



Employee Handbook
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Accrued Sick time

Employee Accrued Sick time at a rate of one hour every 30 hours worked. 72 hours of paid sick time per year.

Accrual details:

Accrued sick time can be used as it is accrued

Accrued sick time can carry over from year to year

When sick time can be used:

Mental or physical illness, injury, or health condition

Medical treatment, care, or diagnosis

Preventative Care

Domestic violence or sexual assault

Meetings at a child's school or place of care related to the child's health or disability

Section 1-Governing Principles of Employment

1-1 Welcome Statement

On behalf of your colleagues, I welcome you to Stay Home Companions (SHC) and wish you every success here. You've joined a talented and dedicated group of professionals who are committed to delivering high quality services to our clients in a team environment.

The pride we have in our employees and the services that we provide is the reason we have succeeded in the past and expect to continue to succeed in the future. I am sure you will find the same pride as you meet the challenges of your career with SHC. Having mutual respect for our clients and others is our guiding principles. In addition, the ease and freedom with which we communicate is also an integral part of our employment relationship.

The environment of SHC is one of growth and change. It requires a culture of continuous improvement and innovation, based on clear roles and responsibilities and the expectations that a mature dedicated staff will work with minimal supervision, be accountable for its actions, and committed to delivering quality care to our clients.

I sincerely hope you have a successful and rewarding career at SHC. Once again, Welcome to the team!

1-2 Equal Employment Opportunity

SHC is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, arrest record, or any other characteristic protected by applicable federal, state, or local laws. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, employee activities and general treatment during employment. SHC will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified employees with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your job duties because of a physical or mental condition, please let your manager know. SHC will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on SHC's operations. If you wish to request such an accommodation, please speak to your manager. Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of their manager. SHC will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure our workplace is free of artificial barriers, violation of this policy will lead to discipline, up to and including discharge.

1-3 Non-Harassment

It is SHC policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including. But not limited to race, color, national origin, disability, religion, marital status, sexual orientation, or age. The purpose of this policy is not to regulate our employee's personal morality, but to ensure that in the workplace, no one harasses another individual. If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your manager. If you for any reason are unable to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact your manager. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, SHC will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.

1-4 Sexual Harassment

It is SHC policy to prohibit harassment of any employee by any employee, customer, or vendor based on sex or gender. The purpose of this policy is not to regulate personal morality within SHC. It is to ensure that at SHC all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, request for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars, or posters, sending sexually explicit e-mails and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your manager. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact your manager. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, SHC will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. **Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.**

1-5 Drug and Alcohol-Free Workplace

To help ensure a safe, healthy, and productive environment for our employees and others, to protect SHC property, and to ensure efficient operations, **SHC has adopted a policy of maintaining a workplace free of drugs and alcohol.** This policy applies to all employees and other individuals who perform work for SHC. The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia, or alcohol by an individual anywhere on SHC premises, while on SHC business (whether on SHC premises or not) or while representing SHC, is strictly prohibited. Employees and other individuals who work for SHC also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work. For the safety of our clients and staff, **all employees may be required to submit to periodic drug testing.** All employees who fail drug testing or refuse drug testing may be terminated. Employees must notify SHC within 5 calendar days if they are convicted of a criminal drug violation. Such employees will be subject to drug-free awareness program to make employees aware of the dangers of drug abuse in the workplace. SHC maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs or jeopardizes the health and safety of an SHC employee, including themselves.

1-6 Workplace Violence

SHC is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and clients and to prevent damage to SHC and client's personal property. We do not expect you to become an expert in psychology or to physically subdue a threatening/violent individual. Indeed, we specifically discourage you from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage you to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: Anger and hostility, extreme agitation, making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur, sudden and significant decline in work performance, irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior, reacting to questions with an antagonistic or overly negative attitude, discussing weapons and their use and/or brandishing weapons in the workplace, overreacting and or reacting harshly to changes in SHC policies and procedures, personally conflicts with co-

workers, obsession or preoccupation with a co-worker, attempts to sabotage the work or equipment of a co-worker, blaming others for mistakes and circumstances, demonstrating a propensity to behave and react irrationally.

Prohibited Conduct

Threats, threatening language and/or any other acts of aggression or violence made toward any SHC employee **will not be tolerated**. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, employees and visitors are prohibited from carrying weapons onto SHC premises.

Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to your manager or any member of management with whom you feel comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. No employee will be subjected to retaliation, intimidation, or disciplinary action as a result of reporting a threat in good faiths under this policy. SHC will take swift and appropriate corrective action. If you are the recipient of the threat made by an outside party, please follow the steps detailed in this section. It is important for us to be aware of any potential danger in our office. We want to take effective measures to protect everyone from the threat of a violent act by an employee or anyone else.

1-7 Good Standing

As a condition of employment, employees must attest to the following:

- The employee has never been disbarred by the FDA.
- The employee has never been convicted of a felony under the locally governing law for conduct relating to the development, testing, or approval of any drug, product, or device.
- The employee has never been investigated by the FDA, National Institute of Health, Department of Justice, or other local governing authority for fraud or in connection with any of the types of unlawful conducts.
- The employee has not been convicted of any felony under the local laws governing the conduct of clinical research.
- No criminal drug related issues.

Section 2- Operational Policies

2-1 Employee Classifications

For the purposes of this handbook, all employees fall within one of the classifications below.

Full-Time Employees: Employees who regularly work at least 36 hours per week who were not hired on a part-time basis.

Part-Time Employees: Employees who regularly work fewer than 35 hours per week who were not hired on a short-term basis.

Temporary Employees: Employees who were hired for a specific short-term project, or on a short term freelance, per diem or temporary bases. Temporary Employees generally are not eligible for SHC benefits but are eligible to receive statutory benefits. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain their temporary status unless notified in writing of a change in status.

Independent Contractors: Are not employees of SHC. Independent Contractors and their employees are however expected to abide by all the rules of conduct set forth by SHC.

In addition, the above classifications, employees are categorized as either “exempt” or “non-exempt” for purposes of federal and state wage and hour laws. Exempt employees do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. Such salary may be paid less frequently than weekly. You will be informed of your classifications upon hire and informed of any subsequent changes to your classification.

2-2 Trial period

The first 3 months (90 days) of your employment is a **probationary period**. This is an opportunity for SHC to evaluate your performance. It is also an opportunity for you to decide whether you are happy being employed by SHC. **SHC may extend probationary period if it desires.** Completion of the probationary period does not alter an employee's at-will status.

2-3 Employee Service Credit

“Length of service” refers to the length of time that our employees spend as active full-time or part-time employees with SHC. Service begins on the day you become a full-time or part-time employee.

Length of service may be used in determining certain employee benefits, such as time-off benefits. Employees will not lose credit for service with SHC, provided their last day of service was with 30 days of again becoming an active employee. Your manager will discuss this issue with any rehired employee upon hire.

2-4 Your employment Records

To obtain your position, you provide SHC with personal information. Such as, your address and telephone number. This information is contained in your personnel file. Please keep your personnel file up to date by informing your manager of any changes. Also, please inform your manager of any specialized training or skills you may acquire in the future, as well as any changes to any required visas. Unreported changes of address, marital status, etc. Can affect your withholding tax and benefit coverage. Further, an “out of date” emergency contact or an inability to reach you in a crisis could cause a severe health or safety risk or other significant problem. Employee files and other personnel information is confidential and should be treated as such. Access to employee files and personnel information is not permitted without specific authorization from your manager.

