WELCOME

VNS CAREGIVERS INC

"Passionate Care for Seniors and others."

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Employee Handbook

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WELCOME

Welcome to **VNS CAREGIVERS INC**! We are delighted that you have chosen to join our organization and hope that you will enjoy a long and successful career with us. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to enhance your career and further your **VNS CAREGIVERS INC'** goals.

VNS CAREGIVERS INC was established on October 13, 2016 by Andy Asoh to provide services for the several Connecticut Home Care programs independently and as subcontracted staff.

Since 2016 servicing the elderly population, Andy has had the desire and insight of establishing and incorporating services for individuals with acquired brain injury, mental health clients and veterans. His persistent commitment to service makes him a pioneer and leader in the home care services industry. His involvement in the community and with other organizations providing free resources, industry counsel and a presence at Caregiver conferences for the public demonstrates his commitment to serving others.

You are joining an organization that takes pride in outstanding performance, resourcefulness, and ***personal care***. Our employees use their talents and skills to provide exceptional and personal service to our clients. With your active involvement, commitment, and support, **VNS CAREGIVERS INC** will continue to achieve its goals. We sincerely hope you will take pride in being an important part of **VNS CAREGIVERS INC**' success.

We service and/or link as a subcontractor to provide services to agencies and programs under the following:

> ***VA Fee Based*** – Veteran's Administration (VA) is a Fee Based Program offering services designed to keep veterans in their communities.
> ***Connecticut Home Care Program*** – We are approved providers of this state-sponsored program for older individuals and those with disabilities who are over the age of 65, a Connecticut resident and may be at risk for nursing home placement. *(Agency on Aging of Central and Southwestern Connecticut)*
> ***Allied Community Resources*** – The Acquired Brain Injury (ABI) program provides various non-medical services to individuals with acquired brain injury.
> ***Advanced Behavioral Health*** – The Mental Health Waiver permits Connecticut to provide a comprehensive array of home and community-based services that enable individuals to live safely in the community.

We consider our employees to be one of our most valuable resources. This handbook has been written to serve as the guide. Please take time to review this handbook. If you have questions, feel free to ask your supervisor or to contact the Human Resources Department.

Employment at Will

Employment at **VNS CAREGIVERS INC** is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the owner of the company. This means that either the

employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook is intended to or creates an employment agreement, express or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in hourly, annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period of time.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act. Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. **VNS CAREGIVERS INC** employees have the right to engage in or refrain from such activities.

Worker's Compensation

The Workplace Safety & Insurance Board (WSIB) covers all employees in work-related injuries or death. Your well-being is important above all else, however if a work injury does not prevent you from reporting the injury please report all injuries immediately and complete the Incident Report at the earliest time **but within 24 hours**. Contact Human Resources for guidelines and procedures to follow.

MISSION

VNS CAREGIVERS INC is committed to providing a level of quality care that encourages the safe and cost-effective delivery of home health services, maximizing patient autonomy, and coordination of community and ***Agency*** resources to decrease illness, burden and unnecessary duplication of services, thereby promoting positive patient outcomes.

The care, treatment and services provided by **VNS CAREGIVERS INC** are provided to patients without regard to age, race, religion, sex, national origin, or disability.

VNS CAREGIVERS INC provides accountability for care, treatment and services by monitoring and evaluating performance outcomes and a continuous quality improvement program.

GOALS

Our goals at **VNS CAREGIVERS INC** are to help our clients achieve the best quality of life possible. We understand that one solution does not fit every situation, so we take the time to

listen and learn about each client's need and preference. This enable us to tailor a care program that maximizes the client's independence and dignity.

PHILOSOPHY

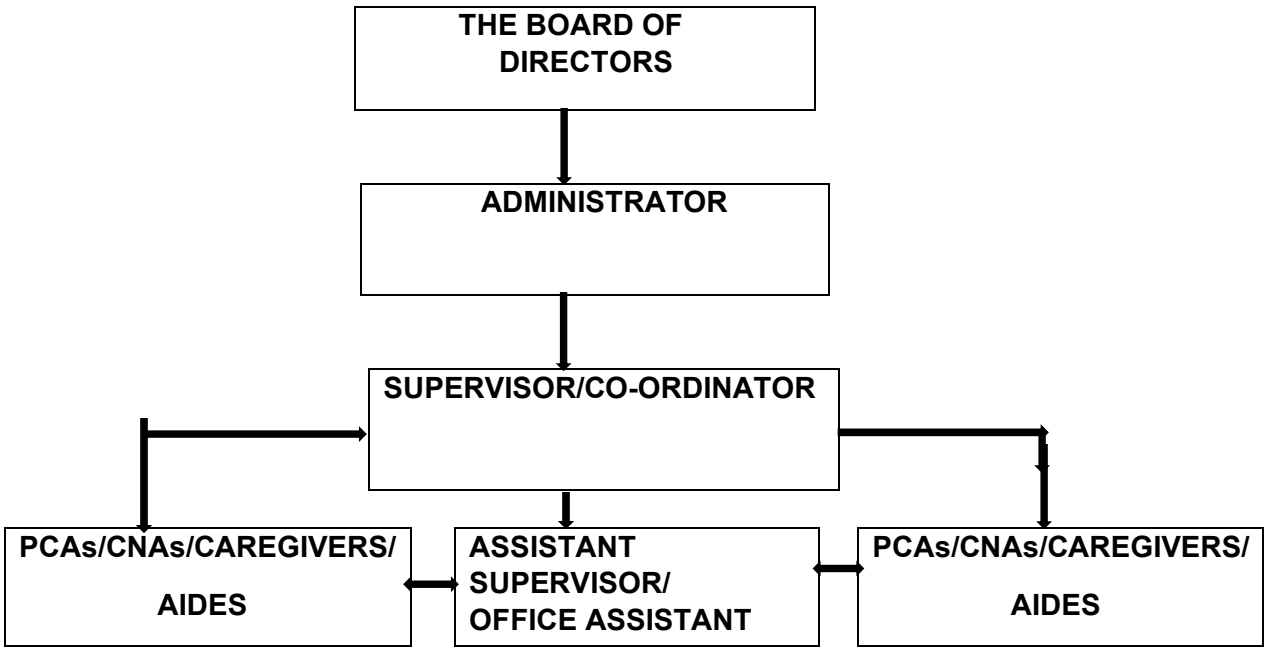
VNS CAREGIVERS INC is dedicated to the provision of comprehensive quality patient and family centered care in the patient's/client's place of residence.

VNS CAREGIVERS INC focuses on each patient's/client's completed and individual healthcare needs including, but not limited to their safety/environment and social support system.

VNS CAREGIVERS INC is committed to the provision of home health services that assist the patient to maximize his/her well-being. ***The Agency*** is committed to patient participation in healthcare choices and decisions, respecting each individual's rights and needs for self determination.

VNS CAREGIVERS INC is dedicated to the provision of home healthcare education to the patient, staff members and the community.

Who we are . . .



POLICIES & PROCEDURES

Equal Employment Opportunity Statement

VNS CAREGIVERS INC provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

VNS CAREGIVERS INC expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is not tolerated. Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the HR Manager. The Company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels he or she has been subjected to any such retaliation, he or she should bring it to the attention of the HR Manager.

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. “Adverse conduct” includes but is not limited to:

1. Shunning and avoiding an individual who reports harassment, discrimination, or retaliation.
2. Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation; or
3. Denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process.

Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

Americans with Disabilities Act (ADA) Reasonable Accommodation

To ensure equal employment opportunities to qualified individuals with a disability, **VNS CAREGIVERS INC** will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the business would

result. Employees who may require a reasonable accommodation should contact the Human Resources Department.

Commitment to Diversity and Competency

VNS CAREGIVERS INC will provide high-quality, culturally sensitive services by identification, delivery and continual monitoring of the client's needs. **VNS CAREGIVERS INC** hires bilingual staff and develops education training for all relevant staff regarding cultural competency. **VNS CAREGIVERS INC** will develop plans and programs for improving cultural awareness, where a need is identified, through the comprehensive assessment to ensure that services are provided in a culturally competent manner to all clients, staff members and those we come in contact with including those with limited English proficiency.

