

Employee HANDBOOK



*Ask...*for Home Care

Introduction

ASK...for Home Care has Personnel Policies to guide the supervision and conduct of our employees in compliance with all State and Federal Laws. This Handbook is a summary of those Policies & Procedures. These Policies and Procedures do not alter the fact that all employees of the company are employed “at will”. Employment may be terminated with or without cause or notice at the will of either the employee or company. Neither this Handbook nor any of its contents is an employment contract, an offer to enter an employment contract, or provides employees with any contract rights. Employment is for an indefinite period and is subject to change in conditions, benefits and operating policies. Many items covered here may be covered in more detail in other company documents, which documents are controlling. *ASK...for Home Care* reserves the right to supplement, revise, revoke or rescind any or all of the benefits or policies set forth herein at any time without notification. *ASK...for Home Care* reserves sole discretion to interpret these Policies and Procedures.

Discrimination & Harrassment

Statement of Equal Opportunity

ASK...for Home Care is an equal opportunity employer and will not discriminate in recruiting, hiring, training, promotion, transfer, discharge, compensation or any other term or condition of employment on the basis of race, religion, color, age (over age 39), sex, national origin, or on the basis of disability if the employee can perform the essential functions of the job, with a reasonable accommodation if necessary and all other categories protected by Federal, State and local anti-discrimination laws. Any employee who is aware of discriminatory conduct or who has any concern about a possible violation of this policy should immediately report the conduct or concern to his or her supervisor, designated human resource personnel or any management staff.

Discrimination and Harassment

ASK...for Home Care disapproves of and strictly prohibits comments or actions by anyone that may create an offensive or hostile work environment for any employee because of the employee’s race, color, religion, age, sex, marital status, national origin, disability, ancestry, or medical condition. This policy extends not only to prohibiting unwelcome sexual advances and offensive sexual jokes, innuendos, or behaviors, but also prohibits offensive conduct related to or based upon factors other than sex.

Employees who believe they are victims of harassment or who are aware of harassment should immediately report the situation to a supervisor, the director of human resources, a designated human resources representative or any manager or corporate officer. An employee who thinks he or she is a victim of harassment may discuss the offensive conduct with the offender(s) before reporting it to management, but is not required to do so.

ASK...for Home Care will promptly investigate complaints or reports of harassment. The investigation will be conducted, and complaints will be handled in a confidential manner to the extent realistically feasible. When warranted by the investigation, *ASK...for Home Care* will take immediate and appropriate corrective action. Such action may include disciplinary action against the offender(s), which may range up to and include dismissal, depending on the severity of the conduct as assessed by *ASK...for Home Care*.

No retaliation will be permitted against an employee who registers a complaint or reports a harassment incident, or against any employee who provides testimony as a witness or who otherwise provides assistance to any complaining or reporting employee, or who provides assistance to *ASK...for Home Care* in connection with the investigation of any complaint or report.

Workplace Violence

The following are prohibited and will not be tolerated of any employee on *ASK...for Home Care* premises or while on *ASK...for Home Care* business:

- a. Any direct or indirect harassing, intimidating, abusive or threatening language, actions or behavior.
- b. Any direct or indirect plan, threat or act of violence, injury, death or property damage (including, but not limited to fist-fights, wrestling or other forms of physical fighting with or without weapons).
- c. Possession, use or display of a weapon on company premises or while on company time.

Any employee violating this policy will be subject to disciplinary action, up to and including termination of employment.

Unfortunately, sometimes non-employees may try to bring their personal disputes into our workplace. To protect your safety and the safety of your co-workers, please immediately report to your supervisor or Administrator personal situations which may bring violence to our workplace. By being forewarned, we can take appropriate measures to try to protect you and/or your co-workers. Employees who report potential workplace violence from a domestic or personal dispute do not need to fear corrective action or retaliation.

After *ASK...for Home Care* has taken appropriate corrective action to resolve a complaint or report of harassment, *ASK...for Home Care* will make follow-up inquiries after an appropriate interval to insure that the harassment has not resumed and retaliation has not been suffered. However, victims and witnesses are not required to wait for follow-up. If harassment resumes or retaliation occurs, the victim or witness is encouraged to contact an appropriate *ASK...for Home Care* supervisor, human resources representative, officer or other company manager immediately so *ASK...for Home Care* may promptly and effectively act.

Immigration Compliance Law

ASK...for Home Care is required by federal immigration laws to verify the identity and work authorization of all new employees. Each new employee must attest to his/her identity and legal authority to work on an I-9 Form provided by the federal government. This verification must be completed in no event more than three (3) business days after an individual is hired and before the individual begins work. A copy of this form will be provided to you for your completion. All offers of employment with *ASK...for Home Care* are conditioned upon furnishing evidence of identity and legal authority to work in the United States in compliance with the federal law. Providing falsified documents of identity and eligibility to work in the United States will result in cancellation of your consideration for employment or dismissal if employed. Inability to provide renewed authorization on or prior to the expiration date of the original document will result in the employee's immediate termination.