2-5 Working Hours and Schedule

SHC business office is normally open from 8:00 am to 4:30 pm. Monday through Friday, but the business runs 24/7 depending on the needs of our business. You will be assigned a work schedule, and you will be expected to begin and end work according to the schedule. To accommodate the needs of our business, at some point SHC may need to change individual work schedules on either a short-term or long-term basis. **If you are working a 24/7 case or a case that another employee must relieve you, you may be mandated to stay until coverage can be found. Please, always be prepared for mandating.**

Lunches may be eaten during your shift, as time and the clients schedule allows. **You will not need to clock out for this period and will therefore be paid for your lunch-break.** It is expected that your lunch-break will not exceed 30 minutes.

2-6 Timekeeping Procedures

Employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by management.

Altering, falsifying, or tampering with time records is prohibited and subjects the employee to discipline, up to and including discharge.

Exempt employees are not required to record their daily work attendance but must report full days of absence from work for reasons such as leaves of absence, sick leaves, or personal business.

The office staff will review employees' weekly time sheet information prior to payroll. In addition, if corrections or modifications are added to the time record, both the employee and manager must verify the accuracy of the changes by contacting your manager to verify.

2-7 Overtime

Like most companies, we may experience periods of extremely high activity. During these busy periods, additional work is required from all of us. Your manager is responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide you with adequate advance notice in such situations. If you are working a shift that you will be released by another employee and that employee is not able to be there on time or at all it will be your responsibility to cover until other coverage can be obtained. We can not leave a vulnerable client alone at anytime if we are scheduled for their care, we would be charged with abandonment charges. Most cases this would pertain to is 16–24-hour cases that again you are being released by another one of our employees or a client's family member. You may also be expected to arrive 4

hours early for your shift in case of emergencies. The office will give you as much notice as possible and will begin to find alternative coverage as soon as they are aware of the situation.

2-8 Your Paycheck

You will be paid an hourly rate equal to or in excess of \$10.33/hour for all the time you have worked during the past pay period. Hourly rates are determined by client contract.

Your payroll sub itemizes deductions made from gross earnings. By law, SHC is required to make deductions for social security, federal income tax and any other applicable taxes. These required deductions also may include any court ordered garnishments. Your payroll stub will also differentiate between regular pay received and overtime pay received.

If you believe there is an error in your pay, bring the matter to the attention of your manager immediately so SHC can resolve the matter quickly and amicably.

Your paycheck will be mailed to your home address or direct deposited to the financial institution and account number provided to us in writing. In the case of direct deposits, a check stub will be mailed to you each pay period. Should you receive a live paper check and require that it be mailed to any destination not the home address we have on file, authorization must be provided as a written request that you have signed and dated.

2-9 Direct Deposit

SHC encourages employees to use direct deposit. Authorization forms are available from your manager or the payroll clerk.

2-10 Salary Advances

SHC does not permit advances on paychecks or against occurred paid time off.

2-11 Performance Reviews and Salary Review

Please understand that a positive performance evaluation does not guarantee an increase in salary, a promotion, or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, are determined by and at the discretion of management.

In addition to these formal performance evaluations, SHC encourages you and your manager to discuss your job performance on a frequent and ongoing basis.

2-12 Record Retention

SHC acknowledges its responsibility to preserve information related to litigation, audits, and investigations. Failure on the part of the employees to follow this policy can result in possible civil and criminal sanctions against SHC and its employees and possible disciplinary action against responsible individuals (up to and including termination of employment). Each employee has an obligation to contact your manager to inform them of a potential or actual litigation, external audit, investigation, or similar proceeding involving SHC that may have an impact on record retention protocols.

Section 3-Benefits

3-1 Holidays

Companions Hours can vary from three (3) to twenty-four (24) hours a day seven (7) days a week.

New Year's Eve Day (after 12:00pm)

New Year's Day

Easter Sunday

Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Eve Day (after 12:00pm)
Christmas Day

Because SHC is a 24/7/365 service provider, all staff will be expected to be “on-call” at certain times during the year. Particularly the holidays, to supervise operational activities that require managerial oversight.

Only call the On Call person (after office hours, weekends, and holidays) if there is an emergency with you, or your client. Call the office for anything that can be taken care of during business hours. Do not call an On-Call person for items relating to time off request, your paycheck etc. The On-Call person does not have the information to help you. Again, only call On-Call for Emergency.

3-2 Time Off Unpaid time-off is offered two ways.

1. SHC allows for six (6) personal days from work in a calendar year. Forty-eight (48) hours advance notice is required for time off.
2. Vacation days or leave of absence days require two weeks’ notice to ensure that our scheduled days with a client are re-scheduled with another employee.

3-3 Insurance Programs

SHC does not currently offer health insurance.

3-4 Workers’ Compensation

On-the-job injuries are covered by our workers' compensation insurance policy, which is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your manager. Failure to follow SHC procedures may affect your ability to receive workers' compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Employees who need to miss work due to a workplace injury must also request a leave of absence.

3-5 Jury Duty Leave

SHC realizes that is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. However, you are expected to keep management informed of the expected length of your jury duty service and to report to work for the major portion of the day if you are excused by the court. If the required absence causes a serious conflict for management, you may be asked to try to postpone your jury duty. Regular full-time and part-time employees on jury duty leave be granted unpaid time off as required by law.

3-6 Bereavement Leave

Employees will receive no paid time off for bereavement. The office staff will work to find replacement Companions or inform the client that on or more shifts will be cancelled.

3-7 Voting Leave

In the event an employee does not have sufficient time outside of working hours to vote in a statewide election, if required by state law, the employee may take off enough working time to vote. Such time will be paid if required by state law. This time should be taken at the beginning or end of the regular work schedule. Your manager should be notified at least two days prior to the voting day.

Section 4 – Leaves of Absence

4-1 Personal Leave

If you are ineligible for any other SHC leave of absence, SHC, under certain circumstances, may grant you a personal leave of absence without pay. A written request for personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and you are not eligible for leave under the federal Family and Medical Leave Act (FMLA) or any state leave law, medical certification must also be submitted. Your request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as your performance and attendance records. Normally, a leave of absence will be granted for a period of up to twelve (12) weeks. Under unusual circumstances a personal leave may be extended if, prior to the end of your leave, you submit a written request for an extension to management and the request is granted.

When you plan to return to work, please notify your manager of your expected return date. This notification should be made at least one week before the end of your leave.

Upon completion of your personal leave of absence, SHC will attempt to return you to your original job, or to a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise your Manager of your availability to return to work, failure to return to work when notified, or your continued absence from work beyond the time approved by SHC will be considered a voluntary resignation of your employment.

4-2 Military Leave

If you are called in to active military service or enlist in the uniformed services, you will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, you must provide your manager with advance notice of your service obligations unless you are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable for you to provide such notice. Provided your absence does not exceed applicable statutory limitations, you will retain employment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Please ask management for further information about your eligibility for military leave.

If you are required to attend yearly Reserves or National Guard duty, you can apply for an unpaid military leave of absence not to exceed the number of days allowed by law (including travel). You should give your manager as much advance notice of your need for military leave as soon as possible so that SHC can maintain proper client care coverage while you are away.