Cultural Competence Definition

The ability to understand, appreciate, and interact with persons from cultures and/or belief systems other than one's own, based on various factors.

The word **competence** is used because it implies having the capacity to function effectively.

Cultural Competence activities include the development of skills through training, use of selfassessment for providers and systems, and implementation of objectives to ensure that governance, administrative policies and practices, and skills and practices are responsive to the culture and diversity within the populations served. It is a process of continuous quality improvement.

Cultural Diversity

The differences in race, ethnicity, language, nationality, religion, and sexual orientation that are represented within a community. A community is said to be culturally diverse if its residents include members of different groups.

Antiharassment Policy

VNS CAREGIVERS INC is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, **VNS CAREGIVERS INC** expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

It is the policy of **VNS CAREGIVERS INC** to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. **VNS CAREGIVERS INC** prohibits any such discrimination or harassment.

VNS CAREGIVERS INC encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of **VNS CAREGIVERS INC** to investigate such reports promptly and thoroughly. **VNS CAREGIVERS INC** prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

Sexual Harassment

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as many state laws. Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law, is prohibited.

It is **VNS CAREGIVERS INC'** policy to provide a work environment free of sexual and other harassment. To that end, harassment of **VNS CAREGIVERS INC** employees by management, supervisors, coworkers, or nonemployees who are in the workplace is absolutely prohibited. Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. **VNS CAREGIVERS INC** will take all steps necessary to prevent and eliminate unlawful harassment.

Definition of Unlawful Harassment. "Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law.

Definition of Sexual Harassment. While all forms of harassment are prohibited, special attention should be paid to sexual harassment. "Sexual harassment" is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's employment or as a basis for employment decisions; *or*
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, comments about an individual's sexual activity, deficiencies, or prowess;

- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; *and*
- Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated at **VNS CAREGIVERS INC.**

Complaint Procedure

Any employee who believes he or she has been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint. You may complain directly to your immediate supervisor or department manager, the HR director, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are requested and encouraged to report this to one of the individuals listed above.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality.

If the investigation confirms conduct contrary to this policy has occurred, **VNS CAREGIVERS INC** will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

Incident Report

The Incident Report form is used as part of the **VNS CAREGIVERS INC**' integrated risk management and performance improvement program. **All incidents need to be reported immediately. The form must be completed for ALL unusual occurrences involving employees, clients or family and completed within 24 hours of the incident or sooner.** An unusual occurrence is defined as any occurrence involving an employee, client or family member which is not consistent with regular routine, regardless of whether or not there was an apparent injury or other damage. Also, all occurrences of significant client complaint or criticism, including complaints from a client's relative or friend, should be the subject of an Incident Report.

CODE OF ETHICS

It is the responsibility of every employee, contracted staff, and/or volunteer to adhere to the Code of Ethics and Conduct to maintain high standards to meet our Mission, Goals and Philosophy.

- Treat all individuals with respect and accept that all individuals have differences.
- Maintain the confidentiality of information acquired through my employment and only disclose this information when authorized or legally obligated to do so.
- Follow policies and procedures as developed by **VNS CAREGIVERS INC**.
- Ensure that my personal activities do not interfere with my judgement and competence.
- Fulfill my obligations and responsibilities in a dependable, honest and honorable manor including recording accurate and truthful documentation and timesheets.
- Provide client-centered care by encouraging the client to make appropriate choices and decisions for his/her welfare and safety, to perform tasks that will benefit the client and to promote healthy family and community involvement.
- Safeguard the safety and security of the client, his/her personal property and physical environment.

CONDUCT

- Maintain a professional conduct and image while working or while driving in a company identifiable vehicle or at any time while in company identifiable clothing.
- Follow the Code of Ethics as described above by always displaying an honorable, dependable and honest character.
- Maintain a professional relationship with your client at all times by not crossing professional boundaries including sharing too much personal information about you, the company or other clients and do not maintain personal relations outside of company business.
- Report any/all incidents of any signs of verbal, physical or any other type of abuse originating from the client or their relations or employees directly or indirectly to your Supervisor, Care Coordinator or Human Resources.
- Smoking is not permitted on company property and in the client's house. Utilize designated smoking areas and smoke breaks are not to distract or cause neglect in care or safety of your client.

Do the Right Thing . . . Ask yourself:

- Does what I am doing comply with the **VNS CAREGIVERS INC** Polices, Code of Conduct/Ethics?

- Have I mis-represented information or deviated from normal procedures?
- How would I feel if someone found out what I was doing? ▪ Is this the right thing to do?

My commitment as a Caregiver . . . I will not:

1. Use the client's personal property without the client's consent including phone for personal calls.
2. Consume the client's food and beverages.
3. Forge client's signature or falsify documentation.
4. Bring friends, relatives, pets or any unauthorized individual to the client's home.
5. Transport client away from home (unless authorized) or take the client to my place of residence (home).
6. Breach client's privacy or divulge client information.
7. Consume alcoholic beverages, medicine, drugs, or other chemical substances not in accordance with the legal, valid, prescribed use and/or in any way that impairs my delivery of services to the client while in the client's home or prior to the service delivery.
8. Smoke in the client's home.
9. Watch TV, computer, play video games or sit around and chat unless authorized by service specifications.
10. Steal, borrow, accept, obtain or attempt to obtain money or anything of value, including gifts or tips from the client, household members and family members of the client or caregiver.
11. Discuss personal problems, religious or political beliefs with the client and others in the care setting.
12. Engage in non-care related socialization with individuals other than the client.
13. Provide care to individuals other than the client.
14. Sleep at the client's residence (unless as authorized per live-in shift work).
15. Engage in sexual conduct or in conduct that may reasonably be interpreted as sexual in nature, regardless of whether the contact is consensual with the client or not.
16. Engage in behavior that may reasonably be interpreted as inappropriate involvement in the client's personal relationships.
17. Engage in behavior that causes or may cause physical, verbal, mental or emotional distress or abuse to the client.
18. Be designated to make decisions for the client in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, or guardianship.
19. Sell or purchase from the client products or personal items. The only exception to this prohibition occurs when the client is a family member and the provider is not delivering services.
20. Engage in behavior that constitutes a conflict of interest or takes advantage of or manipulates services contracted by **VNS CAREGIVERS INC** resulting in an unintended advantage for personal gain that has detrimental results for the client, the client's family or caregivers, or another provider.
21. Leave the home for a purpose not related to the provision of services without notifying the agency supervisor, the client's emergency contact person, any identified caregiver, and/or the client's care manager, or for client-directed services providers, leave the home without the consent and/or knowledge of the client.
22. Extend the relationship with the client beyond the specific service dates and/or boundaries that have been established by the applicable service specification(s).
23. Engage in a disagreement with the client but will, instead seek to improve communication and express willingness to work together constructively. In the event of a disagreement contact the Care Manger immediately. A disagreement is a failure or refusal to agree which may escalate into a conflict or quarrel.
24. Deny service to a client due to the client's living conductions including pest, health, behavior (including touching) or language. **VNS CAREGIVERS INC** does not make the distinction between behavior and language that are the result of a condition verses someone who consistently displays inappropriate, intolerable behavior/ language or threatening behavior/language.

Providers must comply with OSHA standards and the Fair Labor Standard Act for employees. Also applies to language other than English.

DAMAGE/LOSS/THEFT ACKNOWLEDGMENT

VNS CAREGIVERS INC maintains a zero-tolerance **policy** for **theft,** damage, and dishonesty. Any investigation leading to the confirmation of **theft, damage** or dishonesty of any employee will result in the immediate termination of that employee.

VNS CAREGIVERS INC recognizes that despite all efforts being taken to minimize instances of accidental damage and/or theft to equipment, belongings, or property; events may still occur during service provision to clients.

VNS CAREGIVERS INC does not accept responsibility for accidental damage to client property during the provision of service.

This policy creates no legal obligation on the part of **VNS CAREGIVERS INC** to reimburse any individual or entity for damages or theft of property.

This policy statement is applicable to all clients and employees of **VNS CAREGIVERS INC**.