Family Medical Leave Act (FMLA)

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to “eligible” employees for certain family and medical reasons. Employees are eligible if they have worked for a covered employer for at least one year and for 1,250 hours over the previous 12 months. In addition, the employee must be employed at a job site where at least 50 employees are employed within a 75-mile radius.

Reasons for Taking Leave:

Unpaid leave must be granted for *any* of the following reasons:

- ◆ To care for the employee's child after birth, or placement for adoption or foster care;
- ◆ To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- ◆ For a serious health condition that makes the employee unable to perform the employee's job

FMLA leave is unpaid. You may choose to supplement pay with PTO earned. Employees are responsible for paying their portion of benefits.

Advance Notice and Medical Certification:

The employee may be required to provide advance leave notice and medical certification. A failure to comply with the notice requirements may affect request for leave.

- ◆ The employee must provide 30 days advance notice when the leave is “foreseeable” and complete a leave request form.
- ◆ An employer may require medical certification to support a request for leave because of a serious health condition, and may require second or third opinions (at the employer's expense) and a fitness for duty report to return to work.

Job Benefits and Protection:

You are expected to return to work when released by your health care provider (or when your family member is released). Failure to return to work when released by you or your family member's health care provider will be considered a voluntary resignation. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. The use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave. If you take leave for your own serious health condition, you must provide certification from your health care provider of your fitness to return to work. If you are not released to return to work within twelve (12) weeks, you may request a personal leave of absence. Contact the appropriate human resource personnel to determine FMLA eligibility.

Drug-Free Workplace

ASK...for Home Care is committed to providing a work environment that is free from alcohol and illegal drugs, and prescription or over-the-counter drugs that impair the performance of essential job functions or increase risk of injury, death, or property loss. The costs of alcohol and drug abuse are staggering and are manifested by accidents, tardiness, absenteeism, property damage, increased occupational injury costs, decreased productivity, the cost of replacing and retraining new employees, and employee theft. In an effort to minimize the effects of alcohol and drugs in the workplace, *ASK...for Home Care* has adopted the following policy.

A. The following are prohibited:

- i. Purchase, use, possession, distribution or being under the influence of alcohol on *ASK...for Home Care* or client property, during working hours or at any time while on *ASK...for Home Care* business.
- ii. Purchase, sale, possession, use, manufacture, distribution or being under the influence of any illegal drug at any time during your employment by *ASK...for Home Care*.
- iii. Use or being under the influence of any prescription or non-prescription (over the counter) drug that may adversely affect your performance of the essential functions of your job or increase the risk of injury, death or property loss of you or others.
- iv. Purchase, sale, use, distribution or possession, during working hours or while on company business, of any drug paraphernalia, including, but not limited to, any tools, equipment, supplies or materials used, designed or intended for the illegal or improper use of any drug.
- v. Reporting to or being at work with a measurable quantity of any alcohol, drug, intoxicant or narcotic in the blood or urine (except for any prescribed or over-the-counter drug of the type and at a level determined in the sole opinion of *ASK...for Home Care* or its designee as neither interfering with performance of essential job functions nor increasing the risk of injury, death or property loss of you or others).

B. Any employee of *ASK...for Home Care* who at any time during his or her employment with *ASK...for Home Care* is charged with, or convicted of, violating any law, the basis of which violation in any way involves the use or being under the influence of alcohol or any drug shall immediately report the charge or conviction to his or her immediate supervisor or any company official and in all cases, no later than the beginning of the next work day.

Violation of any part of this policy (or any charge or conviction described in “B”) may result in disciplinary action, up to and including termination of employment.

Smoking

Absolutely **NO SMOKING** is permitted at any time, on any company property or clients’ homes. This includes the office, Homesteads, clients’ home and other facilities to which you may be assigned. This includes parking lots and grounds. Employees who must smoke are required to leave their work premises and only on unpaid, scheduled breaks with supervisory permission to leave. Violation of any part of this policy may result in disciplinary action, up to and including termination of employment.

Confidentiality of Information

Confidential information of *ASK...for Home Care*, of any nature and in any form whatsoever, including, but not limited to, all data or information that is competitively sensitive or is not generally known or available to the public, client lists and files, and personnel records and data, shall be kept confidential and private and shall not be removed from *ASK...for Home Care* premises without prior written authorization of *ASK...for Home Care*. Such confidential information shall only be used for the benefit of *ASK...for Home Care* and its interests. Employees may be required to sign a confidentiality agreement, non-solicitation agreement and/or agreement not to compete containing such provisions as deemed appropriate.

Employee Investigations

ASK...for Home Care recognizes the importance of employees who are honest, trustworthy, qualified, and reliable. For purposes of furthering these concerns and interests, before hiring an individual, *ASK...for Home Care* will investigate the individual's prior employment history, personal and/or business references, educational background, criminal background, driving record and/or other relevant information that is reasonably available. Consistent with these practices, all job applicants will be asked to sign a Release of Information Authorization, which will include a release of liability for disclosure of information by a third party. To the extent permitted by law, *ASK...for Home Care* reserves the right to exclude any applicant from consideration for employment where the applicant refuses to sign the Release of Information Authorization form as requested.