Section 5 – General Standards of Conduct

5-1 Workplace Conduct

SHC endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense, and fair play. Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may be subject the offender to disciplinary action, up to an including discharge, in SHC's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing, or defacing SHC property, client's, or a co-worker's property, and/or disclosure of confidential information
3. Completing another employee's time records.
4. Dishonesty
5. Violation of safety rules and policies.
6. Violation of SHC's Drug and Alcohol-Free Workplace policy
7. Fighting, threatening, or disrupting the work of others or other violations of SHC's Workplace Violence Policy.
8. Insubordination or disobedience of a lawful management directive.
9. Use of foul or inappropriate language.
10. Loitering or loafing during work time or leaving a work area without the permission of management.
11. Violation of the punctuality and attendance policy, including but not limited to irregular attendance, habitual lateness, or unexcused absences.
12. Gambling on SHC property
13. Stopping work prior to the end of any shift without management's permission.
14. Willful or careless destruction or damage to SHC assets or to the equipment or possessions of client or another employee.
15. Wasting work materials.
16. Performing work of a personal nature during working time.
17. Violation of solicitation and distribution policy.
18. Violation of SHC's harassment or equal employment opportunity policies.
19. Violation of the communication and computer systems policy.
20. Unsatisfactory job performance.
21. Excessive conversation or causing distractions in the workplace, as well as talking with clients regarding personal issues. We are there to care for them not to give them more things to worry about.
22. Any other violations of SHC policy. Obviously, not every type of misconduct can be listed. Note that all employees are employed at will, and SHC reserves the right to impose whatever discipline it chooses, or none, in a particular instance. SHC will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in each situation. However, SHC will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate an employee at any time for any reason. The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

5-2 Punctuality and Attendance

You were hired to perform important client companionship and care functions at SHC. As with any client services effort, operating effectively takes cooperation and commitment from everyone. Therefore, your attendance and punctuality are very important. Unnecessary absences and lateness are disruptive to clients and place an unfair burden on your fellow employees. We expect excellent attendance from each of you. Excessive absenteeism or tardiness will result in disciplinary action up to an including discharge.

We do recognize, however, that there are times when absences and tardiness cannot be avoided. In such cases, you are expected to notify your direct supervisor by 6 a.m. but no later than the start of your workday. If you are unable to reach your supervisor, a message should be left for them. Asking another employee, friend or relative to give this notice is improper and constitutes grounds for disciplinary action. Please call stating that your absence and its expected duration., every day that you are absent.

Unreported absence of two (2) consecutive workdays generally will be considered voluntary resignation of your employment with SHC.

5-3 Use of Communication and Computer Systems

SHC's communication and computer systems are intended for business purposes and may be used only for SHC work.

SHC's policies prohibiting harassment, in their entirety, apply to the use of SHC's communication and computer systems. No one may use any communication or computer systems in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs, or any other characteristic protected by federal, state, or local law.

Since SHC's communication and computer systems are intended for business use, these systems may not be used to solicit for religious or political causes or outside organizations.

Employees will not use company devices and/or the internet for entertainment purposes. Employees may only use company devices and or internet for personal purposes in extremely sparing amounts, as reasonably determined by the employee's manager. At any time, an employee's manager may instruct the employee to not use company devices and/or the internet for any personal purposes, if the manager feels such use is interfering with the employee's productivity. The employer at its discretion may limit access to certain websites.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No employee may access, or attempt to obtain access to, another employee's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

5-4 Camera Phone/Recording Devices

Due to the potential for issues such as invasion of privacy, sexual harassment, and loss of productivity, employees are advised not to operate a camera phone while working with SHC clients.

5-5 Smoking

In keeping with SHC's mission as a health care service and health promotion organization, SHC and SHC client locations are nonsmoking workplaces. SHC reserves the right to terminate employment of employees who smoke on site or in SHC client locations.

5-6 Personal Visits and Telephone Calls

Disruptions during working time can lead to errors and delays. Therefore, we ask that personal telephone calls, text messages, etc., be kept to a minimum, and can only be made or received after working time, or during lunch/break time.

To provide for the safety and security of employees and client homes, we restrict all unauthorized visitors to help maintain safety standards, protect against theft, ensure HIPPA security of confidential information, and avoid potential distractions and disturbances.

Under no circumstances are employees to give access codes, security cards, or keys to non-authorized personnel. Employees are responsible to follow SHC HIPPA Compliance Policies and Procedures to protect PHI.

If an unauthorized individual is observed in the workplace, employees should immediately notify their manager or any managers, if necessary, contact the authorities.

5-7 Solicitation and Distribution

To avoid distractions, solicitation by an employee of another employee or client is prohibited. “Working time” is the time an employee is engaged in performing his/her work tasks for SHC. Solicitation of any kind is prohibited at all times. There will be no selling of any products for schools, athletic programs, elder programs, community funding, charitable donations, etc.

Distribution of advertising material, handbills, printed or written literature of any kind in client care areas is prohibited at all times. Distribution of literature by non-employees on SHC premises is prohibited at all times.

5-8 Confidential Client Information

During the course of work, an employee may become aware of confidential and personal information about SHC clients, including but not limited to information regarding personal finances, computer passwords, security codes, and other personal identifiers. An employee may also become aware of similar confidential medical information belonging to SHC’s clients. It is extremely important that all such information remain confidential, and particularly not be disclosed in any format to anyone. Any employee who improperly discloses any client personal or medical information (whether physically or electronically), uses, or discloses confidential information to anyone outside of SHC may be subject to disciplinary action up to and including termination.

5-9 Conflict of Interest and Business Ethics

It is SHC’s policy that all employees avoid any conflict between their personal interests and those of SHC. The purpose of this policy is to ensure that SHC’s honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationship that actually or potentially conflicts with the best interest of SHC.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. No employee may accept cash gifts, or personal items from the client and/or families. If the client and/or family choose to give you something, they may call the office. If it is money, they may provide it to SHC, and will make sure that you receive it.
2. Under no exceptions is an employee to ask or accept any type of loan from client and/or family members.
3. Holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with SHC, by any employee who is in a position to directly or indirectly influence either SHC’s decision to do business, or the terms upon which business would be done with such organization.
4. Holding any interest in an organization that competes with SHC.
5. Being employed by (including as a consultant) or serving on the board or any organization which does or is seeking to do business with SHC, or which competes with SHC.
6. Profiting personally, e.g., through commissions, loans, expense reimbursement or other payments, from any organization seeking to do business with SHC.

A conflict of interest would also exist when a member of an employee’s immediate family is involved in situations such as above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given, and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is your responsibility to report to your manager any actual or potential conflict that may exist between you (and your immediate family) and SHC.

5-10 Blogging and Personal Online Presence

SHC respects the right of any employee to maintain a blog and social networking profile. Employees are encouraged to Blog or comment on blogs in a manner that advances the SHC brand and reputation. However, to protect SHC’s interests, SHC’s clients, and ensure employees focus on their job duties, employees must adhere to the following rules:

1. Employees may not post on a blog or social networking site during work time or with SHC equipment or property unless social networking is specifically part of their SHC job responsibilities.
2. All rules regarding confidential information apply in full to blogs and social network sites. Any client health or personal information cannot be disclosed in a blog or post.
3. If employees mention SHC in a blog, or similar, and expressed in any other form or forum is impermissible if expressed through a blog, or similar.
4. Any conduct which under the law is impermissible if expressed in any other form or forum is impermissible if expressed through a blog, or similar.

Further, SHC encourages all employees to contemplate the speed and manner in which information posted on a blog, or similar, can be relayed and often misunderstood by readers. Thus, subject to the limited restrictions above, while an employee's free time is generally not subject to any restrictions by SHC, SHC urges employees to not post information regarding SHC or their jobs which could lead to morale issues in the workplace, or which could detrimentally affect SHC's business.

5-11 Use of Facilities, Equipment and Property, Including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Employees also are prohibited from any unauthorized use of SHC's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, SHC is not responsible for any damage to employees' personal belongings.

5-12 Health and Safety

The health and safety of employees and SHC clients are of critical concern to SHC therefore SHC has adopted a workplace safety program. This program is a top priority, and its success depends on the alertness and personal commitment of all employees. SHC intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety and, including proper operating methods and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to your manager immediately. Periodically, SHC may issue rules and OSHA guidelines governing workplace safety and health. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to your manager as soon as possible, regardless of the severity of the injury or accident, for employee and client. Any emergency in the home of any kind needs to be reported to office personnel or on call personnel.

