year of employment and annually thereafter. In addition, there shall be an ongoing informal performance review process for continued employee growth and development. Ongoing reviews are conducted at time of supervisory visits.

PERSONAL BEHAVIOR:

A courteous and professional manner toward fellow employees, patient's family members, and visitors is expected of all employees. All employees are expected to avoid conduct at work or elsewhere which would cause embarrassment to, or criticism of the company. It is essential that employee's attitudes and actions both on the job and off the job bring credit to the company, because the company's reputation is often dependent upon attitudes and action of its employees and management.

NO SMOKING POLICY:

It is agency policy that all employees are prohibited from smoking in an individual's home while providing services on behalf of any home health care agency. If any fine is imposed upon the agency for an individual violating this policy and law, the employee will be responsible for the repayment of such fine.

PERSONAL TELEPHONE CALLS:

Personal telephone calls, including incoming and outgoing calls, are limited to emergencies while employees are working. Phone calls are not permitted from client's residence except in cases of **EXTREME** emergency. Office personnel should not make or receive personal phone calls while in the office. Personal calls should be made during breaks or while on lunch. Only emergency phone calls are acceptable any other time.

PERSONNEL RECORDS:

Personnel files will be established and maintained for all personnel. All information will be considered confidential and made available to authorized personnel only.

Release of personnel information on current and terminated employees without written authorization from the employee will be limited to verification of date of hire, date of termination, classification, and salary.

An employee's personnel file contains the following types of documents which may be inspected and reviewed by employee. Documents include: application, resume, job description, evidence of qualification/license, training, and orientation record, evaluation forms, and any disciplinary action documents.

Any employee may inspect his/her employee file by contacting his/her supervisor. An employee may receive a copy of any medical record contained in the employees file; there is no charge for the first copy of any record provided to the employee, and may only be provided after 90 probationary period is completed. Hard copies of terminated employee personnel files are kept on file in office for up to a year after employment is terminated.

PUNCTUALITY:

ALL EMPLOYEES WILL BE EXPECTED TO BE ON TIME. IF ANY EMPLOYEE WILL BE DELAYED, THE EMPLOYEE SHALL NOTIFY HIS/HER SUPERVISOR AND INFORM HIM/HER OF THE REASON FOR LATE ARRIVAL AND WHEN THEY CAN BE EXPECTED IN. Violation of this policy will result in disciplinary action, up to and including termination.

SAFETY:

Each employee is responsible for performing his/her duties in a safe manner. Not adhering to safe conduct and working procedures will not be tolerated and will be subject the employee to disciplinary action up to and including discharge. Each employee is instructed concerning safety precautions (during orientation and ongoing). It is the employee's responsibility to notify his/her supervisor if the employee believes his/her wellbeing is in jeopardy.

TERMINATION:

The company reserves the right to terminate the employment relationship with an employee or contractor at any time. The termination may be with or without cause. If it is found out that an employee has failed to truthfully disclose information about his/her history, including felony convictions, termination may be immediate. Termination of an employee must have prior authorization of the alternate administrator.

RESIGNATIONS:

Should an employee wish to resign, he/she is asked to give notice of this intent in advance and preferable as far as in advance as possible. The procedure is necessary to maintain adequate continuous staffing. Minimum notice is as follows:

- A. Hourly employees: two weeks (14 days)
- B. PRN employees: two weeks (14 days)
- C. Administrative/ RNS employees: four weeks (30 days)

DISCIPLINARY PROCEDURES:

Although employment is at the will of either party, the company reserves the right to make exceptions to the following procedure; the company will generally follow a three-step disciplinary procedure for employees who have completed the probationary period. This affords employees a reasonable opportunity to correct any misunderstanding or a mistake before strict action is taken. The disciplinary procedure below is designed to serve as a guide to ensure effective, fair supervision. There are three (3) basic elements in the disciplinary program which may be used in any order and they are (1) Verbal counseling, (2) Written warning, and (3) Discharge.

- (1) Verbal counseling is an important process where the employee and the supervisor recognized problem areas, determine methods to solve the problem, set goals and established a date when they meet again to ensure that progress is being made in solving the identified problem.
- (2) Written warning is generally issued for a serious offense in a situation, where a verbal counseling session had already taken place and no progress was made the supervisor is expected to draft a warning, once again to counsel the employee, and attempt to establish means by which the employee may improve. The completed document and suggested corrective action are then reviewed by the employee and the supervisor to ensure that both parties have adequate understanding. Repeated incidents such as the one described in written warning becomes a part of the employee's file and can be removed by request of the supervisor, Don, or employee after one year has elapsed and the employee, by way of performance, had demonstrated improvement.
- (3) An employee may be discharged for infraction of rules or regulations, a combination of infraction or repeated infractions or poor performance, or at the discretion of the company with or without cause.

