



# **SENIOR CHECK-IN**

## **CAREGIVER**

### **EMPLOYEE HANDBOOK**

## Our Mission Statement

At Senior Check-In, it is our mission...

...to provide superior care for our clients that is at the same level of care that we would want provided to a member of our own family;

...to treat our clients with love, kindness, respect, and care that allows them to feel safe and cared for while maintaining their independence and dignity;

...and to provide care that is so exceptional, so as to ensure that our clients and their families feel confident in referring Senior Check-In to others.

SCI's Owners and Management Team are dedicated to providing a safe workplace in an environment where you feel that you are properly trained and that your efforts are rewarded and appreciated.

## Introduction

The information contained in this Handbook applies to all employees of Senior Check-In. Following the policies described in this Handbook is considered a condition of continued employment. However, nothing in this Handbook alters an employee's "at-will" status.

The contents of this Handbook shall not constitute nor be construed as a promise of employment or as a contract between the company and any of its employees. The Handbook is a summary of our policies, which are presented here only as a matter of information. These policies are intended to be fair and equitable to all employees.

You are responsible for reading, understanding, and complying with the provisions of this Handbook. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

## Changes in Policy

This handbook supersedes all previous employee handbooks and memos that may have been issued from time to time on subjects covered in this handbook.

However, since our technology, laws, business practices, and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits contained herein at any time. We will notify all employees of these changes with as much advanced warning as possible unless the changes are of a critical nature and require immediate action. Changes will be effective on the dates determined by the Company, and after those dates all prior related policies will be null and void.

Executive staff and company ownership has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your direct supervisor.

## Code of Conduct

### Equal Employment Opportunity

It is the policy of Senior Check-In, that equal employment opportunities be available to all without regard to race, sex, age, color, national origin, sexual preference, or religious preference. This policy applies to all employees and applicants and in all phases of employment including hiring, placement, promotion, demotion, transfer, recruiting, and treatment during employment, wages or other forms of compensation, and termination of employment.

We are committed to a diverse workforce. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy, and believe in the concept and spirit of the law.

We are committed to assuring that:

- All recruiting, hiring, training, promotion, compensation, and other employment-related programs are provided fairly to all persons on an equal opportunity basis;
- Employment decisions are based on the principles of equal opportunity. All personnel actions such as compensation, benefits, training and participation in social and recreational programs are administered without regard to any characteristic protected by state, federal or local law; and
- Employees and applicants will not be subjected to harassment, intimidation, threats, retaliation, coercion or discrimination because they have exercised any right protected by law.

We believe in and practice equal opportunity. Management has overall responsibility for assuring compliance with this policy. All employees are responsible for supporting the concept of equal opportunity and diversity and assisting our organization in meeting its objectives.

## Harassment

Employees have the right to work in an environment free from harassment. Senior Check-In will not tolerate sexual harassment. Sexual harassment includes but is not limited to:

1. Unsolicited and unwelcomed verbal comments or jokes and physical gestures of a sexual nature toward another employee or client.
2. Unsolicited and unwelcomed demands or requests for sexual favors or social or sexual encounters.
3. The explicit or implicit promise of preferential treatment with regard to an individual's employment in exchange for sexual favors or sexual activity; and
4. The use of an employee's or applicant's submission or rejection of such conduct as the basis of an employment decision such as hiring, firing, promotion, demotion, compensation, or working conditions.

Senior Check-In will hold all levels of supervision and management responsible for monitoring and complying with Senior Check-In practices and procedures for handling employee complaints about harassment or other discrimination. Employees who believe they are victims of harassment or other discriminatory conduct have a responsibility to **immediately notify the Supervisor**. Such reports will be treated in a confidential way as is appropriate, and no adverse action will be taken against any employee because he or she reports discrimination or harassment. Retaliation, in any form, is illegal and will not be tolerated by the Senior Check-In leadership team.

## Retaliation

All of the laws the EEOC enforce make it illegal to fire, demote, harass, or otherwise "retaliate" against people (applicants, clients, or employees) because they filed a charge of discrimination, because they complained to their employer or other covered entity about discrimination on the job, or because they participated in an employment discrimination proceeding (such as an investigation or lawsuit).