5-13 Hiring Relatives/Employee Relationships

A familial relationship among employees can create an actual or at least potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, SHC may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists.

If two(2) employees marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual, SHC generally will attempt to identify other available positions, but if no alternate position is available, SHC retains the right to decide which employee will remain with SHC.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

5-14 Employee Dress and Personal Appearance

All employees are expected to maintain a clean and neat appearance. All clothing should be clean and in good condition. The choice of clothing should be geared appropriately for the required tasks should be clean and well fitting. No sweatpants, Capri pants, slacks, no torn or sloppy jeans. Tops that cover midriff. No facial piercings or tongue piercings to be worn during working hours. Tattoos will be at management discretion. Name tags must be worn at all times in the client's home. You must also carry your I.D. with you so it is available for the client to view. If you have questions, please ask your manager for specific information regarding acceptable attire for your position. If you report to work dressed or groomed inappropriately, you may be prevented from working until you return to work well-groomed and wearing proper attire.

5-15 Publicity/Statements to the Media

All media inquiries regarding SHC, and its operation must be referred to Management. Employees are not authorized to make or approve public statements pertaining to SHC or its operations. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of SHC must first obtain approval from management.

5-16 Business Expense Reimbursement

Employees may be reimbursed for reasonable approved expenses incurred in the course of business. All expenses incurred should be submitted to the appropriate manager along with the receipts in a timely manner.

Employees are expected to exercise restraint and good judgment when incurring any expenses. You should contact your manager in advance if you have any questions about whether an expense will be reimbursed.

5-17 References

SHC will respond to references requests through your manager. SHC will provide general information concerning the employee such as date of hire, date of termination, and positions held. Requests for reference information must be in writing, and responses will be in writing.

5-18 If You Must Leave Us

Should you decide to leave SHC, we ask that you provide your manager with at least two (2) weeks' advance notice of your departure. Your thoughtfulness will be appreciated.

All SHC property must be returned at separation. Employees also must return all SHC's Confidential Information upon separation. To the extent permitted by law, employees will be required to repay SHC (through payroll deduction, if lawful) for any lost or damaged SHC property.

As noted previously, all employees are employed at will and nothing in this handbook changes that status.

5-19 Exit Interview

Employees who resign are requested to participate in an exit interview with your Manager if possible.

Disciplinary Policy

One No Call/No Show is grounds for immediate termination of employment with SHC. This could appear to be patient abandonment. It must be understood that this type of service, caring for the elderly, demands consistent attendance and punctual arrival at your client assignment. Unlike an assembly line or other employment, we cannot just move someone else in your place, and the show goes on. There is a great deal of time-consuming work to find another employee to fill your missed hours. Our clients and their families depend upon us to be where we are supposed to be at the time we are scheduled to be there. If you are following another employee, that employee may have plans and cannot stay with the client, and we as an agency cannot turn over the care to the family who has hired us to fill their needs.

It is your responsibility to have reliable transportation. Always be prepared. Have a backup plan in case your sitter is ill, or your care is breaking down.

If your lifestyle does not lend itself to consistency and punctuality, perhaps homecare services are not the sort of job you should attempt.

Attendance and punctuality matters are of utmost importance in this business. Excessive tardiness or absenteeism will lead to termination. For allegations of theft, you will be placed on leave without pay until you are proven innocent or guilty.

All calls concerning attendance/tardiness are to be directed to SHC office staff or on call person. We will contact the client and/or make the necessary arrangements. Do not call the client yourself.

At no time is it acceptable for a care provider to threaten or coerce the clients in any way. It is not acceptable to make our clients feel uncomfortable in their homes in any way. It is never acceptable to taunt or argue with an Alzheimer's or Dementia Client. If this situation is reported immediate removal from shift will be taken and if complaint is sustained immediate termination will be in place.

Some reasons for termination are:

Performing poorly on the job	Being dishonest
Refusing to follow instructions	Engaging in criminal activity.
Abusing sick time	Using alcohol or drugs at work
Being absent excessively	Behaving violently at work
Being tardy habitually	Gambling at work
Smoking at client's residence	Possessing weapon at work.
Violating company rules	Insubordination
Sleeping on the job	Endangering health and safety
Any type of mistreatment of our clients	

Stay home companions reserves the right to terminate employees at its discretion.

Employee Non-Compete

Stay Home Companions does not state that any employee must only work for SHC. As an employee you may work for other agencies, however if you are working for other agencies and SHC you cannot work for all agencies that service the same clients. Stay Home Companions is not an employment agency if we place you on a client assignment you may not work for the client privately without damages. If the client approaches you to work for them without an agency you must notify the office. In order to work privately for a client of SHC without having to pay the liquidation fee of \$2500.00 you must be off the clients' case for a period of not less than one (1) year. If you terminate your employment with SHC to work for any of Stay Home Companions clients privately you will be responsible for a liquidation fee of \$2500.00. **This policy will be enforced.**

Open Door Policy

Stay Home Companions believes in communication between administration staff and field staff. We work together to promote quality care for our clients. If at any time you have a problem with the client, another employee, or administrative staff member, call the office and make an appointment to meet with the business manager. If that person does not resolve your problem, then as to talk to the president of the company Christine Elliott. No employee should feel that by addressing a problem his or her job would be in jeopardy. You are a valued employee, and we want to eliminate any discouragement that you may have with the company.

Chain of Command

1. Office Staff/Scheduling Coordinator – Issues with your schedule, Time off Request, General Questions.
2. Accounting – Paychecks, Timesheets, Forms(W-4's)
3. Business Manager - Human Resource Issues, any problems regarding employment or staffing.
4. President of the Company – Final resort on any unsolved issue.

Personal Affairs

At no time should you discuss your personal matters with your client. Your client should not be given your phone number or your address. All communication between you and your client should be handled through SHC office. If handled otherwise, it could be misconstrued as a conflict of interest on your part. You may listen to your client and their problems. Do not offer advice whether it is personal or medical. If at any time you feel you are in an uncomfortable situation, call the office during office hours for directions in handling your dilemma. Regarding medical advice, have your client call their doctor for information needed.

Internal Affairs

At no time should you discuss SHC matters in the clients' home. This is a matter between SHC and the client, do not get involved or try to run interference for the client. If your client tries to get personal information about SHC from you, simply direct them to call the office for the information they need.

Any breach of these policies will result in disciplinary action up to termination of employment.

General Handbook Acknowledgement

This employee Handbook is an important document intended to help you become acquainted with SHC. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because SHC's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgement of this Employee Handbook.

- a. I have received and read a copy of SHC's Employee Handbook. I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of SHC at any time.
- b. I further understand that my employment is terminable at will, either by myself or SHC, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.
- c. I understand that no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of my employment will alter my "at-will" status except an express written agreement signed by your manager. I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of SHC's Employee Handbook.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

The signed original copy of this acknowledgement should be given to your Manager – it will be filed in your personnel file.

Agreement to Sexual Harassment Policy

It is SHC's policy to prohibit harassment of any employee by any Manager, employee, customer, or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within SHC. It is to ensure that at SHC all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, request for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars, or posters, sending sexually explicit e-mails and other verbal or physical conduct of sexual nature such as, uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your Manager. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting an incident of what you perceive to be harassment, please contact the Business Manager. Every report of perceived harassment will be fully investigated, and corrective action will be taken. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, SHC will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

The signed original copy of this acknowledgement should be given to your Manager – it will be filed in your personnel file.

Agreement to Non-Harassment Policy

It is SHC policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification included. But not limited to race, color, national origin, disability, religion, marital status, sexual orientation, or age. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your manager. If you for any reason are unable to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact your manager. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, SHC will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

The signed original copy of this acknowledgement should be given to your manager – it will be filed in your personnel file.