VNS CAREGIVERS INC is committed to providing a framework for investigating and responding to instances of accidental damage and theft.

Under no circumstances should the Employee admit liability or make offers of reimbursement on behalf of VNS CAREGIVERS INC. The Client or their representative will be advised that VNS CAREGIVERS INC will investigate the instance and provide them with a response.

If **VNS CAREGIVERS INC** determines that the cause of the damage/theft was accidental, i.e., that the Employee:

- Was appropriately briefed regarding the task.
- Was provided with the appropriate equipment to complete the task.
- Acted in accordance with the requirements of the service provision.

VNS CAREGIVERS INC does not accept responsibility for accidental damage/theft and the Client will be advised to utilize their insurance or own means to repair/replace the damaged item.

Negligence on Behalf of the Employee

In the unlikely event that **VNS CAREGIVERS INC** has determined the cause of the damage was as a result of negligence on behalf of the Employee, i.e., that the Employee:

- Had deliberately or willfully caused damage.
- Had ignored an instruction given to them regarding how to complete a task, including details specified in the Client's Service Plan.
- Had used equipment incorrectly or breached a safeguard put in place to minimize the likelihood of damage occurring.

In this instance **VNS CAREGIVERS INC** will consider all information relating to the damage/loss/theft and will advise the client to initiate their insurance process. Consideration may be made on a case by case basis regarding any reimbursement for damage/theft or loss to the extent that any insurance proceeds are not sufficient to reimburse the damage or loss. Matters of Employee performance

management and any relevant disciplinary actions as a result of the event will be managed in accordance with **VNS CAREGIVERS INC** Human Resource policies.

Wear and Tear

VNS CAREGIVERS INC makes no reimbursement for damage caused through the wear and tear of items, even if the damage occurs at the time that the Employee was using the item.

I understand that . . .

- Efforts will be made to ensure the client is fully informed of the procedures throughout any investigation.
- Consideration will be made in relation to the specific situations for each reported event and due deliberation applied.
- The incident will be managed in a way that recognizes the distress and inconvenience experienced by all parties.
- Reported instance of accidental damage, loss or theft by a Client, their representative, or the Case Manager will initiate an investigation. Investigations ensure the following are obtained:
- Report/Statement from the Client/their representative.
- Report/Statement from the employee(s) involved.
- The Client/their representative advise plan for having the damaged/theft item repaired or replaced.
- Statement from the Case Worker regarding what item was damaged/theft and how this occurred.
- If an employee causes damage or loss because of poor performance, the employee will be subject to disciplinary action up to and including termination.
- Willful or intentional misuse, damage, loss or theft of company, client property resulting in significant loss could be grounds for immediate termination.
- Employers and clients can file a civil suit or make a claim in small claims court to recoup the money owed for the loss or damage or stolen property/item.

GIFTS AND ADVANTAGES

To prevent the appearance of preferred treatment and or to prevent chances of accusations. To maintain professionalism at its highest standard. All employee, contracted staff and/or volunteers of **VNS CAREGIVERS INC** are to refuse accepting of any gifts of any kind to prevent any conflict of interest or appearance of preferred treatment and/or to prevent chances of accusations.

- The employee is not to accept cash or gifts of any kind from clients past or present, or from their relations.
- The employee is not to give cash or gifts of any kind to the client or any of their relations.
- The employee is not to accept signing authority or power of attorney from a client or their relations.
- The employee is not to borrow money or items of any kind belonging to the client or any of their relations.
- The employee is not to sign any client (or their relations) documents, legal or otherwise on behalf of the client (or their relations) or sign any client (or their relations) document legal or otherwise as a witness.
- The employee is not to advise the client on financial investments or financial matters of any kind.
- The employee is not to advise the client or encourage the client or any of their relations to name the employee as a beneficiary in the client's will.

CONFLICT OF INTEREST

VNS CAREGIVERS INC expects all employees to conduct themselves and company business in a manner that reflects the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations. This includes avoiding real and potential conflicts of interests.

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and a legal question. **VNS CAREGIVERS INC** recognizes and respects the individual employee's right to engage in activities outside of employment which are private in nature and do not in any way conflict with or reflect poorly on the company.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises where there is a potential conflict of interest, the employee should discuss this with a manager for advice and guidance on how to proceed. The list below suggests some of the types of activity that may indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

- Employment by another firm that is a competitor of or supplier to **VNS CAREGIVERS INC**.
- Carrying on company business with a firm in which the employee, or a close relative of the employee, has a substantial ownership or interest.
- Holding a substantial interest in, or participating in the management of, a firm to which the company makes sales or from which it makes purchases.
- Borrowing money from customers or firms, other than recognized loan institutions, from which our company buys services, materials, equipment, or supplies.
- Accepting substantial gifts or excessive entertainment from an outside organization or agency.
- Speculating or dealing in materials, equipment, supplies, services, or property purchased by the company.
- Participating in civic or professional organization activities in a manner that divulges confidential company information.
- Misusing privileged information or revealing confidential data to outsiders.
- Using one's position in the company or knowledge of its affairs for personal gains.
- Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of company business.

CONFIDENTIALITY

The protection of confidential business information, trade secrets and client information is vital to the interests and success of **VNS CAREGIVERS INC**. Inappropriate or unauthorized disclosure of critical and/or personal information is prohibited and is subject to disciplinary actions that may include termination of employment or legal action if deemed a critical incident.

All inquiries from the media must be referred to the **Supervisor/Co-Ordinator**

HIPAA (Health Insurance Portability and Accountability Act)

The policy protects the privacy and confidentiality of protected health information (PHI) (45 CRF 164.520) of its employees, clients, volunteers, contracted staff by maintaining procedures. Electronic protected health information (e-PHI) will be stored on encrypted and/or password protected devices. E-PHI will only be communicated through encryption, secure and password protected devices.

Protected Health Information Defined:
PHI refers to individually identifiable health information received by the company's group health plans or received by a health care provider, health plan or health care clearinghouse that relates to the past or present health of an individual or to payment of health care claims. PHI information includes medical conditions, health status, claims experience, medical histories, physical examinations, genetic information and evidence of disability.

PRIVACY PRACTICES

At **VNS CAREGIVERS INC** we are committed to respecting the privacy of our employees.

VNS CAREGIVERS INC recognizes employees as an asset. Because we respect and value you as an employee, we also want you to understand that we will protect your privacy and confidentiality around personal information we learn about you as a result of your employment relationship with **VNS CAREGIVERS INC**.

This privacy notice is designed to inform you of what personal information **VNS CAREGIVERS INC** collects about you as an employee, and the use to which **VNS CAREGIVERS INC** puts that information. The notice also states that your personal information is kept safe and secure from inappropriate disclosure or use.

Examples of collected information include but not limited to; name, address, phone numbers, date of birth, social security number, health information, job history and criminal background check. The information is used to verify your employment eligibility, work history, training and credentialing and to maintain a status of compliance in all areas of employment. Any information requested on your behalf will require a release of information by you, the employee unless otherwise mandated by an authorized authority.

VNS CAREGIVERS INC has always been concerned about the confidentiality of employee personal information and has taken steps to ensure that the information is properly safeguarded and protected. This privacy notice is also designed to voluntarily comply with the Personal Information Protection and Electronic Documents Act (PIPEDA).

EMPLOYMENT RELATIONSHIP

EMPLOYEE CLASSIFICAITON CATEGORIES

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees' employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and **VNS CAREGIVERS INC**.

ALL EMPLOYEES SHALL BE ON PROBATION FOR 90 DAYS.

Nonexempt employees are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law's requirements concerning minimum wage and overtime.

Exempt employees are generally managers or professional, administrative or technical staff who are exempt from the minimum wage and overtime provisions as defined and in accordance with the guideline and laws of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

VNS CAREGIVERS INC has established the following categories for both nonexempt and exempt employees:

- **Regular, Full-time:** Employees who are not in a temporary status and who are regularly scheduled to work the company's full-time schedule of 40 hours per week. Generally, these employees are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.