For example, it is illegal for an employer to refuse to promote and employee because he/she filed a charge of discrimination with the EEOC, even if EEOC later determined no discrimination occurred.

The law forbids retaliation when it comes to any aspect of employment, including hiring, firing, pay, job assignments, promotions, layoff, training, fringe benefits, and any other term or condition of employment.

Information obtained from [www.EEOC.gov](http://www.EEOC.gov)

All employees are assured that quick action will be taken to resolve complaints and that Senior Check-In is firm in its commitment to eliminate such conduct from the workplace. Senior Check-In will not tolerate discriminatory conduct. Such conduct may result in disciplinary action up to and including discharge. Help us create a work environment free from discrimination of any sort.

## Non-Disclosure/Confidentiality

The protection of confidential business information is vital to the interests and success of Senior CheckIn. Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Financial information
- Marketing strategies
- Pending projects and proposals
- Personnel/Payroll records
- Conversations between any persons associated with the company
- Client health information
- SCI Training Materials

All employees are required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

## General Employment Policies

### Employee Applications

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has already been hired, termination of employment.

### “Employees” Defined

An “employee” of Senior Check-In is a person who regularly works for Senior Check-In in a wage or salary basis. “Employees” may include exempt, non-exempt, regular part-time, temporary persons, and others employed with the company who are subject to the control and direction of Senior Check-In management for the performance of their duties.

#### EXEMPT

Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements.

#### NON-EXEMPT

Employees whose positions do not meet FLSA criteria and who are paid one and one-half their regular rate of pay for hours worked in excess of 40 hours per week.

**REGULAR PART-TIME**

Employees who have completed the 90-day probationary period and are actively receiving work assignments.

**TEMPORARY (FULL-TIME OR PART-TIME)**

Those whose performance is being evaluated to determine whether further employment in a specific position or with the company is appropriate or individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change.

**Employment Relationship**

Our objective is to provide you with a work environment which is conducive to both personal and professional growth. Per the laws of the State Of Indiana, you enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, Senior Check-In is free to conclude its relationship with any employee at any time for any reason or no reason. Following the 90day probationary period, employees are required to follow the Employment Termination Policy.

**Immigration Reform Policy**

Senior Check-In complies with the Immigration Reform and Control Act of 1986 by employing only United States citizens and non-citizens who are legally authorized to work in the United States. All employees are asked on their first day of employment to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (INSI-9). If an individual cannot verify his/her right to work within three days of hire, Senior Check-In must terminate his/her employment immediately.

**New Employee Orientation**

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, informed about the company, and prepared for their position. New employee orientation is conducted by a company representative, and includes an overview of the company history, an explanation of the company core values, vision, and mission: and company goals and objectives. In addition, the new employee will be given an overview of benefits, tax, and legal issues, and complete any necessary paperwork.

Employees are presented with all codes, keys, and procedures needed to navigate within the workplace, the new employee's supervisor then introduces the new hire to staff throughout the company, reviews their job description and scope of position, explains the company's evaluation procedures, and helps the new employee get started on specific functions.

## Probationary Period for New Employees

The probationary period for regular full-time and regular part-time employees lasts up to 90 days from date of hire. During this time, employees have the opportunity to evaluate our company as a place to work and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and the company have the right to terminate employment without advance notice. Upon satisfactory completion of the probationary period. All employees, regardless of classification or length of service, are put on a probation period for the first 90 days. At the end of this 90 day period a 360 review will be scheduled with the Director of HR.

## Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- **Resignation**- voluntary employment termination initiated by an employee
- **Termination**- involuntary employment termination initiated by Senior Check-In

When an employee intends to terminate his/her employment with Senior Check-In, he/she shall give Senior Check-In at least two (2) weeks written notice.

Since employment with Senior Check-In is based on mutual consent, both the employee and Senior Check-In have the right to terminate employment at will, with or without cause during the introductory/Probationary period for NEW Employees.