In addition, *ASK...for Home Care* may find it necessary from time-to-time to investigate current employees, where behavior or other relevant circumstances raise legitimate questions concerning work performance, reliability, honesty, trustworthiness, or potential threat to the safety of co-employees or others. Where appropriate, these investigations may include credit reports and criminal records, including appropriate inquiries about any criminal investigation or arrest that is pending further proceedings. Employees subject to such investigations are required to reasonably cooperate with *ASK...for Home Care* to obtain relevant information, and may be subject to disciplinary action, up to and including termination, for failure to do so.

Safety Policy

ASK...for Home Care wants every employee to enjoy a safe workplace. Employees must comply with all safety rules and policies (and rules and policies of clients when on client premises) and all requirements of OSHA- the Occupational Safety and Health Act.

In accordance with applicable law, *ASK...for Home Care* has established a safety committee to constitute and have such duties as defined by applicable state law. Employee members of the safety committee will be paid for their time while attending committee meetings or while otherwise engaged in committee duties. Employees must comply with the injury prevention program adopted by the safety committee.

Please observe *ASK...for Home Care* safety rules in every phase of your work, with particular emphasis on proper lifting techniques when handling heavy objects. You are required to participate in the safety effort of *ASK...for Home Care* by working safely and attending safety sessions when offered. Incidents involving personnel are reviewed on a regular basis to identify safety hazards. If you should have an incident or injury or observe an unsafe condition, report it to your supervisor immediately, no matter how insignificant it may seem. Your particular job requirements may include additional specific safety guidelines, which you are required to observe and practice with no exceptions. You will not be subject to reprisal or retaliation for reporting unsafe conditions to management or outside enforcement authorities.

The following guidelines have been established as a part of *ASK...for Home Care's* safety policy:

- ◆ The safe way is the right way to do each job. Shortcuts are not the way.
- ◆ Know your job procedures. If in doubt, ask your supervisor.
- ◆ Operate equipment only as authorized and with all safety guards in place.
- ◆ Report unsafe acts to your supervisor before someone is injured.
- ◆ Report unsafe conditions immediately to your supervisor.
- ◆ Report unsafe equipment to your supervisor right away.
Do not attempt repairs no matter how skilled you feel you are.
- ◆ Report any incident right away (even if no injury) to your supervisor.
- ◆ At the scene of an incident, be helpful, courteous, and avoid argument or discussion of the situation. Get your supervisor immediately (documenting conditions helps us help you).
- ◆ Get medical aid even for small injuries. Delay can make it worse.
- ◆ Arrive at work rested, clean, and in good health. Be able to give full attention to your job.
- ◆ Report infections to your supervisor (which can be evidenced by conditions such as: skin eruption, boil, sore throat, vomiting, fever, etc.).

- ◆ If you feel ill at work, report to your supervisor. Get medical aid to protect yourself and others. Keep health tests up to date.
- ◆ Follow guidelines for health in the prevention of communicable diseases. These guidelines are for your health and safety and those with whom you work.
- ◆ Warning signs help you prevent incidents. Obey them! Remind others, too.
- ◆ If using chemicals, read labels carefully to follow safety warnings, mixing instructions, etc.
- ◆ Horseplay is NOT allowed. Practical jokes can cause serious injury.
- ◆ You are required to observe all safety notices posted and any specific safety requirements for your particular job.
- ◆ Violent acts in the workplace, including threats and intimidation are NOT allowed. This includes all threats, verbal or physical. Any such occurrences should be immediately reported to management.

Reporting Injuries

To ensure that proper attention is given and appropriate action taken when an injury occurs within the workplace, please follow these procedures:

1. Report the injury to your on-site supervisor immediately. If your supervisor is not immediately available, report to the manager or other authorized person. Seek or obtain medical attention if required.
2. Report the injury to your *ASK...for Home Care* supervisor and/or designated human resources representative within 24 hours, or as soon as practical. Worker's Compensation laws require the processing of claims within reasonable time frames. All injuries/accidents MUST be reported promptly for claim submission.
3. If you are involved in or are a witness to an incident, you should provide information in order for the appropriate report to be completed. Please be aware of the importance of immediate action in recording all details of the incident.

Incident Reports

An incident report must be filled out and signed by any employees who witness an incident or injury immediately following the occurrence. Failure to do so may result in disciplinary action. This policy is important to the safety and well being of all our employees & clients.

Hazardous Chemicals

Although the standard uses the word "Hazardous" to describe the chemicals in question, it also includes items we use everyday that many of you would not consider hazardous such as: motor oil, coolants, paint, solvents, and glues. These items are commonly used, sometimes daily, and rarely with any problems. However, they should be treated as hazardous chemicals. Knowing more about chemicals we use will make you aware of potential problems and help reduce or eliminate health and safety problems when you use these chemicals. (See MSDS Notebook for information regarding products.)

Hazard communication is common sense thinking about what you are doing, informing yourself, preparing for the task, and taking the necessary precautions. What you do not know CAN HURT YOU. By knowing, checking the MSDS, evaluating your use, and controlling your exposure, you can make chemical products work for you successfully and safely.