Agreement to Confidentiality Compliance

The Employee agrees on behalf of themselves as follows:

1. Confidential Information: Employee shall use client health information, personal information, medical information, or SHC business information, solely for the purpose of their work responsibilities at SHC. Employees shall keep client health information (PHI), personal information, and SHC business information confidential and shall not disclose any information in any manner whatsoever to anyone outside of SHC. Employees shall keep all client health information confidential, and all PHI shall remain at SHC. The employee shall be responsible for any breach of this agreement.
2. Enforcement: Employee acknowledges that the restrictions contained in this Agreement are reasonable and necessary to protect client health information and SHC business interests.
3. Return of Information: Promptly upon the request of SHC, the Employee will return all client health information, reports or SHC business related information to your manager. All notes, client information, and business documents must be returned within 24 hours.
4. Acknowledgement: Employee acknowledges that if this agreement is breached, their employment by SHC will be immediately terminated.
5. Jurisdiction and Governing Law: This agreement shall be deemed to be made under and shall be construed in accordance with HIPPA regulation and governed by the laws of the State of Michigan.

I understand that I am responsible and accountable to keep all SHC related client health information, client personal information, and all SHC business information confidential at all times.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

The signed original copy of this acknowledgement should be given to your manager – it will be filed in your personnel file.



COVID-19 Corona Virus Protocol
April 1,2020
Updated
January 4,2021

1. Purpose and Scope

Stay Home Companions is committed to providing a safe and healthy workplace for all our employees. **Stay Home Companions** has developed the following COVID-19 plan, which includes policies and procedures to minimize the risk of transmission of COVID-19, in accordance with OSHA's COVID-19 Emergency Temporary Standard (ETS).

2. Roles and Responsibilities

Stay Home Companion's goal is to prevent the transmission of COVID-19 in the workplace(s). Managers as well as non-managerial employees and their representatives are all responsible for supporting, complying with, and providing recommendations to further improve this COVID-19 plan.

The COVID-19 Safety Coordinator(s), listed below, implements, and monitors this COVID-19 plan. The COVID-19 Safety Coordinator(s) has **Stay Home Companions** full support in implementing and monitoring this COVID-19 plan and has authority to ensure compliance with all aspects of this plan.

Stay Home Companions and the COVID-19 Safety Coordinator(s) will work cooperatively with non-managerial employees and their representatives to conduct a workplace-specific hazard assessment and in the development, implantation, and updating of this COVID-19 plan.

Stay Home Companions wants to keep every employee safe as well as comfortable when in our clients' homes assisting them. Please inform the office of any issues you may have following the DHHS suggestions.

COVID-19 Safety Coordinator(s)		
Name	Title/Facility Location	Contact Information (office location, phone, email address)
Christine Elliott	Business Manager/Owner	14790 M89, Augusta Mi 49012

		269-382-3355, Christine@stayhomecompanions.com
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3. Hazard Assessment and Worker Protections

[Stay Home Companions](#) will conduct a workplace-specific hazard assessment of its workplace(s) to determine potential workplace hazards related to COVID-19. A hazard assessment will be conducted initially and whenever changes at the workplace create a new potential risk of an employee exposure to COVID-19 (e.g., new work activities at the workplace)

Patient Screening and Management

In setting where direct patient care is provided, [Stay Home Companions](#) will:

- Screen and triage all clients, and caregiver.
- Implement other applicable patient management strategies in accordance with the CDC’s “[COVID-19 Infection Prevention and Control Recommendations](#)”.
- No one from Stay Home Companions except essential Care Givers will be allowed into the client’s home.

All employees must check in by phone (call or text) [Stay Home Companions Business Manager](#) before starting to go into the clients homes each day.

Office personnel will contact clients each day to have them answer a series of questions to confirm they are not ill, nor have come in contact with anyone that may have symptoms of CoVid-19.

Standard and Transmission-Based Precautions

[Stay Home Companions](#) will develop and implement policies and procedures to adhere to Standard and Transmission-Based Precautions in accordance with CDC’s “[Guidelines for isolation Precautions](#).”

All employees must check in by phone (call or text) [Stay Home Companions Business Manager](#) before starting to go into the clients homes each day.

Office personnel will contact clients each day to have them answer a series of questions to confirm they are not ill, nor have come in contact with anyone that may have symptoms of CoVid-19.

Personal Protective Equipment (PPE)

[Stay Home Companions](#) will provide, and ensure that wear, facemasks or a higher level of respiratory protection. Facemasks must be worn by employees over the nose and mouth when indoors and when occupying a vehicle with another person for work purposes. Policies and procedures for facemasks will be implemented, along with the other provisions required by OSHA’s COVID-19 ETS, as part of a multi-layered infection control approach.

Facemasks provided by [Stay Home Companions](#) will be FDA-cleared, authorized by an FDA Emergency Use Authorization, or otherwise offered or distributed as described in an FDA enforcement policy. [Stay Home Companions](#) will provide employees with a sufficient number of facemasks, which must be changed before entering a new clients home, whenever they are soiled or damaged, and more frequently as necessary (e.g., patient care reasons). [Stay Home Companions](#) will also permit employees to wear their own respirator instead of a facemask and, in such cases, will comply with OSHA’s COVID-19 ETS mini respiratory protection program (29 CFR 1910.504). Additional information about when respirator use is required can be found below.

Stay Home Companions will distribute face masks, gloves and eye protectant for each caregiver. Caregivers will receive a mask for each client on their schedule as to not wear the same mask in multiple homes. Caregivers are instructed to notify the office when they are in need of more PPE.

Paragraph (a)(4) of the ETS exempt's fully vaccinated employees from the PPE requirements of the ETS when in well-defined areas where there is no reasonable expectation that any person with suspected or confirmed COVID-19 will be present. The following are additional exceptions to Stay Home Companion's requirement for facemasks:

- 1) When an employee is alone in a room.
- 2) While an employee is eating and drinking at the workplace, provided each employee is at least 6 feet away from any other person, or separated from other people by a physical barrier.
- 3) When employees are wearing respirators in accordance with 29 CFR 1910.134 or paragraph (f) of OSHA's COVID-19 ETS.
- 4) When it is important to see a person's mouth (e.g., communicating with an individual who is deaf or hard of hearing) and the conditions do not permit a facemask that is constructed of clear plastic (or includes a clear plastic window). When this is the case, Stay Home Companions will ensure that each employee wears an alternative, such as a face shield, if the conditions permit.
- 5) When employees cannot wear a face mask due to a medical necessity, medical conditions, or disability defined in the Americans With Disabilities Act (42 USC 12101 et seq.), or due to religious belief. Exceptions will be provided for narrow subset persons with a disability who cannot wear a facemask or cannot safely wear a facemask, because of the disability, as defined with the American with Disability Act (42 USC 12101 et seq.), including a person who cannot independently remove the facemask. The remaining portion of the subset who cannot wear a facemask may be exempted on a case-by-case basis as required by the American with Disability Act and other applicable laws. When an exception applies, Stay Home Companions will ensure that any such employee wears a face shield, if their condition or disability permits it. Stay Home Companions will provide accommodations for religious beliefs consistent with Title VII of the Civil Rights Act.
- 6) When Stay Home Companions has demonstrated that the use of a facemask presents a hazard to an employee of serious injury or death (e.g., arc flash, heat stress, interfering with the safe operation of equipment). When this is the case, Stay Home Companions will ensure that each employee wears an alternative, such as a face shield, if the conditions permit. Any employee not wearing a facemask must remain at least 6 feet away from all other people unless the employer can demonstrate it is no feasible. The employee must resume wearing a facemask when not engaged in the activity where the facemask presents a hazard.