- **Regular, Part-time:** Employees who are not in a temporary status and who are regularly scheduled to work less than the full-time schedule but at least 30 hours each week. Regular, part-time employees are eligible for some of the benefits offered by the company subject to the terms, conditions and limitations of each benefits program.

- **Per Diem:** Employees who are hired as per diem are on an on-call basis with no regularly scheduled work. Generally, these employees are not eligible for the benefits package, subject to the terms, conditions and limitations of each benefits program.

- **Temporary, Full-time and/or Part-time:** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work fewer than 30 hours weekly for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status

Per Diem workers are not eligible for company benefits unless specifically stated otherwise in company policy or are deemed eligible according to plan documents.

WORK WEEK AND HOURS OF WORK

The standard workweek is from Sunday 12:00 a.m. until Saturday 11:59 p.m. and generally consists of 40 work hours. Office hours are 9:00 a.m. to 5:00 p.m. Individual work schedules may vary depending on the needs of each department.

MEAL AND REST BREAKS

Office/Administrative Employee: Employees are entitled to a 30-minute unpaid meal break each day. If a nonexempt employee is required to work through a meal break, he or she will be paid for the 30minute period. Employees are also entitled to two 15-minute rest periods each day.

Meal and rest breaks schedules are at the discretion of the department supervisor or manager.

Hourly Direct Care Employees: Employees working with clients on an hourly basis and less than seven (7) hours are generally no entitled to an unpaid meal break. However, direct care employees generally socialize and may eat during the client's meal times.

Hourly, Live-in and Nonexempt employees that are work through a meal break and/or rest breaks are paid through their work time.

TIME RECORDS (Clocking In and Out)

All nonexempt employees are required to complete accurate daily/weekly paper and electronic time reports showing all time actually worked. These records are required by governmental regulations and are used to calculate regular and overtime pay. In addition, at the end of each week, the paper time sheet must be submitted by 12 noon on each Monday.

Electronic time recoding (clocking in/out) using our web-based recording software, (Sandata/Santrax, AdaCare and/or TimeTrax) must be recorded at the beginning and end of each shift and any interruptions during the shift must be recorded. Failure to consistently utilize these recording processes may result in disciplinary action that could lead to termination of employment.

All exempt employees are required to complete accurate daily/weekly electronic time reports showing all time actually worked using web-based timesheet software. These records are required by governmental regulations and are used to calculate overtime pay (as applicable). Time reports are to be submitted each week.

OVERTIME POLICY

Purpose of Overtime.

The purpose of this policy is to control labor costs by managing the expense of overtime pay to nonexempt employees.

Overtime Compliance

VNS Caregivers Inc will pay time and a half to nonexempt employees who exceed 40 hours of work time in a workweek. Paid leave, such as holiday, sick or vacation pay, does not apply toward work time. The workweek begins at 12:00 a.m. on Sunday morning and ends at 11:59 p.m. on Saturday night. Although employees are normally scheduled for a 37.5-hour workweek, overtime payments do not commence until the employee exceeds 40 hours in a workweek.

Overtime Approval

Supervisors are required to obtain approval from managers prior to incurring overtime. Employees who anticipate the need for overtime to complete the week's work must notify their supervisors in advance and obtain approval prior to working hours that extend beyond their normal schedule. Approval is required for hours that exceed 37.5 hours in a workweek.

Mandatory Overtime

During busy periods, VNS Caregivers Inc may require employees to work extended hours. Overtime is considered a condition of employment, and refusal to accept it when reasonable notice has been given is cause for discipline, up to and including termination.

Consequences of Overuse of Overtime

Supervisors who authorize staff members to work overtime without prior approval from management will be subject to disciplinary action. Supervisors who continually rely on the use of overtime hours to complete a week's work without it being deemed as extenuating circumstances by management will be subject to disciplinary action.

Consequences of Unauthorized Overtime

Employees who fail to obtain approval prior to working hours that extend beyond their normal 37.5-hour workweek will be subject to disciplinary action up to and including termination.

Overtime Summary

When required due to the needs of the business, you may be asked to work overtime. Overtime is actual hours worked in excess of 40 in a single workweek. Nonexempt employees will be paid overtime compensation at the rate of one and one half their regular rate of pay for all hours over 40 actually worked in a single workweek. Paid leave, such as holiday, PTO, bereavement time, and jury duty does not apply toward work time. All overtime work must be approved in advance by a supervisor or manager.

DEDUCTIONS FROM PAY/SAFE HARBOR EXEMPT EMPLOYEES

The Company does not make improper deductions from the salaries of exempt employees and complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). Employees classified as exempt from the overtime pay requirements of the FLSA will be notified of this classification at the time of hire or change in position.

Permitted deductions. The FLSA limits the types of deductions that may be made from the pay of an exempt employee. Deductions that are permitted include: • Deductions that are required by law, e.g., income taxes;

- Deductions for employee benefits when authorized by the employee;
- Absence from work for one or more full days for personal reasons other than sickness or disability;
- Absence from work for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;
- Offset for amounts received as witness or jury fees, or for military pay; or
- Unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions.

During the week an exempt employee begins work for the company or during the last week of employment, the employee will only be paid for actual hours worked. In addition, an employee may be paid only for hours worked during a period when the employee is using unpaid leave under the Family and Medical Leave Act (FMLA).

Improper deductions. If an employee classified as exempt believes that an improper deduction has been taken from his or her pay, the employee should immediately report the deduction to the Human

Resources Department. The report will be promptly investigated and if it is found that an improper deduction has been made, the company will reimburse the employee for the improper deduction.

DIRECT DEPOSIT

Direct deposit into checking and/or savings accounts are highly recommended for the benefit of each employee. See our Payroll department for participation.

PAYCHECKS

VNS CAREGIVERS INC' pay period for all employees is biweekly on Wednesdays or Fridays. If pay day falls on a federal holiday, employees will receive their paycheck on the preceding workday. Paychecks are distributed or directly deposited into your checking and/or savings accounts.

ACCESS TO PERSONNEL FILES

Employee files are maintained by the Human Resources department and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis. Personnel file access by current employees and former employees upon request will generally be permitted within 3 days of the request unless otherwise required under state law. Personnel files are to be reviewed in the Human Resources department. Employee files may not be taken outside the department. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

EMPLOYEE TRAVEL/MILEAGE AND REIMBURSEMENT

Employees may be reimbursed for reasonable expenses incurred in connection with approved travel and/or other expenses on behalf of the company.

Travel for staff must be authorized in advance. Upon completion of the trip, and within 30 days, the traveler must submit a Travel Reimbursement Form and supporting documentation to obtain reimbursement of expenses.

HOLIDAYS

The company recognizes ten (10) holidays each year for which the office will be closed for office only:

- New Year's Day
- Good Friday
- Easter Monday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Vacation 24Dec-26Dec

Time off on these holidays **are not paid** by the company. Time off may be granted to employees who desire to observe a religious holiday that is not recognized by the company at the employee's expense.

To schedule vacation time, employees should submit a completed leave form to the supervisor at least (2) two weeks before the requested leave. Requests will be approved based on a number of factors, including department operating and staffing requirements. The supervisor should return the leave request to the employee within (3) three business days of the date it is submitted indicating that the request has been approved or denied. If the request for vacation leave is denied, the supervisor should provide an appropriate reason on the form returned to the employee. **Employees are not paid for vacation leave.**

SICK LEAVE

Sick leave may be used for an employee's personal illness, well-care, and medical and dental appointments. Sick leave may also be used for illness and well-care in an employee's immediate family.

An employee who has a sick leave absence in excess of three consecutive working days must present medical documentation for the absence. **Employees are not paid for sick leave.**

FAMILY AND MEDICAL LEAVE ACT (FMLA)

Upon hire, **VNS CAREGIVERS INC** provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities Under the Family and Medical Act .

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

If you have any questions, concerns or disputes with this policy, you must contact the Human Resources department in writing.

General Provisions

Under this policy, **VNS CAREGIVERS INC** will grant up to 16 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy. See attached FMLA policy.