During Work Activities

You must observe and comply with the following:

1. Use CAUTION when assisting or lifting clients. Lifting heavy or non-ambulatory clients requires two people. Remember, lift with your legs, not your back! Use assistive equipment, such as a Hoyer Lift, when moving clients. If in doubt, consult your supervisor.
2. Do not use any existing or new equipment that you have not been trained to use.
3. Observe all safety precautions and/or manufacturer's specifications prescribed for use of equipment. Always consult your supervisor if in doubt.
4. No off-duty employee may perform any activities, of any nature, on the employer's premises or with the employer's equipment or goods.
5. The Company requires of its employees a "no heroes policy!" Do not place yourself in any situation that would compromise your safety or in any way would endanger you, your co-workers, or others.

Fire Emergency Procedures

The most frequent causes of fires are chemicals, grease, and careless smoking. In these conditions, a major fire can be only three minutes away from the "flashover" It is vital that you utilize the three major tactics: RESCUE, CONFINE, AND ALERT!

- ◆ First, RESCUE anyone in the immediate path of a fire.
- ◆ Second, CONFINE the fire. Shut doors and/or windows in the room or area where the fire is erupting. This will keep it from spreading into other areas, etc.
- ◆ Third, ALERT. Utilize your fire alarm system to tell the fire department about the fire.

After you have completed the above steps, only then can you consider fighting the fire. Make sure you use the correct extinguisher for the type of fire that you are fighting. Do not place your safety in jeopardy. If you cannot RESCUE, CONFINE or ALERT without unreasonable danger or risk, then don't!

Severe Weather

In the event of severe weather or a severe weather warning, take shelter in a designated severe weather shelter. Ensure that you are aware of the location of designated shelter areas.

Attendance

Hours of Work Schedule

The hours of your scheduled work shift will largely be determined by the needs of the client to whom you are assigned. Some assignments will have regular schedules, which rarely change from week to week, and other assignments will have schedules that vary to meet the needs of the client or *ASK...for Home Care*. If an employee has a specific schedule request, efforts may be made to accommodate that request, taking into account the needs of the clients or *ASK...for Home Care* as a whole. **However, in all events, work schedules and schedule changes are determined at the sole discretion of ASK...for Home Care.**

Every employee is responsible for knowing and following his or her work schedule, including, but not limited to, reading the schedule and schedule updates or changes, knowing start and end times of workdays, shifts, and breaks, complying with such times, and knowing when meetings are and attending such meetings on time. It is your responsibility to, if applicable, clock in and out at the designated times on your schedule. Any desired schedule changes must receive prior approval from your supervisor.

Attendance and Punctuality

When you accept a position with *ASK...for Home Care*, you assume obligations. One of those obligations is to perform the duties of your position during the times specified. You are expected to be punctual and keep absences to a minimum. Failure to report, unjustified or excessive absence or tardiness may result in discipline, up to and including discharge from employment. Additionally, punctuality and attendance are factors that may be taken into account when determining promotions, salary increases and qualification for other benefits.

Absenteeism

Definition of Absence: Absence is any time (other than tardiness described below) that you are scheduled to work and you fail to be present at the designated work location for all of the scheduled time or shift or if you fail to report to your workstation more than Fifteen minutes late. It includes time off for sickness, but does not include pre-approved time off for vacation, or leaves of absence, or for designated holidays when you are not scheduled to work.

Reporting Procedure: In case of an absence, you must call the office or call-out number. Notification must be given each day you do not report to work at least one (1) hour prior to the beginning of your scheduled shift, but always before 8pm or after 6am. If you must be absent after you report to work, notification must be given when you first learn that you must leave work, but (except in an emergency) no later than one hour before you must leave work. It is your responsibility to personally make the contact unless you are physically unable to do so, in which case, you should have someone else make the contact for you. You must give the reason for your absence and the expected date of your return.

One or more unreported or unjustified absences within any 12-month period may result in disciplinary action, (up to and including termination of employment). If you are absent without reporting to work or contacting your supervisor, you will be considered to have voluntarily resigned without notice and your position may be filled.

Note: If you can provide an acceptable explanation, this policy may not apply. Such explanation may require substantiation and/or verification from sources other than you.

Excessive Absenteeism: Even if an absence is reported, you may be subject to disciplinary action (up to and including termination of employment) if you miss work too often.

ASK...for Home Care, in its sole discretion, will determine excessive absenteeism. Unless determined by *ASK...for Home Care* to be an abuse, time off for medical/dental appointments, school activities (for you or your children), or other personal business will not be counted as excessive absenteeism if your supervisor approves it at least three business days in advance. However, this time off will be documented as an absence.

Tardiness

Definition of Tardiness: You are tardy any time you arrive at your workstation, or are not appropriately groomed, dressed and ready to work, at the beginning of your scheduled shift. Tardiness also includes returning late from breaks or meal periods. If you are more than Fifteen minutes late, it will be considered an absence.

Reporting Procedure: If you must be late for work, it is your responsibility to personally contact your supervisor at least one (1) hour prior to the beginning of your scheduled work shift unless you are physically unable to do so. If you cannot call, have someone call for you. Failure to report your tardiness will count toward excessive absenteeism or excessive tardiness, as the case may be.

Excessive Tardiness: Even if tardiness is reported, excessive tardiness will result in disciplinary action, up to and including termination.