If a face shield is required to comply with OSHA's COVID-19 ETS or Stay Home Companions otherwise requires use of a face shield, Stay Home Companions will ensure that face shields are cleaned at least daily and are not damaged.

Stay Home Companions will not prevent any employee from voluntarily wearing their own facemask and/or face shield in situations when they are not required unless doing so would create a hazard of serious injury or death, such as interfering with the safe operation of equipment.

In addition to providing, and ensuring employees wear ,facemasks, Stay Home Companions will provide protective clothing and equipment (e.g., respirators, gloves, gowns, goggles, face shields) to each employee in accordance with Standard and Transmission-Based Precautions in healthcare settings in accordance with CDC's "[Guidelines for isolation Precautions](#)", and ensure that the protective clothing and equipment is used in accordance with OSHA's PPE standards (29 CFR 1910 subpart 1)

Employees that suspect or know they have been around a person with COVID-19 are to quarantine until they have a negative result for COVID-19. When an employee has symptoms of COVID-19 or other possible illness they will be pulled from shifts until there is a negative COVID-19 result.

Health Screening and Medical Management

Health Screening

[Stay Home Companions](#) will screen each employee before each workday and each shift. Employees are to call or text how they are feeling, if they have symptoms of COVID-19 or any other illness. Caregivers are to report that they are free of fever or not.

If Caregiver has any symptoms, they are to be quarantined until they no longer have symptoms or have a clear COVID-19 test result.

Employee Notification to Employer of COVID-19 Illness or Symptoms

[Stay Home Companions](#) will require employees to promptly notify [Christine Elliott](#) when they have tested positive for COVID-19 or been diagnosed with COVID-19 by a licensed healthcare provider, have been told by a licensed healthcare provider that they are suspected to have COVID-19, are experiencing both fever (>100.4°F) and new unexplained cough associated with shortness of breath.

Employer Notification to Employees of COVID-19 Exposure in Workplace

[Stay Home Companions](#) will notify employees if they have been exposed to a person with COVID-19 at their workplace, as described below. When [Stay Home Companions](#) is notified that a person who has been in the workplace (including employees, clients, patients, residents, vendors, contractors, customers, delivery people and other visitors, or other non-employees) is COVID-19 positive. [Stay Home Companions](#) will, within 24 hours:

- Notify each employee who has been in close contact with the person with COVID-19 in the workplace. The notification must state the fact that the employee was in close contact with someone with COVID-19 along with the date(s) the contact occurred.

Notifications will not include the name, contact information, or occupation of the COVID-19 positive person.

Medical Removal from the Workplace

[Stay Home Companions](#) has also implemented a policy for removing employees from the workplace in certain circumstances. [Stay Home Companions](#) will immediately remove an employee from the workplace when:

- The employee is COVID-19 positive (i.e., confirmed positive test for, or has been diagnosed by a licensed healthcare provider with, COVID-19)
- The employee has been told by a licensed healthcare provider that they are suspected to have COVID-19
- The employee is experiencing recent loss of taste and/or smell with no other explanation; or
- The employee is experiencing both a fever of at least 100.4°F and new unexplained cough.

If [Stay Home Companions](#) notifies an employee that they were in close contact with a person in the workplace (including employees, clients, patients, residents, contractors, vendors, customers, delivery people and other visitors, or other non-employees) who is COVID-19 positive when that employee was not wearing a respirator and any other required PPE, [Stay Home Companions](#) will immediately remove the employee from the workplace unless:

- 1) The employee does not experience recent loss of taste and/or smell with no other explanation, or fever of at least 100.4°F and new unexplained cough associated with shortness of breath; AND
- 2) The employee has either been fully vaccinated against COVID-19 and recovered within the past 3 months.

[Stay Home Companions](#) will continue to pay that employee the same regular pay and benefits the employee would have received had the employee not been absent.

[Stay Home Companions](#) will not subject its employees to any adverse action or deprivation of rights or benefits because of their removal from the workplace due to COVID-19.

Return to Work Criteria

[Stay Home Companions](#) will only allow employees who have been removed from the workplace to return to work in accordance with guidance from a licensed health care provider or in accordance with the CDC's "[Isolation Guidance](#)" and "[Return to Work Healthcare Guidance](#)". Pursuant to CDC guidance. Symptomatic employees may return to work after all the following are true:

- At least 10 days have passed since symptoms first appeared and:
- At least 24 hours have passed with no fever without fever-reducing medication, and:
- Other symptoms of COVID-19 are improving (loss of taste and smell may persist for weeks or months and need not delay the end of the isolation).

If an employee has severe COVID-19 or an immune disease, will follow the guidance of a licensed healthcare provider regarding returning to work.

Pursuant to CDC guidance, asymptomatic employees may return to work after at least 10 days have passed since a positive COVID-19 test. If an employer receives guidance from a healthcare provider that employee may not return to work, they must follow that guidance.

Employee Accrued Sick time at a rate of one hour every 30 hours worked. 72 hours of paid sick time per year.

Accrual details:

- Accrued sick time can be used as it is accrued
- Accrued sick time can carry over from year to year

When sick time can be used:

- Mental or physical illness, injury, or health condition
- Medical treatment, care, or diagnosis
- Preventative Care
- Domestic violence or sexual assault
- Meetings at a child's school or place of care related to the child's health or disability

CLOCKING IN AND OUT INSTRUCTIONS

Caregivers must call in and out from **client's** phone at all times.

Calling In from Client's phone follow steps 1-2

Calling Out from Client's phone follow steps 1-9

Call **1-800-346-8349**

1. Welcome Please enter your Santrax ID
2. Employee will enter their 9 digit ID which is: Area code 269, year of hire (24) for example, and last 4 digits of your Social Security Number

3. Santrax will tell you the hour and minutes you reported.
(if signing in you can now hang up)
(if you don't need to report mileage when calling out you can now hang up)
4. When calling out wait for the system to prompt "enter number of tasks" if you need to report mileage used for client.
5. Press the number "1" for tasks performed
6. System will prompt "Enter Task ID"
7. Enter the number "12" for mileage for client
8. The system will state "task description" enter amount of mileage used using 2 digits (Example 05)
9. System will then hang up

“Universal Precautions”

Universal Precautions:

Universal precautions are a method for preventing the transmission of bloodborne infection. It is based on the concept that control measures should be taken with all patients because there is no way to know for sure who is infected and who is not. Many patients will be unaware that they are carriers of a bloodborne disease and testing may not determine if they are infectious at the time of treatment. You can observe Universal Precautions by doing the following:

- Treat all human blood, and any body fluid containing blood, and any other potentially infectious body fluids as if they are known to be infectious for HIV or HBV
- Treat all used needles or other sharps as if they are contaminated and able to infect you if you are punctured.

A detailed explanation of how to apply Universal Precautions by using personal protective equipment and other control methods is found in the next two lessons.

Potential Sources of Infection

A potential source of HIV or HBV infection is any body fluid that may contain enough of the virus to transmit infection. The potential sources of infection are listed below.

- Blood
- Body fluids that contain blood
- Body fluids in situations where it is difficult or impossible to differentiate between body fluids
- Semen
- Vaginal secretions
- Fluid from around unborn baby
- Fluid from spine, lungs, and joints
- Body tissue

Body fluids that do NOT contain enough of HIB or HBV to infect:

- Urine
- Feces
- Saliva
- Sputum
- Vomit
- Tears
- Sweat
- Nasal secretions

However, if any of these body fluids contain blood or are mixed with other body fluids that are potentially infectious, they should also be considered potentially infectious.

Universal Precautions

Appropriate BARRIER PRECAUTIONS shall be used to prevent exposure of skin and eye-nose-throat if contact with patient blood or body fluids is anticipated.