## Corrective Action

Senior Check-In holds each of its employees to certain work rules and standards of conduct. When an employee deviates from these rules and standards, Senior Check-In expects the employee's supervisor to take corrective action.

Corrective action at Senior Check-In is progressive. That is, action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation corrected.

The usual sequence of corrective actions may include a verbal warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

However, this statement and in fact, no statement in this handbook or any other Senior Check-In is intended to modify this "at-will" employment, promise progressive discipline or disciplinary counseling or promise notice in circumstances where management considers immediate termination or discipline to be appropriate.

Though committed to a progressive approach to corrective action, Senior Check-In considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to:

- Discourtesy in any form or action to a client or family member, fellow SCI employee, or any member of the general public resulting in a complaint or loss of good will.
- Refusal or failure to follow directives from a supervisor.
- Breach of confidentiality relating to employer, employee, client or provider information; Theft in any form.
- Vandalism or destruction of company or client property.
- Being on client property during non-scheduled hours without permission or adequate reason.
- Fighting or engaging in disorderly conduct on clients' premises or on company time.
- Untruthfulness about personal work history, skills, or training.
- Violations of any employment policies including, but not limited to drug abuse policy, security, solicitation, insider trading, conflict of interest and code of conduct.
- And misrepresentations of Senior Check-In to a client, a prospective client, the general public, or an employee.
- Sleeping while at the client's home, on the clock.
- Excessive use of personal phone and or client's phone, while on the clock.

## **Certification Requirements**

All certified personnel are required to maintain their respective medical certification in accordance with the Indiana Department of Health. Management assumes no responsibility in the scheduling necessary for this task. Attendance for the purpose of certification or affiliation is the sole responsibility of the employee. Certification/affiliation is not the responsibility of Senior Check-In.

**Senior Check-In requires having a copy of all certifications on file.**

## **Driver's License**

It is each employee's responsibility to maintain a current Indiana Operator's license. Failure to maintain a valid driver's license may result in restriction of duties or dismissal from employment.

## **Drug-Free Workplace**

Senior Check-In certifies that it will provide a Drug-free workplace. Unlawful manufacture, distributions, dispensing, possession or use of a controlled substance and/or alcohol is prohibited in its workplace.



### **Employee responsibilities**

Every employee is responsible for adherence to this policy while employed at Senior Check-In. an employee must notify Senior Check-In in writing of his/her conviction for any violation of a criminal drug statute no later than 5 calendar days after such a conviction.

### **Employer Responsibilities**

Senior Check-In will notify any Federal agencies, of the employee's name, position and title, to which they are contracted within 10 calendar days after receiving notice of an employee's conviction of any violation of a criminal drug statute or otherwise receiving actual notice.

Senior Check-In will take one of the following actions within 30 calendar days of receiving notice of conviction with respect to any employee so convicted:

- Taking appropriated personnel action against such employee, up to and including termination consistent with the Rehabilitation Act of 1973 as amended.
- Requiring such employee to participate satisfactorily in a drug abuse assistance program or rehabilitation program approved for such purposes by a Federal, State, and Local Health, Law Enforcement or other agency.

### **Drug Testing**

Random drug testing is at the discretion of management. If an employee is selected for drug testing it will be at the employer's expense. Should a positive result be returned, the employee will be dealt with as stated above.

Should a positive result be challenged, the employee must do the following within 5 calendar days:

- The employee shall be suspended, without pay, from all duties until management concludes its investigation and makes the final decision.
- Employee shall file a formal written challenge of the results with management.
- Employee shall retake the drug test if a split sample was not obtained on the original draw at the employee's expense at an approved site.

### **Reasons for Testing**

- For all personnel assigned to a client when meds and narcotics are involved and missing
- Post-accident testing (immediate)
- For reasonable suspicion (immediate)

## **Attendance Policy**

### **Attendance Expectations**

Senior Check-In expects that every employee will be regular and punctual in attendance and be considerate of client's schedules. Personal needs, drive time, weather, construction, and traffic should be taken into consideration beforehand in order to arrive promptly for your shift. Excessive absence or

tardiness places an extra burden on your clients and coworkers, and will result in disciplinary action. Absence is defined as failure to report for and remain at work as scheduled. This includes both arriving late and leaving early. In the event of leaving early you are to contact the shift supervisor prior to leaving the clients home or facility.