In each of the following cases, but not limited to, the employee will be terminated immediately:

- A. When an employee flagrantly violates a rule, regulation, or policy.
- B. When an employee is drinking intoxicants, has intoxicants in their possession or is under influence of intoxicants while on duty.
- C. When an employee is dispensing, or using substance abuse material, has substance abuse materials illegally in the possession or is under the influence of substance abuse materials while on duty.
- D. When an employee is found to have falsified information on employment records or other records for which they are responsible.

- E. When an employee is found to have performed or suggested an act against accepted moral standards toward a customer, another employee, a visitor, or anyone associated with company.
- F. When an employee is guilty by their own admission or has been found guilty of theft, pilfering or any other forms of dishonesty.
- G. When an employee fails to comply with orders of any reasonable request or assignment made by a supervisor, including changes in work area or work responsibilities.
- H. When an employee uses abusive language, is grossly disorderly, strikes or threatens another person, participates in, or initiates a fight or other incident where physical contact between people is involved.
- I. When an employee is found sleeping on duty.
- J. When an employee is absent without call for two scheduled work days.
- K. When an employee brings firearms or other weapons on any property occupied by the company.
- L. When an employee is found to have been party to or has in any way aided or abetted any offenses.
- M. When there is evidence that patient has been abused or neglected

PROTOCOLS OF HIV INFECTION:

CONFIDENTIALITY:

As in all cases HIV infected patients and situations shall be held in confidence and handled as directed in the company policies and procedures for infection control. The company is committed to providing confidential treatment to all patient in accordance with applicable law and home care protocols.

The company prohibits unauthorized disclosure of information concerning patient's diagnosis or HIV status of patients to anyone without legitimate need to know.

Information regarding HIV infected patients will be maintained on a confidential basis in accordance with Ohio law. It is important that those involved in a patient's care have adequate information with which to monitor the patient's medical and psychological needs.

EMPLOYEES WITH HIV INFECTION.

An employee with contagious infection has an obligation to avoid spread of infection to other employees and patients. Any employee, who suspects he/she is HIV+ or who have ARC or AIDS is obligated to report to their supervisor to prevent the spread of infection.

The Supervisor shall:

- (1) Assess whether the employee may perform his/her job and or limitation should be placed on job performance.
- (2) Educate the employee about the potential risk associated with taking care of patients and transmissible infection and to infection and to follow existing control recommendations (UNIVERSAL PRECAUTIONS).
- (3) Advise the employee, regarding the importance of regular medical evaluation by his/her physician.
- (4) When an employee with HIV infection is not allowed, or is unable to continue current job duties, the reasonable manager will consider reasonable accommodation in job duties for the employee.

BLOOD/BODY FLUID EXPOSURE

Employees are required to report via the employee, the Employee Incident Form, or in person. Occupational exposure to blood and body fluids. An exposure to a patient's blood or body fluids is defined as parental (e.g., needle sticks) or mucous membranes (e.g., splash in the nose or eye) contact with blood or other body fluids, or contagious contact involving significant amounts of blood prolonged contact of blood- especially when exposed skin is not intact. (e.g., chapped, abraded).

In case of occupational exposure, the company will:

1. Counsel the employee regarding risk of infection and measure to prevent its spread.
2. Inform the employee of the voluntary program for occupational exposure for HIV infection. Strongly encourage enrollment if the source of the exposure is known to be infected with HIV.
3. Follow protocol for Hepatitis Prophylaxis.
4. HIV antibody testing will not be denied for any employee who perceives that an exposure has occurred.

NON- DISCRIMINATION/MANDATORY REQUIREMENTS TO FOLLOW FOR UNIVERSAL PRECAUTIONS.

The company is committed to the provision of care on an equal non-discriminatory basis to all patients. This company prohibits illegally discriminatory treatment of suspected or identified HIV+ patient. Necessary treatment will proceed according to approved standards of care.

The company will provide its employees with protective equipment (e.g., gloves, gowns, masks, and eye coverings), whenever there is likelihood of exposure to blood or other body fluids. Employees are to follow the policies and procedures on universal precautions.

Failure to treat HIV infected patient or to follow universal precautions will be just caused for corrective action up to and including discharge.

FOR MORE INFORMATION REGARDING HIV INFECTECTION PLEASE CONTACT YOUR SUPERVISOR.