

INTEGRITY CARE

Employee Manual

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EMPLOYEE MANUAL

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Introduction

The policies and procedures in this Employee Manual are to be considered guidelines. Nothing in this manual is to be construed as a contract. Integrity Care, at its option, may change, delete, suspend or discontinue any part or parts of the policies in this manual at any time without prior notice. No one other than the office manager of Integrity Care may alter or modify any of the policies in this manual. No statement or promise by a supervisor or manager should be interpreted as a change in policy, nor will it constitute an agreement of any kind with an employee.

Should any provision in this employee manual be found as unenforceable and invalid, such finding does not invalidate the entire manual, but only the subject provision.

I. PAYROLL AND PERSONNEL ISSUES

A. HIRING PROCEDURES - CANDIDATES

Equal Employment Opportunity:

It is Integrity Care's policy to provide an equal employment opportunity without regard to race, color, religion, sex, national origin, age, sexual-orientation or disability. It is Integrity Care's practice to further the principles and intent of our equal employment opportunity statement.

All recruiting, hiring, and employment decisions shall be made on the basis of individual merit and allocated job qualifications. Any training determined by management to be necessary shall be provided as required for specific needs, and will be provided without discrimination.

Employment Process:

1. Completed application for employment (download online at our website www.integritycarewl.com)
2. Personal Interview: Every qualified applicant for employment will receive a personal interview by a member of the company's professional recruitment team.
3. Qualifying Examination: Depending on an applicant's position, certain applicants for employment will be tested, either before or after the applicant's in-person interview. Multiple exams can be given and taken by any applicant for registered employment, if the applicant has demonstrated or requested placement in specialty assignments.
4. Qualifying Offer of Employment: If the company's recruiter believes the applicant for employment would be a good Integrity Care employee, a conditional offer of employment may be extended to the applicant.
5. Review of Pre-Employment File: The company's professional recruiter checks three professional references. Three (3) supervisory references are requested and two (2) are mandatory checks, licensure verification(s) and good standing with the State agencies where the applicant has practiced within the past five (5) years. Medical Questionnaire is reviewed, examination scores are reviewed a second time, all employment records are reviewed to ensure that they are complete and in full compliance with company policy.
6. Employee Information: After an applicant has been conditionally hired, he/she must provide necessary information required for personnel and official uses. This information shall include: age, marital status, number of exemptions for federal withholding tax, etc. This information will be part of the employee's personnel file and will be kept confidential.

7. Offer of Assignment(s): Once all pre-employment requirements have been met, the registered employee may be offered assignments to serve in Integrity Care client facilities and/or residences. The company retains complete discretion over all assignment decisions. If an assignment is accepted, the registered employee is obligated to arrive on time and fully complete their assigned shift. Integrity Care expects all assignments to be completed according to our standards and principles.

B. NEW EMPLOYEE ORIENTATION CHECKLIST

In addition to a candidate’s pre-employment information, the following information will be collected (if not already provided during the application process) during the new employee orientation program and will be maintained in your employee file:

- ___ Application
- ___ I-9 requirements
- ___ Background Release request
- ___ W-4 tax form
- ___ Employee data form
- ___ Employment agreement
- ___ Reference forms (2)
- ___ Interview form(s)
- ___ Background check-completed
- ___ Criminal history
- ___ Emergency procedure review
- ___ Payroll procedures
- ___ Employee data form
- ___ Acknowledgment of receipt of Employee Manual
- ___ Copy of annual TB test result
- ___ Copy of HEP B vaccination dates or declination statement
- ___ Acknowledgment of receipt of Employee Manual

C. ATTENDANCE

Integrity Care’s reputation and success is based on the level of care provided by our caregivers, drivers and companions who represent us in the “field.” It is extremely important that we maintain our reputation for dependability. Our clients and their families rely on our caregivers and drivers to ensure they are safe and secure during our scheduled visits. All caregivers and drivers must be on time or early to their shift.

Punctuality and reliability are basic expectations for all of our employees. In the event of a documented illness or emergency, you must be absent or tardy for a scheduled shift; you must personally notify the Integrity Care office at 765-463-7111, no less than 5 hours before your scheduled shift. If your shift starts before noon, you must notify our office by 9 p.m. the night before.