PERSONAL LEAVE OF ABSENCE

Employees who require time off in addition to vacation may request **a personal leave of absence without pay** for up to a maximum of 30 days. Reasons of bereavement, jury duty, and military leave can fall under this leave. An extension may be approved in limited circumstances.

All regular employees employed for a minimum of 90 days are eligible to apply for an unpaid personal leave of absence. Job performance, absenteeism and departmental requirements will all be taken into consideration before a request is approved.

Please contact Human Resources for more information on request procedures.

The employee must return to work on the scheduled return date or be considered to have voluntarily resigned from his or her employment. Extensions of leave will only be considered on a case-by-case basis.

EMPLOYMENT OF RELATIVES AND DOMESTIC PARTNERS

Relatives and domestic partners may be hired by the company if (1) the persons concerned will not work in a direct supervisory relationship, and (2) the employment will not pose difficulties for supervision, security, safety, or morale. For the purposes of this policy, “relatives” are defined as spouses, children, siblings, parents, or grandparents. A “domestic partnership” is generally defined as a committed relationship between two individuals who are sharing a home or living arrangements.

Current employees who marry each other or become involved in a domestic partnership will be permitted to continue employment with the company provided they don’t work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above. If employees who marry or live together do work in a direct supervisory relationship with each other, the company will attempt to reassign one of the employees to another position for which he or she is qualified if such a position is available.

It is the discretion of Administration to decide the outcome and employment status of employees who act inappropriately or create undue hardship and incidents at work that adversely affect *VNS CAREGIVERS INC* ***due to family or domestic partner employment.***

SEPARATION FROM EMPLOYMENT

Resignation: Voluntary resignation (one initiated by the employee), are asked to provide a written notice to their supervisors at least 10 working days in advance of the last day of work. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire.

Job abandonment: Employees who fail to report to work or contact their supervisor for three (3) consecutive days shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the third day. The supervisor shall notify the Human Resource department at the expiration of the third workday and initiate the paperwork to terminate the employee. Employees who are separated due to job abandonment are ineligible to receive accrued benefits and are ineligible for rehire.

Termination due to cause: Employees of **VNS CAREGIVERS INC** are employed on an at-will basis, and the company retains the right to terminate an employee at any time.

In most cases, Human Resources will conduct an exit meeting on or before the last day of employment to collect all company property, and to discuss final pay. If applicable, information regarding benefits continuation through the Consolidated Omnibus Budget Reconciliation Act (COBRA) will be sent to the employee’s home address.

Should it become necessary because of business conditions to reduce the number of employees or work hours, this will be done at the discretion of the company.

RETURN OF COMPANY PROPERTY

The separating employee must return all company property at the time of separation, including uniforms, cell phones, keys, PCs and identification cards. Failure to return some items may result in deductions from the final paycheck. An employee will be required to sign the Wage Deduction Authorization Agreement to deduct the costs of such items from the final paycheck.

REHIRE

Rehire of former employees are at the discretion of Administration and must meet current eligibility requirements the needs of the company.

BACKGROUND AND REFERENCE CHECKS

To ensure that individuals who join **VNS CAREGIVERS INC** are well qualified and to ensure that **VNS CAREGIVERS INC** maintains a safe and productive work environment, all applicants must successfully pass a pre-employment background employment verification.

Additional checks such as a driving record or credit report may be made on applicants for particular job categories if appropriate and job related.

VNS CAREGIVERS INC also reserves the right to conduct recurrent background checks for current employees to determine continuous employment, eligibility for promotion or reassignment and to comply with third party providers.

WORKPLACE SAFETY

DRUG-FREE AND ALCOHOL-FREE WORKPLACE

VNS CAREGIVERS INC has a longstanding commitment to provide a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and clients and to the security of our equipment and facilities. For these reasons, **VNS CAREGIVERS INC** is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

This policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. This policy applies to all employees and all applicants for employment of **VNS CAREGIVERS INC**. The Human Resource department is responsible for policy administration.

Employee Assistance and Drug-Free Awareness
Illegal drug use and alcohol misuse have a number of adverse health and safety consequences. Information about those consequences and sources of help for drug/alcohol problems is available from the Human Resource department, whose members have been trained to make referrals and assist employees with drug/alcohol problems.

VNS CAREGIVERS INC will assist and support employees who voluntarily seek help for such problems before becoming subject to discipline and/or termination under this or other policies. Such employees may be allowed to use accrued paid time off (if applicable), placed on leaves of absence, referred to treatment providers and otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests if they hold jobs that are safety sensitive or that require driving or if they have violated this policy previously.

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor. Employees should not, however, disclose underlying medical conditions unless directed to do so.

Work Rules

The following work rules apply to all employees:

- Whenever employees are working, are operating any company vehicle, are present on company premises, or are conducting related work off-site, they are prohibited from:
- Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
- Being under the influence of alcohol or an illegal drug as defined in this policy.

- The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body while performing company business or while in a company facility is prohibited.

- **VNS CAREGIVERS INC** will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked.

- Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

The company retains the right to require the following tests:

- **Reasonable suspicion:** Employees are subject to testing based on observations by a supervisor of apparent workplace use, possession or impairment. Human Resources must be consulted before sending an employee for reasonable suspicion testing.

- **Follow-up**: Employees who have tested positive, or otherwise violated this policy, are subject to discipline up to and including discharge. Depending on the circumstances and the employee's work history/record, **VNS CAREGIVERS INC** may offer an employee who violates this policy or tests positive the opportunity to return to work on a last-chance basis pursuant to mutually agreeable terms.

Consequences

Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture or dispense an illegal drug in violation of this policy will be terminated.
The first time an employee tests positive for alcohol or illegal drug use under this policy, the result will be discipline up to and including discharge.

After the results of the test are received, a date/time will be scheduled to discuss the results of the test; this meeting will include a member of management and Human Resources.

Confidentiality

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the Supervisor/Co-Ordinator shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

Inspections

VNS CAREGIVERS INC reserves the right to inspect all portions of its premises for drugs, alcohol or other contraband. All employees, contract employees and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including discharge.

Crimes Involving Drugs

VNS CAREGIVERS INC prohibits all employees from manufacturing, distributing, dispensing, possessing or using an illegal drug in or on company premises or while conducting company business. Employees are also prohibited from misusing legally prescribed or over-the-counter (OTC) drugs. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.

SMOKE-FREE WORKPLACE

It is the policy of **VNS CAREGIVERS INC** to prohibit smoking on all company premises in order to provide and maintain a safe and healthy work environment for all employees. The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind."

The smoke-free workplace policy applies to:

- All areas of company buildings.
- All vehicles owned or leased by the company.
- All visitors (customers, clients and vendors) to the company premises.
- All contractors and consultants and/or their employees working on the company premises.
- All employees, temporary employees and student interns.

Smoking is permitted in designated areas only.

Employees who violate the smoking policy will be subject to disciplinary action up to and including immediate discharge.

WORKPLACE BULLYING

VNS CAREGIVERS INC, defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the company Code of Ethics, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. **VNS CAREGIVERS INC**, considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.

- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person’s work area or property.

- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.

- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

WORKPLACE VIOLENCE PREVENTION

VNS CAREGIVERS INC is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

All **VNS CAREGIVERS INC** employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or the Human Resources Department. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.
Any individual engaging in violence against the company, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

VNS CAREGIVERS INC prohibits the possession of weapons on its property at all times, including our parking lots, company vehicles and the client's home/dwelling. Additionally, while on duty, employees may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, and knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut string, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense.

The company reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on company property. In addition, **VNS CAREGIVERS INC** may inspect the contents of lockers, storage areas, file cabinets, desks, and work stations at any time and may remove all Company property and other items that are in violation of Company rules and policies.

COMMITMENT TO SAFETY

Protecting the safety of our employees and visitors is the most important aspect of running our business.

All employees have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when any health or safety issues are present. All employees are encouraged to partner with management to ensure maximum safety for all.

In the event of an emergency, notify the appropriate emergency personnel by dialing 911 to activate the medical emergency services.