Wear GLOVES when touching blood or body fluids.

Wear GLOVES, MASK, and EYE PROTECTION when the procedure causes droplets in the air.

Wear GLOVES, MASK, EYE PROTECTION and DISPOSABLE GOWN when splashing of blood or body fluid.

KNOW LOCAL POLICY

Modes of Transmission

The ways in which infectious fluids get inside the body of another person are called modes of transmission.

The primary modes of transmission **OUTSIDE THE WORKPLACE** are:

- Sexual contact: because of exposure to infectious semen or vaginal secretions.
- Sharing needles (by drug users): because used needles are contaminated with blood.
- Receiving blood transfusions: although blood screening programs have almost eliminated this risk.
- Pregnant mother to unborn baby.
- Nursing mother to baby through breast milk. (For HIV, not HBV).

If you participate in risky behavior in your personal life, such as unsafe sex or sharing needles, your chances of becoming infected are increased.

The three major modes of transmission **IN THE WORKPLACE** are:

- **PUNCTURE WOUNDS** from contaminated needles or other sharps account for most documented cases of occupational transmission. Between 7 and 30 percent of puncture wounds with HBV-contaminated needles will transmit infection. Because the HIV virus is more fragile, only 0.5 percent of sticks with HIV-contaminated needles result in infection. Puncture wounds from used surgical instruments or contaminated broken glass can also result in infection.
- **SKIN CONTACT** can allow infectious fluids to enter the body through wounds, cuts, or broken damaged skin. For example, this could occur if you touch a bloody dressing with a bare hand that has a small cut.
- **MUCOUS MEMBRANE CONTACT** can allow infectious fluids to enter the body through the mucous membranes of the eyes, nose, and mouth. This can occur if you are splashed in the face with blood, or if you touch your eyes, nose, or mouth when you have blood on your hands.

You should also be aware that casual or environmental contact, such as shaking hands, using telephones, toilet seats, and drinking fountains will not result in infection. Donating blood is also a safe activity.

Dress Code Policy

The Stay Home Companions dress code policy is designed to help us all provide a consistent professional but comfortable appearance to our clients. Our appearance reflects on ourselves and the company. The goal is to be sure that we maintain a positive appearance and not to offend clients, or their family.

Employees are expected to dress in casual but nice attire unless the day's tasks require otherwise.

Employees must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.

Clothing with offensive or inappropriate designs or stamps are not allowed.

Clothing should not be too revealing.

Clothing and grooming styles dictated by religion or ethnicity are exempt.

Dress Code Violations:

Employees in violation are expected to immediately correct the issue. This may include having to leave work to change clothes.

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

Appropriate Attire	Inappropriate Attire
• Capris/Jeans/Slacks with no holes, rips, or stains. • Yoga pants/leggings that are not see through. • Scrubs if the client is comfortable with them and does not have dementia. • Tops that cover your midriff and are not too revealing. • Close toed shoes (Tennis shoes, slip on shoes.)	• Any clothing with stains, tears or holes. • Anything with offensive or inappropriate wording or pictures on them. • Tank tops, dresses, shorts. • Flip flops, sandals, slippers.

Universal and Safety Precautions Every Caregiver Must Follow These Mandatory Policies

- ✓ Observe HIPPA compliance of patient confidentiality
- ✓ Wash hands upon entering and exiting the home
- ✓ Wear clean gloves when touching body fluids or contaminated items
- ✓ Wash hands after removing gloves
- ✓ Take care of soiled linens and garments properly and avoid transfer of microorganisms to
other garments
- ✓ Call 911 for emergencies (unless client is Hospice). Tell them you are a “caregiver” and take
instructions from them.
- ✓ For emergencies with Hospice clients, call the in-home Hospice nursing agency
- ✓ Follow check-in and check-out procedures
- ✓ Maintain patient advocacy
- ✓ Treat each client with the dignity and respect they deserve, as if they were a member of
your own family

Bloodborne Pathogens

Bloodborne Transmission: Employee risk

American health care professionals recognizably heed and maintain safety practices throughout their workdays. Nonetheless, the risk or potential of terminal illness is too imperative not to follow up with thoroughly. Health care workers-such as nurses, surgeons, doctors, dentists, paramedics, and medical personnel need to be fully aware of the risk of highly infectious bloodborne pathogens due to their recurrent occupational exposure. Keep in mind that more than frontline health care workers are at risk-anyone who could by some means, or another encounter human blood or bodily fluids is vulnerable, such as maintenance, janitorial, housekeeping, laundry, or waste disposal workers.

Bloodborne pathogens are transmittable through a myriad of methods. They most often spread through droplet transmission or direct or indirect contact-essentially, whenever blood or bodily fluids of an infected individual enter another person's body through cuts, puncture wounds, bites, or mucous membranes. The greater part of exposures does not manifest into transmitted diseases-the ultimate risk depends on an assortment of environmental variables. These factors are typically preventable with the right procedures and protocols set in place.

Bloodborne pathogens Exposure Control Plan

Preventing bloodborne pathogen exposure requires overarching strategy. This is what any employer needs to know about bloodborne pathogens standard: the right approach lies in programmatic planning. The federal standard mandates employers to create, establish, and annually update a written exposure control plan. Always document any changes from year to year. Any critical updates reflect changes in tasking, staffing, procedures, technology, or commercially available medical devices.

As a core requirement, an exposure control plan outlines how an employer will either eradicate or minimize exposure to blood or bodily fluids, such as universal engineering practices, work practices controls, personal protective equipment, laboratory functions, biohazard waste disposal, and labeling. This written documentation also encompasses a comprehensive list of your employees whose job classifications, tasks, and duties make them vulnerable to prevalent exposure. Supplementarily, this exposure plan must contain a schedule for compliance, detailed recordkeeping, and determination of the procedure for exposure incident evaluation.

Implementation of Universal Precautions

Other requirements of the bloodborne pathogen's standard address the use of universal precautions. Fundamentally, health care personnel should apply universal precautions on the job every day-to treat any blood or bodily fluid as if it is surely infectious. This safeguard is the greatest preventative measure against exposure. But how can employees best protect themselves? Employers must grant the means for universal precautions.

The goal of this OSHA standard is clear, yet facets of the rule grant employer's flexibility in selecting appropriate precautionary methods for reaching these health and safety goals. Employers can utilize various engineering controls and work practices to reduce employee exposure at their specific facility. Tailoring procedures and protocols to workplace conditions is a key strategy for effective results.

Appropriate handling and disposal lower the overall possibility of exposure. Don't forget about making personal protective equipment available. Any PPE must be given at no cost to the employees, cleaned, and replaced when necessary. Ensuring proper task performance and verifying correct labeling and signage are also vital universal precautionary measures.

Needlestick Safety

Regarding sharps handling hazards, OSHA revised the bloodborne pathogens standard to incorporate the Needlestick Safety and Prevention Act in 2000. This integral revision provided further detailed requirements about sharps handling protocol. Employers must additionally consider the use of advanced tech or safer medical devices. Newer technologies are changing the face of this standard present-day, alongside employee feedback. Employee awareness and input play a major role in exposure control.

OSHA Compliance Information and Training

Any essential information pertaining to bloodborne pathogens should be freely available to employees. Employers must adhere to the training and regulations of the bloodborne pathogens standard to provide this knowledge and answer consequential questions.

Bloodborne pathogens training is mandatory for individuals exposed to blood, bodily fluids, or other potentially infectious materials in their occupation. Employers must provide this training initially upon employee hire and regularly every year after. Compliance training should always be at the appropriate level and language for any employees in attendance.