Failing to contact the office within the required time may result in termination. If you are calling off after hours, you must receive a call back from our on-call coordinator. If you do not receive a return call within 20 minutes, you must call the coordinator again. If you do not speak directly with our on-call coordinator, or you do not answer their return phone call, this is considered a violation of our attendance policy. Excessive tardiness or absenteeism will result in termination. Doctor's notes must be turned in with the current weeks' time sheet.

A no-call/no-show is unacceptable. Integrity Care treat that as a voluntary walk away from job and a resignation without a two-week notice.

If a client tries to request a schedule change, always direct them to our office. directly from their Caregiver, the caregiver must contact our office immediately. All schedule changes (both increases and decreases in hours) must be approved and processed through the company's office. Caregivers are not allowed to make changes without prior approval. Work schedules and assignments will vary depending on the individual needs of our clients. A weekly schedule is prepared and is available from your supervisor, either in person or by mail. Schedules are subject to change at any time. You must direct any of your requests for schedule changes to the office; you are never to bring requests for schedule changes to the client - do not involve them in this process. Even simple changes like a doctor's appointment must only be made by a member of Integrity Care's management team.

Occasionally, you may be scheduled to be on call for a day. If you are on call, you must be accessible via telephone on that day. If our office calls to have you fill a shift, you must return the telephone call within 15 minutes, and be ready to fill the open shift. If a caregiver fails to return the telephone call within the required time, or refuses to cover the shift, they may be immediately terminated.

D. HOLIDAYS AND TIME OFF

1. Due to the nature of the services we provide, we receive requests for caregivers to be with our clients on some holidays. Caregivers may be required to work some holidays - but will be reimbursed at time and a half their normal rate of pay for working any of the following holidays:

Christmas Day, Thanksgiving Day, and Easter and 4th of July

2. Days off will be granted on a first come, first serve basis. Once multiple employees have requested the same day off, the day will no longer be available for other employees to request off. If you need to request days off, you must do so via email, in writing, or by telephone to 765-463-7111. Your request will then either be approved or disapproved via email or in writing, depending on if the day is available. If you are disapproved for a day and then call off on that day, it will be considered for disciplinary action up to and including termination, unless you have a written hospital excuse. Requested

time off for employees will only be considered if it is submitted no less than two weeks prior to the requested date. If a two-week notice is not provided, then any time off is solely at the discretion of Integrity Care.

E. TIME SHEETS

A weekly Time Sheet (a sample is attached) must be completed by each caregiver and mailed to the office each week. Envelopes must be postmarked by the Monday following the end of the pay period. Caregivers must also call the office line by noon on the following Saturday in order to verify hours worked and mileage. If you leave any other information on this message such as a call off, you may be terminated. Delays in submitting these documents or calling the office will result in delays in processing your pay. Late timesheets will be processed with the next regularly scheduled payroll period, once they are received and are complete and accurate. It is each caregivers' responsibility to maintain an accurate record of time worked. The client must sign the time sheet for each shift, or the client's authorized representative. You will not be paid for a shift unless the time sheet is signed by the client or their authorized representative; this protects the caregiver, the client, and Integrity Care by verifying the hours worked and duties performed. Falsification of any kind to the time sheet will be subject to disciplinary action including, but not limited to, termination. Time sheets should be mailed to:

133 N. 4th Street, Suite 605
Lafayette, IN 47901

If you provide any transportation for the client using your own vehicle, you will be reimbursed for miles traveled. A weekly mileage log must be filled out and signed by the client for each trip that is taken. The mileage log is to be filled out with the time sheet, and any mileage incurred should be reported when verifying hours. Mileage reimbursement will be included with your paycheck, and reimbursed at the current Internal Revenue Service mileage rate for private pay clients. Medicaid waiver clients' mileage will be tallied and a gas card will be given to cover the mileage reimbursement. Falsification of any kind to this report will be subject to disciplinary action including possible termination. If a client's mileage is limited, then you must stay within those limits - you will only be reimbursed up to their designated limit.

F. PAYCHECK DISTRIBUTION

The pay period is two weeks and begins on a **Saturday and ends on a Friday**. No overtime work of more than 40 hours per week is allowed, unless authorized by Integrity Care, in writing or by email in advance. Any unauthorized hours worked in excess of 40 hours during any work week will be not be considered overtime and will be paid at your regular hourly rate. A work week is a one-week period beginning on Saturday at 12 a.m. and ending on Friday at 11:59 p.m.