EMERGENCY CLOSINGS

VNS CAREGIVERS INC will always make every attempt to be open for business. In situations in which some employees are concerned about their safety, management may advise supervisors to notify their departments that the office is not officially closed, but anyone may choose to leave the office if he or she feels uncomfortable or unsafe and will clock out as usual when they leave their shift

If you leave earlier than the official closing time, you will be paid only for actual hours worked.

Safety

It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client.

Although most safety regulations are consistent throughout each department and program, each employee has the responsibility to identify and familiarize her/himself with the emergency plan for his/her working area. Each facility shall have posted an emergency plan, detailing procedures in handling emergencies such as fire, weather-related events and medical crises.

It is the responsibility of the employee to complete an Accident and Incident Report for each safety and health infraction that occurs by an employee or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, including termination.

Furthermore, management requires that every person in the organization assumes the responsibility of individual and organizational safety. Failure to follow company safety and health guidelines or engaging in conduct that places the employee, client or company property at risk can lead to employee disciplinary action and/or termination.

The Administration of **VNS CAREGIVERS INC** shall have the responsibility to develop and the authority to implement the safety and health program in the interest of a safer work environment.

Fire

When fire is discovered:

1. Activate the nearest fire alarm (if installed) 2.
   Notify the local Fire Department by calling 911.
3. If the fire alarm is not available, notify the site personnel about the fire emergency by voice communication or paging.

Upon being notified about the fire emergency, occupants must:

1. Leave the building using the designated escape routes.
2. Assist all physically challenged employees in emergency evacuation.
3. Assemble in the designated area (In front of dance studio)

4. Remain outside until the competent authority (Designated Official or designee) announces that it is safe to reenter.
5. Do not RE-ENTERING A BURNING BUILDING.

Designated Official, Emergency Coordinator or supervisors must:

1. Coordinate an orderly evacuation of personnel.
2. Perform an accurate head count of personnel reported to the designated area.
3. Provide the Fire Department personnel with the necessary information about the facility and personnel.
4. Perform assessment and coordinate emergency closing procedures.

Bomb Threat

Bomb threat drills will be held quarterly. All drills will be documented in the Emergency Drill Log which will be kept available at the facility. Act quickly but remain calm and obtain information on the checklist. See attached checklist.

Severe Weather and Natural Disaster

Tornado: When a warning is issued by sirens or other means.

1. Seek inside shelter
2. Consider small interior rooms on the lowest floor and without windows, hallways on the lowest floor away from doors and windows, and rooms constructed with reinforced concrete, brick, or block with no windows.
3. Stay away from outside walls and windows.
4. Use arms to protect head and neck.
5. Remain sheltered until the tornado threat is announced to be over.

Earthquake:

1. Stay calm and await instructions from the Emergency Coordinator or the designated official.

2. Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
3. Assist people with disabilities in finding a safe place.
4. Evacuate as instructed by the Emergency Coordinator and/or the designated official.

Hurricane:

The nature of a hurricane provides for more warning than other natural and weather disasters. A hurricane watch issued when a hurricane becomes a threat to a coastal area. A hurricane warning is issued when hurricane winds of 74 mph or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

Once a hurricane watch has been issued:

1. Take shelter right away or evacuate if you are told to do so.
2. Stay calm and await instructions from the Emergency Coordinator or the designated official.
3. Continue to monitor local TV and radio stations for instructions.

During a hurricane:

1. Remain indoors and consider the following:

2. Small interior rooms on the lowest floor and without windows,
3. Hallways on the lowest floor away from doors and windows, and
4. Rooms constructed with reinforced concrete, brick, or block with no windows.

Power Loss

1. Electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
2. Depending on how long power is out, the Administration will make a decision as to the remainder of the work day.
3. If power loss if longer than 24 hours, the Administration will notify personnel via personal phone of the off-site/home location for continued business.

Medical Emergency

Call medical emergency phone number 911 for Paramedics, Ambulance, Fire Department or Other.

Provide the following information:

1. Nature of medical emergency, Location of the emergency (address, building, room number), and
2. Your name and phone number from which you are calling.
3. Do not move victim unless absolutely necessary.
4. Call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of the professional medical help. See certified personnel list posted in office.
5. If personnel trained in First Aid are not available, as a minimum, attempt to provide assistance using posted instructions for the given situation.
6. Be sure to use the appropriate personal protective equipment.

Workplace Violence

Not all situations can be anticipated for documented for response, however the following steps should be taken during a workplace violence involving a weapon.

1. **Evacuate -** In the workplace, if you hear shots fired, hear others say that someone has a firearm or see someone with a firearm, the ideal thing to do is evacuate the premises as quickly as possible. In an active shooter situation, the shooter benefits from having his targets sequestered inside the building. Proceed quickly to the nearest exit. Stay low and avoid other doors and windows as much as possible.
2. **Hide** - If you cannot safely reach an exit, take refuge in a place where the shooter will not be able to find you. Closets, large cabinets and desks may prove useful in this regard. If you do hide, turn off the ringer on your mobile phone and remain quiet. Do not try to contact the shooter in any way.
3. **Call for Help -** If the active shooter sees you and knows where you are, run away and call out for help so others will hear that there is a shooter on the premises. If you are hiding, use a telephone to contact the police. Stay as quiet as possible in doing so, as the shooter may be able to hear you.

EMPLOYEE HEALTH PROGRAM

All employees will be assessed for the physical ability to perform the job applied for by requiring a preemployment physical examination and annual thereafter to assure continued physical ability to perform the job.

Pre-Employment Physical

These physical examinations will consist of the following items:

- PPD skin test or chest x-ray at the time of hire and on an annual basis (positive skin test requires a chest x-ray and every five (5) years thereafter.
- Yearly physical documenting “free of communicable disease”.

Failure to successfully complete the physical examination on the part of the employee may lead to removal or suspension of work and/or discharge.

It is the responsibility of the employee to provide results for employment to **VNS CAREGIVERS INC** upon hire and annually thereafter.

Final determination as to the employee’s ability to work or continue to work is at the discretion of the physician performing the examination.

Employees Returning to Work After Illness

The company may require satisfactory evidence of physical ability to return to work for any employee who is absent from work for more than five (5) days due to illness. Satisfactory evidence is a physician stating the employee is physically able to resume job duties, is free from active communicable diseases and/or is asymptomatic. An employee will not be allowed to return to duty until satisfactory evidence of physical ability is provided.

Exposure to Communicable Diseases

The Occupational Safety and Health Administration (OSHA) has made a determination that personnel face a significate health risk, as the result of occupational exposure to blood and other potentially infectious material, because they may contain bloodborne pathogens, including hepatitis B virus and hepatitis C virus which are serious liver diseases and human immunodeficiency virus (HIV), the causative agent of AIDS.

The HIV and hepatitis B and C viruses have similar modes of transmission, sexually and by contact with the blood of the positive person to the non-infected person. The hepatitis B and C viruses are by far more communicable than the HIV.

The main risk to workers is from sharps injury resulting when a sharp object contaminated with blood or body fluids from an infectious individual penetrates the tissues. Blood and/or body fluids from a positive source can also be a risk when it enters the body via open wounds, cuts and by splashes to the face, eyes and mouth and other mucous membranes.

Because the infectious status of clients is often unknown, healthcare workers are to observe Standard Precautions when dealing with all client body materials at all times. Most important is the avoidance of blood or body fluid contaminated penetrating injuries from sharp needles or knives, etc.

In the event of a exposure the employee shall report to his/her supervisor for completion of an incident report immediately, or as soon as possible (within 24 hours) after having learned of possible exposure to a communicable disease. Immediate procedural compliance to the company's Exposure Control Plan will go in effect.

Accidents or Injuries While On-the-Job

Employees shall report to their supervisor immediately in such cases and adhere to the company's regulating reporting and on-the-job injuries. **The Incident Report form must be completed for ALL accidents and/or injuries involving employees, clients or family and completed within 24 hours of the incident or sooner.**

Employee Education and Training

To minimize/prevent transmission of infections to other employees and clients, education and training in health and safety is conducted upon hire and periodically in the form of handouts, in-services and other media forms.