Work Hours

Work hours will be established by each supervisor as needed to meet company and customer needs. From time to time additional hours (overtime) may need to be worked. Non-exempt (hourly) employees will be paid overtime as outlined under *Overtime Compensation*. Exempt (salaried) employees are paid a base salary for performance of their duties as opposed to payment for actual time worked. Accordingly, exempt employees are **not** eligible for overtime pay. During work hours, employees are expected to be fully prepared to work, fully exercise their responsibilities, and perform their duties in a thorough, professional and efficient manner.

Although general office hours are 8:00am to 4:00pm, Monday through Thursday, for the purpose of calculating non-exempt (hourly) overtime pay:

- ◆ **The official work week** begins at 12:01am Monday morning and runs through midnight the following Sunday. Hours worked include all time spent working on company business (either at our facility or at a customer site).
- ◆ **The official work day** begins at 12:01 am and runs through midnight of the same day.
- ◆ **Meal periods** - each employee working at least five (5) hours is expected to take time for a meal break. Since oftentimes employees work alone in home settings with no one to relieve them, their meal break may be interrupted; therefore, this time is reportable as work time and employees will be paid. Anytime an assignment does not allow for meal times, it should be immediately reported to a supervisor.
- ◆ **Breaks** - non-exempt employees are entitled to a fifteen (15) minute paid break for each four (4) hours worked. Breaks should be arranged with your client. Breaks are provided so that employees can attend to personal matters such as getting a snack or something to drink (refreshment), using the restroom and making unavoidable personal phone calls.* Employees who need to leave work to take a break must clock out and have permission from a supervisor or client to leave. Breaks to smoke must be off the clock and off client/company property.

* Which should only be made in private areas and not in front of clients' or while performing work duties.

Job Duties & Work Assignments

Our image and reputation are based on quality service. Consistent effort is required from everyone. Your supervisor is available to offer advice and guidance regarding the completion of your work and as a result, needs to hear your questions, suggestions and constructive ideas.

Mutual understanding is important to doing a quality job; cooperative attitudes lead to productive teamwork. You are encouraged to ask questions and offer ideas which you feel contribute to our mission of being the best in our industry.

To ensure that our customers are provided the best possible service, work assignments are based on matching employee qualifications with customer and company needs. From time to time it may be necessary to reassign you to a different job responsibility. Work assignments are at the sole discretion of company management.

We also reserve the right to set work schedules as deemed necessary to maintain quality customer service and efficient day-to-day operations. This may require altering starting and ending times and/or total hours scheduled to work. Employees are provided with general job descriptions and specific assignment information.

Employee/Client Relationship

ASK...for Home Care clients are customers, not employers of *ASK...for Home Care* employees. Because of their customer status, employees may not discuss work-related problems or issues, direct employment or wage with clients. If clients initiate conversation regarding these issues, they should be referred to the Administrator.

Many clients, especially home care clients who never ran businesses of their own, are not aware of the expense and bookkeeping involved in hiring employees directly. Agreeing to work directly for clients without first advising them of their responsibilities under the Law, implicates employees in any improper reporting and/or payment of wages, taxes and insurance.

Employees may never suggest that clients hire them directly or indicate in any way that they may be available for hire directly without first advising *ASK...for Home Care*. These actions are considered unethical and will result in termination of employment.

Ethics

Employees are expected to adhere to the highest standards of personal, professional and business ethics, and to always use common sense and good judgement about the way they conduct themselves when on duty or representing the Company. Honesty, respect and care in dealings with others on the job, in performing your duties, and in dealing with customers, vendors and visitors, should be standard benchmarks of your behavior. It is important to avoid even the appearance of unethical behavior in all business relationships. Our business success does not require unethical actions, and we do not condone such conduct. Please contact your supervisor or the Administrator with any questions or concerns you have regarding business ethics at *ASK...for Home Care*. Engaging in unethical conduct may result in corrective action up to and including termination of employment. "Unethical conduct" includes but is not limited to:

- ◆ Engaging in business conduct which is damaging to our reputation;
- ◆ Disclosing or misusing confidential or proprietary information belonging to *ASK...for Home Care* or our customers; complete adherence to HIPAA guidelines as set forth in our Medical Policies. In addition to these general guidelines, *ASK...for Home Care* employees are specifically prohibited from emailing information regarding clients or discussing clients or employees on social media.
- ◆ Promising or giving something of value to anyone doing or seeking to do business with us in order to influence them in matters relating to us;
- ◆ Accepting gifts, entertainment, services or other benefits where the purpose is to unduly influence our business decisions. Our reputation and future depends on families being assured that we will not so endear ourselves to their family member as to supplant their relationships. Anytime *ASK...for Home Care* employees question the acceptability of gifts, they should consult with their supervisor for guidance;
- ◆ Representing or discussing *ASK...for Home Care* affairs with the media without proper authorization;
- ◆ Undermining business decisions, unless they are perceived to be illegal or dishonest;
- ◆ Engaging in other illegal activity; and
- ◆ Using *ASK...for Home Care* confidential information, facilities and supplies, and/or merchandise for personal gain.