Travel time paid shall not exceed travel time as calculated by “Map Quest.” Under extenuating circumstances, as determined by the director of operations, more travel time may sometimes be paid - extenuating circumstances are those that caused a caregiver’s actual travel time to be greater than the time as calculated by Map Quest. Travel time does not apply to traveling out to your first client or home from your last client.

Federal, state and local government agencies require Integrity Care to make the following deductions from your gross wages:

- **Federal Income Tax** deductions are determined by tables established by the Internal Revenue Service.
- **Social Security and Medicare** deductions are required by the Federal Insurance Contributions Act (FICA) and total 7.65% of your gross wages. They are matched by Integrity Care and are maintained by the Federal government. This money is designed to provide supplemental income and medical coverage for you when you retire.
- **State and Local Income Tax** deductions are determined by the requirements of the state in which you live.
- **Other Required or Optional Authorized Deductions** as determined by mutual agreement between Integrity Care and the employee.

Payday is every other Thursday after your initial inductions period. All staff members must have signed up for electronic deposit. It will be available in your designated bank account on Wednesday morning. Last paycheck can be either direct deposit or paper check. If you have outstanding paperwork, it will be a paper check collectable at the office upon returning and surrendering company’s property and documents. Otherwise, it will be by direct deposit.

G. COMMUNICATION

Communication with the office and/or your supervisor is vital to insure quality care for our clients. It is the employee’s responsibility to have a working telephone (land or cell) and to regularly check voice mail. The expectation is voice mails will be returned within the time frame stated in the message from the office or your supervisor. If your telephone number changes, you must notify the office immediately with the new number. The only phone number you should ever call unless you are directed otherwise is the main business line of 765-463-7111. Failure to abide by this policy may result in disciplinary actions including termination.

Email is an acceptable form of communication with the office for non-urgent matters. If you initiated communication via this route, it is your responsibility to follow up and check your email for a response. Email must remain polite and formal at all times.

It is the responsibility of the employee to immediately report all work-site injuries to his/her supervisor, regardless of whether medical care is needed.

H. BUSINESS HOURS

Business hours are Monday through Thursday 8 a.m. – 5 p.m. and Friday 8 a.m. – 4 p.m. A supervisor is available to clients and caregivers by telephone after hours for emergency calls only. Non-urgent calls should be placed during business hours, allowing urgent calls to take priority after hours. Non-urgent voice mails received after hours will be returned the next business day.

II. PROFESSIONAL CODE OF CONDUCT

Integrity Care recognizes the need to embrace and actively support the timeless ethics and values associated with care giving. This document serves to affirm and uphold the values that we accept as central to our role as caregivers. In doing so, we recognize the unique privileges of our profession, as well as those associated responsibilities.

The professional code of conduct is concerned with our role in the lives of our clients, their families, our colleagues, and our society at large. With this document, we affirm our personal commitment to honesty and integrity in our professional lives. With these rules in mind, the professional code of conduct is designed to establish a set of minimum expectations - at the very least, it provides a reminder that we have entered a profession in which we have the power to affect the lives of many – a power that must be treasured, respected, and never abused.

Establishing and maintaining the highest concepts of honor and personal integrity are essential to successful client relationships. We know honor and integrity are essential to the caregiving profession, and we actively support these concepts. Failure to comply with the professional code of conduct (and/or other requirements of this employee manual) will result in discipline, up to and including termination.

The following outlines the minimum standards of behavior and practices expected of caregivers.

A. DRESS CODE AND PERSONAL APPEARANCE

A caregiver's personal appearance is important to the overall image Integrity Care promotes. Although no formal uniform will be issued, caregivers are required to dress in a professional manner. Some clients may prefer that caregivers be in uniform; if this is the case for one of your clients, your supervisor will discuss appropriate attire.

The Following are unacceptable:

- Exposed cleavage, midriff and lower back areas
- Tank tops, sleeveless shirts, spaghetti straps or “slogan” t-shirts
- Tight-fitting garments
- Open-toed shoes, sandals, high heels and slip on shoes
- Shorts or skirts (capris are allowed)
- Sweat pants or windpants

Jeans are allowed, but must not have any holes in them, look worn out, or be low-rise jeans. Shirts must be full-length and cannot show the midriff area. Any other dress that a client may find to be offensive is also strictly forbidden. If there is any question whether something is or isn't appropriate, don't wear it. If your client resides in a care facility, you will be provided with any written additional guidelines requested by that facility. Each Employee is provided one free polo shirt with our company logo. Any desired changes from this policy must be mutually agreed to by the employee and Integrity Care, and violations are subject to discipline.