WORKPLACE GUIDELINES & EXPECTATIONS

ATTENDANCE POLICY

Objective

The purpose of this policy is to set forth VNS Caregivers Inc.'s policy and procedures for handling employee absences and tardiness to promote the efficient operation of the company and minimize unscheduled absences.

Policy

Punctual and regular attendance is an essential responsibility of each employee at VNS Caregivers Inc. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

This policy does not apply to absences covered by the Family and Medical Leave Act (FMLA) or leave provided as a reasonable accommodation under the Americans with Disabilities Act (ADA). These exceptions are described in separate policies.

Absence

"Absence" is defined as the failure of an employee to report for work when he or she is scheduled to work. The two types of absences are defined below:

- *Excused absence* occurs when all the following conditions are met:
    - The employee provides to his or her supervisor sufficient notice at least 48 hours in advance of the absence.
    - The absence request is approved in advance by the employee's supervisor.

- *Unexcused absence* occurs when any of the above conditions are not met. If it is necessary for an employee to be absent or late for work because of an illness or an emergency, the employee must notify his or her supervisor no later than the employee's scheduled starting time on that same day. If the employee is unable to call, he or she must have someone make the call.

An unexcused absence counts as one occurrence for the purposes of discipline under this policy.

Employees with three or more consecutive days of excused absences *because of illness or injury* must give VNS Caregivers Inc. proof of physician's care and a fitness for duty release prior to returning to work.

Tardiness and Early Departures

Employees are expected to report to work and return from scheduled breaks on time. If employees cannot report to work as scheduled, they must notify their supervisor no later than their regular starting time. This notification does not excuse the tardiness but simply notifies the supervisor that a schedule change may be necessary.

Employees who must leave work before the end of their scheduled shift must notify a supervisor immediately.

Tardiness and early departures are each one-half an occurrence for the purpose of discipline under this policy.

Disciplinary Action

Excessive absenteeism is defined as two or more occurrences of unexcused absence in a 30-day period and will result in disciplinary action. Three (3) occurrences of unexcused absence or instance in a 12-month period are considered grounds for termination.

Job Abandonment / Voluntary Quit

Any employee who fails to report to work in a three or more instances in a 12 month period or been absent from work for a 30 days period without notifying his or her supervisor will be considered to have abandoned the job and voluntarily terminated the employment relationship.

All employees are expected to arrive on time, ready to work, every day they are scheduled to work.

If unable to arrive at work on time, or if an employee will be absent for an entire day, the employee must contact the supervisor as soon as possible. Voice mail and e-mail messages are not acceptable except in certain emergency circumstances. Excessive absenteeism or tardiness will result in discipline up to and including termination. Failure to show up or call in for a scheduled shift without prior approval may result in termination. ***If an employee fails to report to work or call in to inform the supervisor of the absence for 3 consecutive days or more, the employee will be considered to have voluntarily resigned (job abandonment) employment.***

Tardiness

- For Direct Care (aides) personnel, two (2) or more tardiness' exceeding 30 minutes per shift in a one (1) month will be subject to disciplinary action that may result in termination of employment, not to exceed three (3) shift tardies every six (6) months.
- Shift tardiness exceeding three (3) in less than (6) months will be subject to disciplinary action that may result in termination of employment.
- For Administrative personnel, tardy 10 minutes or more, will be considered late and subject to disciplinary action that may result in termination of employment. Two (2) or more tardiness' exceeding 10 min in six (6) months will be subject to disciplinary action that may result in termination of employment.
- The disciplinary action will consider the notification time, length of tardiness and the amount of tardiness' on record.

No Call/No Show

- If you are absent one (1) day without notification (no call/no show) to the Scheduler/Care Coordinator and/or Case Worker, you will be notified and a written disciplinary action taken. Upon the second no call/no show you will be subject to termination.
- If you are absent two (2) or more days consecutively without notification (no call/no show) to the Scheduler/Care Coordinator and/or Case Worker you will be considered to have "quit without notice" and termination measures will be undertaken unless communication has been made to Human Resources within 72 hours with justification, but still may be subject to termination.

Time Off Request

For all purposes and uses of this policy, a request for time off will only be considered when it is received in writing by Human Resources in specified time or verbally in extreme circumstances as stated in policy. The criteria is listed below.

- Requested time off lasting two (2) days or less are required to be submitted in writing (on Request for Time Off form) to Human Resources at least three (3) days prior to time off and must be approved.
- Requested time off lasting three (3) days or longer are required to be submitted in writing (on Request for Time Off form) to Human Resources at least five (5) business days prior to days off and must be approved.
- Any requested time off in connection or close to any holiday must be submitted in writing to Human Resources at least two (2) weeks prior to time off and must be approved.
- An employee must receive approval for any time off request. If an employee does not work scheduled assignment due to an unapproved request, the employee will be subject to the same disciplinary action as a no call/ no show and may result in termination of employment.
- Unapproved time-off will be subject to the same disciplinary action if no notification is made to Human Resources in writing
- Time-off requests are recorded by Human Resources and available to the Scheduler/Care Coordinator and/or Case Worker and shall be properly maintained.

Active Status

- To retain active status as a **VNS CAREGIVERS INC**' employee, you must work at least eight (8) hours at least every three (3) months. Excludes eligible FMLA leaves.
- If an employee has not worked at least eight (8) hours every three (3) months, it will be considered abandonment of job and we will proceed with termination.
- If an employee refuses an offer to work three (3) times in a three (3) month time-frame we will initiate termination paperwork based on unwilling and unavailable to work.
- Any individual requesting to return to employment after you have been terminated three (3) months or more of inactivity, you will be required to meet with Human Resources before returning to active work and only if a work assignment is available. If you are re-hired, you will retain time in service but may be required to meet other eligible criteria for benefits. Re-hire is not a guarantee.
- Any individual returning after a six (6) months or longer will be required to meet with Human Resources before returning to active work and will need to complete at least a one-day orientation and only if a work assignment is available. If you are re-hired, you will not retain time in service and your return date will be your new date of hire for calculating eligible benefits. Re-hire is not a guarantee.

Job Performance

Communication between employees and supervisors or managers is very important. Discussions regarding job performance are ongoing and often informal. Employees should initiate conversations with their supervisors if they feel additional ongoing feedback is needed.

Generally, formal performance reviews are conducted after three (3) months of employment and annually thereafter. These reviews include a written performance appraisal and discussion between the employee and the supervisor about job performance and expectations for the coming year.

Outside Employment

Employees are permitted to work a second job as long as it does not interfere with their job performance with **VNS CAREGIVERS INC**. Employees with a second job are expected to work their assigned schedules. A second job will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If outside work activity causes or contributes to job-related problems, it must be discontinued, or the employee may be subject to disciplinary action, up to and including termination.

Dress And Grooming

VNS CAREGIVERS INC provides a casual yet professional work environment for its employees. Even though the dress code is casual, it is important to project a professional image to our customers, visitors, and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste. Please use common sense.

Direct care employees (anyone working with client's directly, caregiver/aides) must wear the required uniform, which is scrubs. The scrub/uniform must be clean, neat and in good taste.

Any questions or complaints regarding the appropriateness of attire should be directed to the Human Resources department. Decisions regarding attire will be made by the Human Resources department and not by individual departments or managers.

Social Media Acceptable Use

VNS CAREGIVERS INC, encourages employees to share information with co-workers and with those outside the company for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public and, therefore, the company has established the following guidelines for employee participation in social media.

Note: As used in this policy, "social media" refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, and SnapChat, among others.

Off-duty use of social media. Employees may maintain personal websites or weblogs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the company considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas.

On-duty use of social media. Employees may engage in social media activity during work time provided it is directly related to their work, approved by their manager, and does not identify or

reference company clients, customers, or vendors without express permission. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity.

Respect. Demonstrate respect for the dignity of the company, its owners, its customers, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, employees should not divulge **VNS CAREGIVERS INC** confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites. Similarly, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

Post disclaimers. If an employee identifies himself or herself as a company employee or discusses matters related to the company on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of the company and that the employee is expressing only his or her personal views. For example: "The views expressed on this website/Weblog are mine alone and do not necessarily reflect the views of my employer." Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the company or the company's business. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

Competition. Employees should not use a social media to criticize the company's competition and should not use it to compete with the company.