Employee Responsibilities

Conduct

The maintenance of extremely high standards of honesty, integrity, performance and conduct is essential to the proper performance of our business, the satisfaction of our clients and the maintenance of our clients' trust. *ASK...for Home Care* expects its employees to have careful regard for our standards and avoid even the appearance of dishonesty or misconduct. Our employees are expected to conduct themselves at all times in a professional and courteous manner, to exercise good judgment in the discharge of their responsibilities, and to conduct themselves in a manner that can be supported by management.

Any misconduct or violation of the policies in this handbook or otherwise of *ASK...for Home Care* may result in disciplinary action up to and including termination of employment. Following are examples of conduct that may result in such disciplinary action:

1. Unsatisfactory or careless performance or neglect of duties.
2. Failure to use or maintain *ASK...for Home Care* or client property in a proper manner.
3. Altering, removing or destroying *ASK...for Home Care* or client records and/or property.
4. Deliberate or careless damage to *ASK...for Home Care* or client property.
5. Inappropriate, malicious, disparaging or derogatory oral or written statements concerning *ASK...for Home Care*, or any of its clients, employees or representatives.
6. Falsifying personal, client or *ASK...for Home Care* records, including any employment application or other employment information, or any other records or documents related to *ASK...for Home Care*, its business or any of its clients, employees or representatives.
7. Excessive tardiness, absenteeism or abuse of any paid time off policy.
8. Failure to give proper notice of an expected absence.
9. Dishonesty of any kind, including theft or misappropriation of property of *ASK...for Home Care*, its employees, or past, current or prospective clients or representatives.
10. Possession, use or display of any weapon on *ASK...for Home Care* premises or while on *ASK...for Home Care* business.
11. Possession, use or being under the influence of drugs or alcohol on the premises or while on *ASK...for Home Care* business.
12. Any conduct endangering, or any verbal or nonverbal threat to endanger, property, life, safety or health.
13. Disrespect for management, or any supervisor or employee or client of *ASK...for Home Care*, including insubordination, failure to perform any reasonable assignment, or obscene or abusive language or behavior.
14. Willful violation of HIPAA privacy laws.
15. Violations of *ASK...for Home Care* harassment policy or any other form of unlawful or unethical conduct, harassment or discrimination.
16. Off-duty or pre-employment conduct that reflects or may adversely reflect on *ASK...for Home Care* if the employee were to remain employed.

These examples are not all-inclusive, but merely illustrate the kind of conduct that may be detrimental to *ASK...for Home Care*, its clients or employees. Employees may be discharged or disciplined for conduct not specifically mentioned in this handbook, as determined in the sole discretion of *ASK...for Home Care*.

Customer Relations

As an employee, you make a major contribution to our business growth. Your honesty, integrity, and competence in performing your job are necessary for customer satisfaction. Your ability to develop positive customer relations is essential to our job performance. If your duties include a support role, other employees should be treated as customers.

Dress Code

A neat professional appearance is a requirement at *ASK...for Home Care*. It is expected that all employees will exercise good judgment and dress appropriately for their jobs. The following are specifically prohibited: open-toe shoes, jeans, tank tops, leggings, shorts, see-thru or low-cut blouses, dangling jewelry. Any employee not dressed appropriately will be subject to discipline.

Appearance

Your personal appearance is an important part of the way you represent *ASK...for Home Care* to the public. Customers form an opinion of *ASK...for Home Care* from your appearance and attitude. Neat and conservative attire creates a favorable impression. These are the factors you should consider:

1. Maintaining the highest standards relating to personal hygiene, including regular bathing and use of deodorant, brushing of teeth and using mouthwash as necessary, maintaining clean hands and fingernails at all times and the moderate use of cosmetics.
2. The nature of the work.
3. Safety considerations, such as necessary precautions when working near machinery.
4. The nature of the employee's public contact, if any, and the normal expectations of outside parties with whom the employee will work.
5. The prevailing practices of other workers in similar jobs.
6. The requirement of *ASK...for Home Care's* management that all employees are expected to exercise good judgment and dress appropriately for their jobs.
7. Any bandage worn must be kept clean and changed as often as necessary or appropriate. An employee with an open sore or wound is not permitted to handle any food products and may be restricted from other activities, especially in the health care area.

Work Area

ASK...for Home Care strives to make your working conditions as pleasant as possible. We ask your cooperation in keeping your work area neat and company equipment in good working order. The need for repairs or adjustments to mechanical equipment should be reported immediately to your supervisor. Secure confidential work papers and computer files away before leaving your office or work area for the day.

Telephone Courtesy and Usage

A large portion of *ASK...for Home Care* business is conducted over the telephone. All telephone calls, whether from customers, fellow employees, or outside business associates should be handled promptly and courteously.

You may make necessary local personal telephone calls during the workday as long as they do not interfere with daily business or your performance of your work. Personal calls must be short in duration and very limited in number. Personal long distance telephone calls generally are not permitted. Your supervisor must approve long distance telephone calls in advance and payment arrangements must be made prior to placing the call.