When meeting a client for the first time, jeans, sweatshirts or t-shirts are not to be worn. First appearances are important in our business, so please dress appropriately.

Personal hygiene is equally important in conveying a professional appearance. Your hands, fingernails, teeth, and hair must be clean and properly groomed at all times. Long or acrylic nails may be difficult to clean and may pose an infection control risk. If you choose to wear jewelry, it should be conservative in nature. The only visible piercing that will be allowed are pierced ears. Tattoos are to be covered. The use of fragrances, including perfume and aftershave, is strongly discouraged.

B. CLIENT RELATIONS

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

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

1. Listen attentively and express genuine concern. Try to see the issue from the client's point of view. Remember - we are employed to protect the client's welfare and ensure they are comfortable.
2. Never argue with the client. Always do whatever is in your power to make the client happy. Contact management if you have any concerns or questions.
3. Always report a problem to your supervisor. If appropriate, telephone the office immediately from the client's home, or contact your supervisor immediately after your shift.

C. GIFTS AND GRATUITIES

Sometimes a client may want to express their gratitude for the exceptional service their caregiver is providing by offering them a gift or money. Because many of our clients are vulnerable due to their age or medical condition, **it is expressly forbidden to accept any gift or gratuity**. If this situation should arise, explain to the client that company policy strictly prohibits you from accepting any gift, and notify your supervisor as soon as your shift has been completed.

At the conclusion of service or for special occasions, such as your birthday, gifts from clients may be permitted. You must contact your supervisor for approval prior to accepting gifts of this nature. **Never solicit or ask for any gift or item from the client's home**, even if the item is scheduled to be donated to charity.

D. VISITORS AND PERSONAL BUSINESS

Visits by friends or relatives are not permitted while at a client's home, nor is use of a client's telephone for personal reasons. Do not give a client your personal telephone number. Aligned with the professional code of conduct and this employee manual, maintain your client interactions and conversations on a professional level. The personal information you share with a client directly reflects your professional boundaries and overall approach to your job. Healthy boundaries allow for healthy relationships and a successful work environment.

Clients are never to be taken to an employee's home, or to a friend of an employee's home. Employees are also not permitted to take a client to any outside location unless approved by the Integrity Care office. The employee must call the office for approval prior to leaving the client's home.

E. CELL PHONES

To maintain Integrity Care's image while promoting a productive work environment and in compliance with health and safety standards, employee cell phone usage while caring for a client is strictly prohibited. Cell phones are not to be worn, or on your person, but should be left in your vehicle. If placed in your purse or work bag, they must be in the "OFF" or vibrate mode. All emergency calls for caregivers should be routed through the Integrity Care office, and we will contact you immediately. Emergency exceptions include power failure or other situations where the client's telephone is not in working order. All other situations must be discussed and approved on an individual basis with your supervisor. Cell phones are also not to be used in any way while driving.

F. SMOKING

Smoking in the client's home is prohibited at all times, even if the client is a smoker or grants you permission to smoke in their home. If you must smoke during your shift, you must first request permission from your supervisor, who will discuss your request with the client and then designate an acceptable outside smoking area. Keep in mind that some clients, because of respiratory conditions or hyper-sensitivity, cannot tolerate cigarette odor, even on your clothing – smoking will not be allowed in this case.

G. CONFIDENTIAL INFORMATION

All employees of Integrity Care are responsible for the safeguarding of sensitive company information. Integrity Care's economic well being is dependent upon compliance with this policy. Sensitive information includes, but is not limited to, processes, education, financial data, pricing or salary data, marketing data, business plans and strategies, negotiations and contracts, research, customer or vendor lists, information about our clients' businesses, and personal information about our clients - including their names, addresses and telephone numbers. See also attached HIPAA, Privacy Notice, and Client Notice of Privacy policies and incorporated by reference herein.

Every employee is obligated to, and must strictly refrain from discussion or disclosure of sensitive information to others, including his or her own family. Also, only those persons within Integrity Care with a need to know (related to care for the client) should have access to sensitive information. If someone outside the company questions you, you are not to answer them. Instead politely refer them to your supervisor. Caregivers must also never mention one client's information in front of another client. In safeguarding our clients' personal information, Integrity Care earns the respect and further trust of our customers and referral sources. Failure to abide by any of these policies will result in immediate termination.