Confidentiality. Do not identify or reference company clients, customers, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the confidentiality policy. When in doubt, ask before publishing.

New ideas. Please remember that new ideas related to work or the company's business belong to the company. Do not post them on a social media site without the company's permission.

Links. Employees may provide a link from a social media site to the company's website during employment (subject to discontinuance at the company's sole discretion). Employees should contact the Web design group to obtain the graphic for links to the company's site and to register the site with the company.

Trademarks and copyrights. Do not use the company's or others' trademarks on a social media site, or reproduce the company's or others' material without first obtaining permission.

Avoid statements about the company's future. Because the company is publicly held, writing about projected growth, sales and profits, future products or services, marketing plans, or the stock price may violate Securities and Exchange Commission (SEC) rules or other applicable laws.

Legal. Employees are expected to comply with all applicable laws, including but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.

Company restrictions. Because the company is publicly held, it may require that employees temporarily confine social media commentary to topics unrelated to the company or that employees temporarily suspend such activity to ensure compliance with the SEC's regulations or other laws. The company may also require employees to delete references to it on a website or Web log and to stop identifying themselves as an employee of the company.

Discipline. Violations of this policy may result in discipline up to and including immediate termination of employment.

Note: Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits.

Bulletin Boards

All required governmental postings are posted on the boards located in the break room. These boards may also contain general announcements.

Employees may submit to Human Resources notices of general interest, such as for-sale notices; recreational-type announcements and/or club functions (e-mail should not be used for the aforementioned); postcards; expressions of gratitude or sympathy; and notices looking for/offering carpools, tickets, roommates, or pets. Human Resources approves, posts, and takes down all notices. All notices posted by employees will be removed after 2 weeks unless otherwise stipulated. The company reserves the right to refuse permission to post or to take down any announcement.

Solicitation

Employees should be able to work in an environment that is free from unnecessary annoyances and interference with their work. In order to protect our employees and visitors, solicitation by employees is strictly prohibited while either the employee being solicited or the employee doing the soliciting is on "working time." "Working time" is defined as time during which an employee is not at a meal, on break, or on the premises immediately before or after his or her shift.

Employees are also prohibited from distributing written materials, handbills, or any other type of literature on working time and, at all times, in "working areas," which includes all office areas. "Working areas" do not include break rooms, parking lots, or common areas shared by employees during nonworking time.

Nonemployees may not trespass or solicit or distribute materials anywhere on company property at any time.

Computers, Internet, E-Mail And Other Resources

The company provides a wide variety of communication tools and resources to employees for use in running day-to-day business activities. Whether it is the telephone, voice mail, fax, scanner, Internet, intranet, e-mail, text messaging, or any other company-provided technology, use should be reserved for business-related matters during working hours. All communication using these tools should be handled in a professional and respectful manner.

Employees should not have any expectation of privacy in their use of company computer, phone, or other communication tools. All communications made using company-provided equipment or services including email and internet activity, are subject to inspection by the company. Employees should keep in mind that even if they delete an email, voicemail or other communication, a copy may be archived on the company's systems.

Employee use of company-provided communication systems, including personal e-mail and internet use, that are not job-related have the potential to drain, rather than enhance, productivity and system performance. You should also be aware that information transmitted through e-email and the internet is not completely secure or may contain viruses or malware, and information you transmit and receive could damage the company's systems as well as the reputation and/or competitiveness of the company. To protect against possible problems, delete any e-mail messages prior to opening that are received from unknown senders and advertisers. It also is against company policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on company computers. Violations of this policy may result in termination for a first offense.

The company encourages employees to use e-mail only to communicate with fellow employees, suppliers, customers, or potential customers regarding company business. Internal and external emails are considered business records and may be subject to federal and state recordkeeping requirements as well as to discovery in the event of litigation. Be aware of this possibility when sending e-mails within and outside the company.

All use of company-provided communications systems, including e-mail and internet use, should conform to our company guidelines/policies, including but not limited to the Equal Opportunity, Harassment, Confidential Information, and Conflicts of Interest. So, for example, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Similarly, employees should not divulge confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites.

Because e-mail, telephone and voice mail, and internet communication equipment are provided for company business purposes and are critical to the company's success, your communications may be accessed without further notice by Information Technology department administrators and company management to ensure compliance with this guideline.
The electronic communication systems are not secure and may allow inadvertent disclosure, accidental transmission to third parties, etc. Sensitive information should not be sent via unsecured electronic means.

Office telephones are for business purposes. While the company recognizes that some personal calls are necessary, these should be kept as brief as possible and to a minimum. Personal use of the company's cell phones, long-distance account, or toll-free numbers is strictly prohibited. Abuse of these privileges is subject to corrective action up to and including termination.

The company reserves the right to monitor customer calls, e-mails, faxes and text messages to ensure employees abide by company quality guidelines and provide appropriate levels of customer service. Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment.

Nothing in this policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment as protected under the National Labor Relations Act. Employees have the right to engage in or refrain from such activities.

Progressive Disciplines

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

VNS CAREGIVERS INC supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. **VNS CAREGIVERS INC** reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

The following outlines our progressive discipline process:

- **Verbal warning:** A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.

- **Written warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.

- **Performance improvement plan:** Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a final warning or placed on a performance improvement plan (PIP). PIP status will last for a predetermined amount of time not to exceed 90 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur.

VNS CAREGIVERS INC reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.

In-Service Training

All Employees and contracted personnel are required to attend or produce evidence of having attended the appropriate education and training programs required by law and regulation to maintain currency of licensure and/or certification.

All employees and contacted personnel are required to attend or proof of having participated in mandatory in-service programs upon hire and annual thereafter. These mandatory in-service training programs include but not limited to:

- OSHA/Blood Borne Pathogens/Infection Control
- HIPAA & Confidentiality
- Emergency Management/Safety
- Workplace Violence
- Cultural Diversity
- Elder Abuse
- Mental Health
- Acquired Brain Injury
- Ethics and Boundaries
- Personal Care Assistant (PCA) Mandatory State Training

EMPLOYEE BENEFITS

Accrued Paid Sick Time

VNS CAREGIVERS INC provides regular, full-time and part-time employees with paid sick days.

Accrued Sick Time for Employees

- At a rate of one hour of paid sick leave for each forty hours worked by an employee, and
- In one-hour increments up to a maximum of forty hours per calendar year.
- Each employee shall be entitled to carry over and up to forty unused accrued hours of paid sick leave from the current calendar year to the following calendar year, but no service worker shall be entitled to use more than the maximum number of accrued hours in any year.

Accrue 1 hour for every 40 hours worked

- Includes full-time, part-time employees
- Must be actual hours worked – not sick, vacation or other leave
- Used in 1-hour increments – accrued and used regardless of time-keeping system
- The max payout is 40 hours per year
- Can use after 680th hour of employment from the date of hire

Uses of Sick Time

An employee shall be able to use the paid sick leave accrued for:

- For and employee's illness, injury or health condition,
- The medical diagnosis, care or treatment of an employee's mental illness or physical illness, injury or health condition, or
- Preventative medical care for a service worker;
- For an employee's child's or spouse's illness, injury or health condition,
- The medical diagnosis, care or treatment of an employee's child's or spouse's mental or physical illness, injury or health condition, or
- Preventative medical care for a child or spouse of an employee; and
- Where the employee is a victim of family violence or sexual assault
- For medical care or psychological or other counseling for physical or psychological injury or disability,
- To obtain services from a victim services organization,
- To relocate due to such family violence or sexual assault, or
- To participate in any civil or criminal proceedings related to or resulting from such family violence or sexual assault.

Advance notice and approval are required and will need to be requested at least seven (7) days prior to the date such leave is to begin. If your leave request is not foreseeable, you are required to give notice as soon as practicable. For paid sick leave, you will be required to submit reasonable documentation as permitted under this policy. Approved leave documentation must be signed by a health care provider who is treating the employee or employees' family member. Documentation under family violence leave include a court record or documentation signed by a service worker or volunteer working for a victim services organization, an attorney, a police officer.