Use of *ASK...for Home Care* Equipment

Equipment and resources such as copier, fax, computers, laptops, smart phones, postage machines, e-mail, internet access, telephone, pagers, and voice mail systems are in place to facilitate effective day-to-day business operations. Employees may not use *ASK...for Home Care* equipment or resources for personal use or benefit without prior supervisor approval.

Desks, Lockers, and File Cabinets

ASK...for Home Care or its clients may from time to time provide office space, desks, computers or file cabinets for employee use in the performance of employment responsibilities, or locker space for employee use while at work. *ASK...for Home Care* does not guarantee the security of any locker and employees are responsible for furnishing their own locks. Any lock will be voluntarily and immediately removed at the direction of *ASK...for Home Care*. *ASK...for Home Care* is not responsible for any article or item placed in any office space, locker, desk, file cabinet or computer, or otherwise brought on *ASK...for Home Care* or client premises or on *ASK...for Home Care* business, that is lost, damaged, stolen or destroyed. Weapons, explosives, alcohol and drugs are prohibited on *ASK...for Home Care* premises, client premises or *ASK...for Home Care* business and may not be placed in any office space, locker, desk or file cabinet. Employees have no privacy rights in any office space, locker, desk, file cabinet or computer (or their contents) on *ASK...for Home Care* or client property, or provided by *ASK...for Home Care* or a client of *ASK...for Home Care*, for or on *ASK...for Home Care* business. *ASK...for Home Care* reserves the right to inspect any such office space, locker, desk, file cabinet, computer, and their contents, and any other place or item on *ASK...for Home Care* or client property, with or without advance notice or consent of any employee. Any person designated by the company or client may conduct such an inspection. Any employee who, upon request, fails or refuses to cooperate with any such inspection may be subject to disciplinary action, up to and including termination of employment.

Personal Property

All employees are cautioned not to bring valuables or large amounts of cash to work. Purses and wallets should be kept with you or stored in a locked place at all times. *ASK...for Home Care* is not responsible for personal property that is lost, stolen, damaged, or destroyed; this includes your personal vehicle or other means of transportation. If you ride a bicycle to work, be sure to securely lock it in the designated space. Employees are responsible for providing their own locking devices.

Outside Employment

Subject to other policies, including Conflict of Interest below, *ASK...for Home Care* has no objection to an employee holding another job (in addition to his or her employment with *ASK...for Home Care*) as long as he or she can effectively meet the performance standards for his or her position with *ASK...for Home Care*. However, we ask employees to think seriously about the effects that another job may have on their endurance, personal health and well being, performance, and effectiveness with *ASK...for Home Care*.

All employees will be held to the same scheduling demands and standards of performance. We cannot make exceptions for those who also hold outside jobs. If an outside position interferes with the employee's ability to work for this *ASK...for Home Care*, that employee will be subject to disciplinary action for tardiness and unsatisfactory attendance or work performance in accordance with normal disciplinary policy.

Conflict of Interest

During your employment with *ASK...for Home Care* and for one year following your employment, it is deemed a conflict of interest for you to be employed by any *ASK...for Home Care* client, unless you were employed by them prior to your employment at *ASK...for Home Care*. It is also considered to be unethical conduct to solicit direct employment from any *ASK...for Home Care* client.

Supervisors

Questions about your job, pay, benefits, relations with your co-worker, policies and procedures or *ASK...for Home Care* in general should be directed to your supervisor. Look to your supervisor for guidance and seek his/her assistance when you encounter difficulties. Cooperation and communication with your supervisor will promote a mutually beneficial work environment.

Each employee must follow the directions of his/her supervisor. Your supervisor is responsible for directing your work throughout your shift; evaluating your performance, providing instruction and guidance in your job, and taking any disciplinary action that may be necessary; though others at *ASK...for Home Care* from time to time also may exercise one or more of these responsibilities. Disrespect of management or a supervisor, or disregard of the authority of either, will not be tolerated and may result in disciplinary action, up to and including termination of employment.

Payroll Information

Employment Categories and Classifications

Each employee is categorized as either exempt or non-exempt. Non-exempt employees are either regular or per diem.

Non-Exempt employees are entitled to overtime pay. Overtime pay is paid to non-exempt employees at the rate of one and one-half times the employee's regular hourly rate of pay for each hour or portion of an hour worked in excess of 40 hours. For this purpose, the workweek begins at midnight on Monday and ends at midnight on Sunday. Overtime must be authorized and approved by your supervisor in advance. Scheduled overtime is approved overtime.

Exempt employees are not entitled to overtime pay.

A regular employee is defined as a common law employee employed in a category designated by management and scheduled to work at least 30 hours per week, or 1,560 hours per year. Regular classification does not include per diem employees.

A per diem employee is defined as a common law employee employed in a category designated by management and scheduled to work intermittently and for less than 30 hours per week.

Time Sheets

Employees must record their time on time sheets. You will be provided with time sheets for you to keep a current record of your time at work. You are responsible for maintaining an accurate current record of your working hours. Accordingly, you must use the time sheet to record the time you begin and end work each day, and the beginning and end of any split shift. You also must record on your time sheet when you are absent from work, for any reason whatsoever. Your client or supervisor must sign your timesheet.