Caregivers are also not to discuss other caregivers with the client. If a caregiver has a complaint about another caregiver, these complaints should be brought to our office, and never discussed around a client.

H. DISCIPLINE AND DISCHARGE

Every employee is expected to familiarize themselves with the rules and policies outlined in this handbook. It is impossible to provide an exhaustive list of conduct that may result in disciplinary action; therefore the following list contains, but is not limited to, some examples of conduct that may lead to disciplinary action, up to and including termination:

- Unexcused absence, excessive absenteeism and/or tardiness
- Use, possession, or being under the influence of illegal drugs, controlled substances, or alcohol while on duty
- Disregard and/or failure to observe safety regulations, rules or common safety practices
- Carelessness or negligence when performing duties
- Gross insubordination, disobedience, disrespect to proper authority
- Unacceptable or unsatisfactory job performance
- Falsifying or destroying any record owned by Integrity Care, including applications for employment
- Making false, vicious, or malicious statements concerning a client, coworker, supervisor, or the company
- Possessing dangerous weapons while on duty
- Interfering with or hindering of work schedules
- Theft
- Sleeping while on duty

Disciplinary actions, and/or related warnings or will be discussed with the employee and recorded in the employee's file in an effort to avoid continued unacceptable behavior. The specific disciplinary action taken will depend on the circumstances of each individual case, the employee's work record, and other potential factors - and can include but is not limited to the following levels of progressive discipline:

- Verbal warning (recorded in personnel file)
- Written warning (recorded in personnel file)
- Discharge

Integrity Care expressly reserves the right to terminate an employee at any time with or without any reason.

I. SUBSTANCE ABUSE

Integrity Care is committed to providing a safe work environment and to fostering the well-being and health of its employees. It is a violation of our

policy for anyone to report to work under the influence of illegal drugs or alcohol; use, consume, possess, sell, trade, or offer for sale illegal drugs or alcohol at work; or use prescription drugs illegally.

The appropriate use of legally prescribed medications at work is allowed; however, if required, employees should be prepared to provide all pertinent information about any prescription drug they are using. Employees must be fully aware of any work restrictions that should be observed while taking a prescription drug.

Based on reasonable grounds, Integrity Care reserves the right to search the personal property of employees on company or client property for illegal drugs or alcohol. (For example, employee desks may be searched.) If practical, an employee will be allowed to be present during the search.

Integrity Care also reserves the right to require employees to submit to medical testing for alcohol and/or drug use if it has reason to believe that the employee is in violation of this policy or if it is required by a client or government agency.

No medical test will be administered without the consent of the employee. However, if an employee withholds consent to such medical testing, then Integrity Care may discipline the employee, up to and including immediate termination.

Violation of the substance abuse policy is grounds for discipline up to and including immediate termination.

J. VEHICLE MAINTENANCE

Vehicle Maintenance is the responsibility of the caregiver. A caregiver's vehicle must be kept in safe working condition at all times. The vehicle must have current registration, and current auto insurance with bodily injury liability/property damage/liability each accident (100k per person/300k per accident). When transporting clients, the vehicle must also be clean and smoke-free.

It is the responsibility of the caregiver to have a reliable vehicle, and every caregiver should have an alternative form of transportation available. Calling off due to lack of reliable transportation is unacceptable. If our management offers you an alternative form of transportation and you refuse it, you will be subject to disciplinary action and/or immediately terminated.

JOB RELATED ISSUES

A. JOB DUTIES

Every client and care plan is different. Therefore, job duties and responsibilities may differ dramatically from client to client. During the initial consultation, a member of the Integrity Care staff completes a service request form, which identifies the specific duties required for that particular client, and a care plan is written. These duties, which you are expected to perform, are outlined in your employment agreement. They include but are not limited to:

Hand washing and Infection Control	Guidelines per orientation and training. (Please see attachments for Bloodborne Pathogens, and Universal Precautions Policy)
Safety	Safety is foremost and will help you make good decisions regarding the care of your client. All clients are considered to be on fall precautions. Client-specific safety precautions will be covered during your orientation and training.
No-lift policy	During intake proceedings, the safest way to transfer a client will be assessed and determined. Equipment such as gait belts, Hoyer Lifts etc. will be utilized as necessary. At no time, under any circumstances, are you to lift a client.
Light housekeeping	Cleaning floors, vacuuming carpet, doing dishes, surface cleaning of bathrooms, furniture etc., and linen changes.
Meal preparation	Cooking a complete, nutritionally balanced meal for the client, based on their individual requirements.
Laundry	Washing/drying/folding the client's personal clothing and linens as needed or requested.
Companionship care	Visiting and talking with the client, reading, listening to music, taking walks, etc.
Personal care	Assisting the client with proper oral care, personal hygiene (including shower or bed bath) and incontinence care.
Documentation	Written in the client binder of services performed and observations regarding the client.
Reporting	Calling your supervisor immediately with any concerns.