BLOODBORNE PATHOGENS UNIVERSAL PRECAUTIONS IN THE WORKPLACE

OSHA's bloodborne pathogen standard protects workers from potentially deadly and serious viruses like the human immunodeficiency virus (HIV), hepatitis B (HBV), and hepatitis C (HCV). HIV causes the deadly disease AIDS. There are currently vaccines in place to combat HBV with a 95% success rate. There are no vaccinations for HBV/AIDS and HCV. HBV and HCV attack your liver causing infection. Left untreated this can result in liver failure, and cancer of the liver. It is difficult to determine when someone was exposed as some people may not show signs of illness for a while. Bloodborne pathogens can travel through bodily fluids, such as blood, saliva, urine, feces, and semen. There are 20 potential bloodborne pathogens in the world.

Healthcare workers are especially at risk of bloodborne pathogens due to the nature of their job. Common transmissions of bloodborne pathogens include direct dermatitis contact, respiratory transmissions, and penetration from infected objects, like needles. Following OSHA's bloodborne pathogen universal precautions implements best practices and safety measures that protect yourself and others from the risks of bloodborne viruses in your workplace.

Prevention With PPE

Wearing personal protective equipment (PPE) is the most effective way to prevent exposure to and contact with an infection. OSHA recommends healthcare workers wear PPE, such as the following:

- N95 face mask
- Surgical gown
- Protective eyewear
- Disposable gloves
- Face shields
- Shoe covers
- Surgical caps
- Aprons

Establishing a barrier between the worker and the contaminated or potentially infected sources protects healthcare workers from bloodborne pathogens. PPE blocks the infection from transferring through open wounds and other orifices.

Hazardous Waste Management

From needle sticks to surgical pads, any item that encounters infected bodily fluids carrying bloodborne pathogens becomes hazardous waste. Proper waste disposal reduces the risk of spreading the infection and keeps bloodborne pathogens contained.

OSHA's hazardous waste standards include using enclosed disposal containers, labeling hazardous waste, and using bins with leakage or spilling prevention. These containers are usually red or orange in color. Any waste collected should be taken to incineration.

Patient Isolation

When caring for a patient infected with bloodborne pathogens, the patient must be isolated. Creating a more controlled environment-by limiting potential exposures-prevents the spread of the infection. The fewer people who are infected, the safer the workplace and the better the care you provide will be.

Sanitation Practices

Sanitation in healthcare workplaces plays an important role in reducing the risks of the spread of bloodborne pathogens. Proper workplace cleanliness prevents the spread of all kinds of viruses and germs.

Ideal sanitation methods in accordance with OSHA's bloodborne pathogen precautions include the following:

- Using disinfectants when cleaning
- Wearing heavy cleaning gloves
- Dispose of gloves after each use in proper waste container. Never reuse gloves
- Wash hands before and after putting on new disposable gloves
- Avoid placing hands in hard-to-see spots
- Setting up new bed spread per patient
- Holding trash bags at a distance from body

OSHA's bloodborne pathogen universal precautions relate to all workers in the healthcare field, from doctors to the housekeeping staff. Anyone visiting or working in a healthcare establishment is at risk of potential exposure to bloodborne pathogens. Following these standards and undergoing OSHA training enhances your health and safety on the job. Protect yourself and others from bloodborne pathogens with universal precautions and compliance training.

National Safety Compliance

Bloodborne Pathogens Safety Program

www.osha-safety-training.net

Transporting Client's

Qualifications for Transporting Clients:

- Valid up to date drivers license
- Current Registration for Vehicle
- Active Insurance Coverage on Vehicle
- Able to pass Drivers Record's Check
- Ability to assist patient in/out of vehicle if necessary
- Ability to lift and store wheelchair or walker as well as groceries in vehicle

Per Michigan's Seat Belt Law all drivers and passengers in the front seat of the vehicle must be buckled in. The shoulder belt should fit snugly over the shoulder with the lap belt low on hips. Improperly wearing a seat belt, such as putting the strap below your arm or behind your back is **illegal**.

If there is an Emergency

Determine the nature of the emergency, and who you need to call if need be. If you have got a flat tire, pull off the road as far as possible/ to a safe location before calling for assistance.

If there is an emergency while transporting clients remain calm. You will be able to process/asses the situation better as well as not upset the client. **Call 911 for emergency assistance** immediately. Emergency dispatch will need to know your location and nature of emergency, inform them that you are a caregiver with a client in the vehicle. Answer all of the questions to the best of your ability. If you are unable to communicate still attempt to call 911 so dispatch can track your phone.

If you or the client are having a medical emergency get to the safest location as soon as possible and call 911 immediately.

What to do at the scene of the Accident?

In the immediate aftermath of a car accident, swift action is vital to ensure the safety of everyone involved. The following checklist can help you know what to do immediately after the car collision:

Ensure everyone's safety: Move to a safe location away from traffic, turn on hazard lights, and set up warning devices like flares or reflective triangles to alert other drivers on the road.

Call 911: If there are injuries or major vehicle damage, immediately call emergency services to report the accident and request medical assistance. Notifying the proper authorities ensures you follow [Michigan's Accident Reporting Guidelines](#), which can provide you with a police report to support your case in the weeks following the collision.

Exchange Information: Exchange contact and insurance information with the other drivers involved in the accident. Collect their names, phone numbers, addresses, driver's license numbers, and insurance details. Provide your information as well.

Collect Evidence and Document the Scene: Documenting the accident scene is crucial for filing your compensation claim. Take photos or videos of the scene, including the vehicles' positions, damages, and any visible injuries. Note important details such as the date, time, weather conditions, and any road hazards that may have contributed to the accident.

Obtain Witness Information: If witnesses are present at the scene, record their names and contact information. Their statements may provide valuable insight and [support your version of events](#) during insurance claims or legal proceedings.

Actions to Take While Seeking Medical Attention

Your health should be priority following a car accident. Taking the appropriate steps during this crucial time can ensure proper medical care and document your injuries. Take the following actions:

Receive Timely Medical Care: Seek immediate medical attention, even if you don't experience immediate symptoms or think your injuries are minor. Some injuries, such as internal damage or soft tissue injuries, may not manifest immediately but can worsen over time. Prompt medical evaluation can [identify any hidden injuries](#) and ensure timely treatment.

Keep Records of Your Injuries and Treatments: Maintain a detailed record of all medical treatments received, including hospital visits, consultations, diagnostic tests, prescribed medications, and therapies. These records serve as essential evidence for your insurance claim. Include dates, descriptions of injuries, treatment plans, and any progress made throughout your recovery journey.

Follow doctors' recommendations; Adhere to your healthcare provider's recommendations and treatment plans. Following their advice and attending all scheduled appointments ensures the best outcome for your injuries. It also documents their severity and your path to recovery, which your attorney can use to prove your case.



Things to remember from Orientation

Get a TB test done as soon as possible, remembering you must return to have it rechecked 48-72 hours later, no earlier or later.

Call 269-382-3355 only. If you receive a text to fill a shift or with questions, please respond immediately if possible. Please call 269-382-3355 only after working hours, as we have 2 on-call phones that take turns, so we may not receive a message or text after working hours.

Only call after hours for immediate scheduling issues; if not an emergency, please wait for the office to open. The on-call phone is for emergency purposes only.

Always punch in and out with the **client's** phone so we can assure the family and agencies that you were in attendance in their home.

Paychecks are always **2** weeks behind. If you work the first week of the month, your first paycheck will be the third Wednesday.

Pay is between \$17 and \$17.40, depending on the client's pay source.

The monthly tasks list must have the client's full name at the top of the form, as well as the client's signature at the bottom, and be turned in at the end of each month.

TB tests are needed yearly. We need updated auto insurance when you receive it, as well as an updated driver's license when you renew it.