Your time sheet is the record on which you (and in some cases *ASK...for Home Care*) are paid. Consequently, it is important that your time sheet be accurate and complete and not be lost, falsified, or mutilated. If your time sheet is lost you may not be paid. If you become aware of a mistake on your time sheet, you must immediately inform your supervisor and/or the payroll liaison with the necessary correction.

Falsification of your time sheet (including, but not limited to hours) will result in immediate termination.

Payroll

ASK...for Home Care employees are paid on a bi-weekly basis. Timesheets are due the Monday morning following the end of the bi-weekly period. Paychecks are issued the following Thursday. Please contact your supervisor with any questions concerning the payroll process and your pay.

Payroll Deductions

Certain deductions are required by law to be taken from everyone's pay while others are employee authorized. Deductions required by law include federal withholding tax, social security and Medicare contributions, and in most states, state withholding tax. Deductions from pay also will be made in accordance with any legally binding order or garnishment. Employees also may voluntarily elect to make certain deductions from pay for certain employee benefits offered from time to time by ASK...for Home Care. Employee authorized deductions are those which may include premium payments for benefits.

Performance Reviews

Your performance is reviewed in writing by your supervisor at least annually. It may also be reviewed at any time at your supervisor's discretion or upon your request. The reviews are designed to provide an opportunity to discuss your position, review performance, and set goals and objectives for future performance. Any adjustments to compensation are made based on a number of considerations, including performance.

Generally, your compensation is reviewed in conjunction with your annual review. More frequent evaluations do not necessarily include a review of, or adjustments to, compensation.

Change of Personal Status

Notify the office of any changes in your name, address, telephone number, or marital status. This insures your benefit and employment records are current.

Benefits

NOTE: Any benefits or benefit plans described in these policies are convenient summaries only. An employee's eligibility for or rights to any benefits will be subject to and governed by the governing benefit plan documents and applicable law, as either may be amended from time to time. ASK...for Home Care reserves to itself and to any administrator or fiduciary of any benefit or benefit plan described or referred to in this handbook (or any other benefit or benefit plan of ASK...for Home Care), the discretionary authority to determine eligibility of any employee or claimant for or under any such benefit or plan, pursuant to the terms of the relevant plan document and applicable law, as either may be amended from time to time, and to interpret and construe the terms of any such benefit or plan. ASK...for Home Care further reserves the right to at any time add, amend, modify, supplement or terminate any benefit, benefit plan or employee benefit. For answers to any questions you may have regarding any benefit or benefit plan, first refer to the applicable plan documents. For additional assistance, you may contact the plan administrator listed in the plan documents.

ASK...for Home Care's provides various benefits, usually for regular employees only. The type of benefits may change from time to time. Information regarding these benefits is provided during orientation and can be obtained at any time at the ASK...for Home Care office.

Paid Time Off

Regular employees may qualify for Paid Time Off based on a formula that may change from time to time. Basically, Paid Time Off is based on length and amount of service. Employees will be notified when they achieve regular employment status and qualify for Paid Time Off and other benefits.

Holidays

The following holidays are observed by ASK...for Home Care and its office will be closed:

New Year's Day	Memorial Day
Independence Day	Labor Day
Thanksgiving	Christmas Day

Employees who work on an observed Holiday are paid time and a half. Holiday time is not included in the calculation of overtime.

Acknowledgement Form

By my signature below, I acknowledge that the Employee Handbook for *ASK...for Home Care* has been reviewed with me, that I have been given adequate opportunity to ask questions and receive clarification regarding the policies and procedures set forth in the Employee Handbook, and that I understand its contents.

I understand that a copy of the Employee Handbook is available to me in the office. I may request a hard copy or *ASK...for Home Care* will email a copy to me.

I understand that I am required to abide by, and agree to abide by, *ASK...for Home Care's* policies as set forth in the Handbook or as otherwise adopted or implemented by *ASK...for Home Care* from time to time. I understand that there may be other policies or procedures in effect at *ASK...for Home Care* from time to time that are not included in the Employee Handbook, and I agree to abide by those policies and procedures.

Unless otherwise agreed in writing by the Chief Executive Officer, Chief Operating Officer, or Chief Financial Officer of *ASK...for Home Care* (or a designee of any such Officer), I understand that I have no contract of employment with *ASK...for Home Care* for any definite period of time, either oral or written, and that either I or *ASK...for Home Care* may terminate my employment at any time with or without cause or notice. I understand that I am an "at will" employee of *ASK...for Home Care* and that no agent or employee of *ASK...for Home Care*, other than the officers listed in the preceding sentence has any authority to alter or make any agreement other than the "at will" relationship. I understand that neither this handbook nor any provision herein constitutes an employment contract, an offer to enter a contract of employment or part of an employment contract, or confers any contract rights.

I understand that *ASK...for Home Care* may rescind, modify, change, or deviate from the Employee Handbook or any of its policies or procedures at any time, and any such rescission, modification, change, or deviation may become effective regardless whether the Employee Handbook has been revised or I have been notified.

I understand that this signed acknowledgement will be inserted in my personnel file.

Employee Signature

Date

Print Employee Name

Email

Date Copy Given/Mailed

Date Copy Emailed



Notes