Errand service	Picking up groceries, dry-cleaning, etc.
Transportation Service	Driving the client to appointments, shopping or to social activities in the client's or the caregiver's automobile. If the caregiver's auto is used, special arrangements may be made for mileage reimbursement. If parking charges are incurred, the caregiver will be reimbursed upon presentation of the parking garage receipt. Mileage & parking charges will be included on the paycheck that covers dates of service with the client.

Errand services and transportation require a valid driver's license, and current proof of auto insurance on file. Caregiver or client auto insurance must have bodily injury liability property damage/liability, with each accident (100k per person/300k per accident) to meet the non-owned auto policy requirements. The client or caregiver auto insurance remains the primary insurance in the event of an accident. It is the caregiver's responsibility to make sure their auto insurance meets these standards prior to accepting an assignment that requires use of their auto.

B. EMERGENCY PROCEDURES

The "Emergency Telephone Numbers" form is to be posted near the client's telephone at all times. Integrity Care provides only non-medical assistance to its clients. You are not permitted to administer medical assistance of any kind. In the event of an emergency, you must follow these procedures immediately:

- Call 911 for emergency assistance
- After calling 911 for emergency assistance, call the emergency contacts listed on the "Emergency Telephone Numbers" form.
- Contact the office or person on-call.
- Remain with the client until help/authorities arrive.

There are strict laws regarding the administration of drugs and medications. As a representative of Integrity Care, you are not permitted to distribute or assist any client with taking their medications.

C. EMPLOYMENT AGREEMENT

One condition for employment with the Company is that every employee is required to sign an employment agreement. The employment agreement is designed to protect you, the client, and the Company. If you have any questions regarding the information in your Employment Agreement, please feel free to ask your supervisor for clarification. The Employment Agreement

expressly provides that the relationship between the Company and each employee is employment-at-will, and that both the Company and the employee are free to terminate the employment relationship at any time and for any lawful reason.

D. HARASSMENT-FREE WORKPLACE

Integrity Care is committed to creating a workplace that is free from any form of harassment based upon race, color, religion, sex, national origin, age, disability, or marital status. The company's commitment to maintaining a work climate free from harassment applies to anyone involved in the operation of our business as an employee, or to any person with whom our employees have a business, professional or service relationship.

Policy: Management is responsible for creating an atmosphere free of harassment – of any kind -- and all employees are responsible for respecting the rights of their co-workers. With respect to harassment, including sexual harassment, the company prohibits:

- Sexual advances, requests for sexual favors, and all other verbal or physical conduct of a sexual nature, especially where submission to, or rejection of, such conduct is made a term or condition of employment (either explicitly or implicitly), or where submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment, or where such conduct has the effect of creating an intimidating, hostile, or offensive working environment.
- Any form of employee harassment based upon race, color, religion, sex, national origin, age, disability, or marital status.
- Improper interference with the ability of the company's employees to perform their expected job duties.
- Any form of retaliation against any employee for filing a complaint or for assisting in a complaint investigation.

Complaint Procedure: Any employee who experiences harassment or knows of an employee who has experienced harassment should immediately notify his/her supervisor.

- All complaints will be promptly and fully investigated, with appropriate action taken.
- During any investigation, all parties will be interviewed concerning the reported behavior. At the end of the investigation, the complainant will be told of the outcome.

- If the company determines that harassment has occurred, appropriate actions will be taken against the offending individual, up to and including termination.
- Confidentiality will be maintained to the extent possible during an investigation. Employees are expected to maintain the same level of confidentiality.
- The company prohibits any retaliation against any employee for filing a legitimate complaint or, for assisting in a complaint investigation. However, if after investigating any complaint of harassment, the company determines that the complaint is without merit, or that an employee has provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint, or who gave the false information.

Caregivers should remember that some of our clients may suffer from senility, dementia, and/or other physical or mental impairments that limit or affect their behavior, self-control, or awareness of their environment. The company has no control over the behavior of its clients. If a client commits any form of harassment or inappropriate conduct against a caregiver, the caregiver is responsible for reporting the incident to his/her supervisor immediately. In certain circumstances, it may become necessary to re-assign the caregiver to another client if a position is available.

E. OPEN DOOR POLICY

All employees are urged to voice their work-related concerns as soon as they arise. By clearing the air early, small problems can avoid becoming large ones, and the work atmosphere will remain pleasant.

Generally, any work-related issue should be brought to the attention of an immediate supervisor. The supervisor will respond to the problem as quickly as possible. If the Supervisor is unable to provide a solution, or if the Supervisor is part of the situation, the issue should be brought to the attention of senior management, or the human resources department.

F. ACCIDENTS OR INJURY

In the case of any accident or injury to you or your client, you must call the office immediately. Even if you do not need medical attention, we need to know what happened and how you and the client handled the situation. This will be required by our insurance coverage also.

Please report any and all incidents, even if you think that they are minor, and you took care of them at the time they took place.

Hand Washing: Reducing the Risk of Common Infections

The most important thing you can do to keep from getting sick is to wash your hands. Hand washing is the single most effective way to prevent the spread of infections. You can spread certain germs casually by touching another person. You can also catch germs when you touch contaminated objects or surfaces, and then touch your face (mouth, eyes, and nose). Good hand washing techniques include using an adequate amount of soap, rubbing the hands together to create friction, and rinsing under warm running water. The use of gloves is not a substitute for hand washing.

When should I wash my hands?

- Upon entering a client's home
- When hands are visibly soiled
- After using the washroom
- After blowing your nose or after sneezing in your hands
- Before and after eating, handling food, drinking or smoking
- After touching raw meat, poultry or fish
- After handling garbage
- While caring for others
- After handling pets
- After removing gloves
- Prior to leaving a client's home

How do I properly wash my hands?

- Remove any rings or other jewelry
- Use warm water and wet your hands thoroughly
- Use 1-3ml. antibacterial soap and lather very well
- Scrub your hands, between your fingers, wrists and forearms with soap for 15 seconds
- Scrub under your nails
- Dry your hands with a paper towel (leave water running)
- Turn off faucet using paper towel

Other tips include:

- Artificial nails and chipped nail polish have been associated with an increase in the number of bacteria on the fingernails. Be sure to clean nails properly.
- Keep your hands away from your eyes, nose or mouth.
- Assume that contact with any human body fluids is infectious, and take appropriate precautions.
- Liquid soap in disposable containers is best. If using reusable containers, they should be washed and dried before refilling.

Integrity Care Clients' Rights
(and/or Family Members Acting as Agents on Behalf of Client)

- You have the right to considerate, respectful, and nondiscriminatory care.
- You have the right to privacy.
- You have the right to receive information about rules involving your care and/or caregiver conduct.
- You have the right to know who is taking care of you, and his/her professional titles.
- You have the right to be involved in the planning, implementation, and review of your plan of care.
- You have the right to a copy of your service schedule at least one week in advance.
- You have the right to receive care that is compliant with generally accepted sanitary and safety standards.
- You have the right to details about all items on your bill.
- You have the right to express any concerns you may have regarding your care. We encourage you to communicate concerns, or compliments, to the Integrity Care office.

Integrity Care Client Responsibilities
(and/or Family Members Acting as Agents)

- You are responsible for disclosing relevant information related to your plan of care and for making it known whether you clearly understand your plan of care.
- You are responsible for clearly communicating wants and needs.
- You are responsible for notifying the Integrity Care office in advance of any schedule changes.
- You are responsible for the provision of soap, gloves, paper towels and any other items necessary to keep you and your environment sanitary and safe.
- You are responsible for showing respect to Integrity Care's personnel through your language and actions.
- You are responsible for meeting your agreed upon financial obligation to Integrity Care.

INTEGRITY CARE

Employee Handbook Acknowledgement

I have received a copy of the Integrity Care Employee Handbook. I agree to read it thoroughly and abide by its terms.

I understand that the failure to abide by its terms may result in discipline up to and including termination.

I acknowledge that this handbook contains policies, procedures and practices in effect on the date of publication and that these policies and procedures may be amended, modified, or terminated by Integrity Care at any time without advance notice to me.

Please sign and date this acknowledgement form and return it promptly to Human Resources.

Date: _____

Signature: _____

Print Name: _____