If you are unable to report for work for any reason, notify your shift supervisor at least four hours before regular starting time or before your scheduled client start time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor's voice mail, text, or to email your inability to fulfill your scheduled work time. You must report each day you are absent unless it is understood on the first day that you will be absent for a specific number of days.

If an employee would like to request a certain day off, the request must be submitted to the scheduling manager at least 2 weeks in advance. Submitting a request for time off does not guarantee approval of said request. The scheduling manager will do everything in their power to accommodate for the requests, but business demands may make it impossible to grant every request submitted. In the event of multiple requests for the same day/shift, management will take into consideration Client Needs/Caregiver Seniority. For major holidays, only 1 request will be approved per calendar year unless excessive employee coverage allows for additional request approvals. **\*\*Please Note: ALL requests MUST be submitted via official SCI Schedule Availability Change Form by fax, email, or in person. No text messages or phone calls will be accepted for these matters.**

## **Clocking In/Out for Assigned Shift**

Employees are to "clock-in" no earlier than five minutes prior to the start of their assigned times.

Employees are to "clock-out" no later than five minutes after completion of their assigned shift/duties.

If there is a reason that you cannot clock in or out please notify management immediately via **phone call**. Management will work to try and resolve the issue. If the client needs your assistance longer than the scheduled time please also notify management on the situation.

## **Supervisor on Duty 1-855-420-1200**

## **Absenteeism**

In the event an employee is unable to work due to illness, notification will be made at least FOUR hours before their assigned shift/duties if possible to management ONLY. Contacting a client to report an absence is not acceptable and will result in a No Call/No Show. Absences due to illness, or two or more days, may require documentation from a physician stating the employee is released to work before returning to work.

Absences as a result of an injury will require physician documentation stating the employee is released to work before returning to work. Absences for reasons other than illness or family illnesses are unexcused. Family is to be defined as immediate family living in your residence or those under your

direct care. Unexcused absences are subject to disciplinary action at the discretion of management. Medical documentation may also be required for family illnesses per management discretion.

An unreported absence imposes a severe hardship on co-workers. If you are unable to report for work, you are responsible for notifying management of your inability to report for work. Failure to notify management in the event of absence ("no call, no show") is inexcusable and may result in immediate dismissal.

Any employee who leaves their assigned shift/duties early, without permission, or without proper relief, is considered job abandonment and will result in disciplinary action up to and including termination.

## Supervisor on Duty 1-855-420-1200

### Tardiness

Employees who are going to be late for their assigned shift/duties are to notify management as soon as possible via **PHONE CALL**. Text messages are not an acceptable form of communication in this instance. Contacting a client to report tardiness is not acceptable. Failure to make notification directly to your supervisor is inexcusable. Excessive tardiness will result in disciplinary action.

### Inclement Weather and Emergency Closure

Senior Check-In considers the safety of its employees as a high priority when dealing with an emergency closing. Management or clients may cancel sessions due to emergency situations which may include, but are not limited to, inclement weather and emergency situations such as a power failure, fire and other situations which creates undesirable and/or unsafe conditions for employees. The decision to cease operations for the entire day for all staff will be made by management, and a text message and email will be sent out to notify staff of such closings.

### Attendance Policy/Point System

The Attendance Policy point system is as follows:

Tardy to assigned/accepted shift by more than 5 minutes	<b>1 Point</b>
Failure to call Manager on Duty regarding delay	<b>1 Point</b>
Absence from assigned/accepted shift <u>WITH</u> less than 24 hours' notice	<b>2 Points</b>
Failure to call Manager on Duty to authorize shift extension	<b>2 Points</b>
Texting to call off from shift without verbal communication	<b>Immediate Termination</b>
No Call No Show	<b>Immediate Termination</b>

**\*\*Point value will be assessed at twice the regular rate on the following holidays without exception:**

New Year's Day

Halloween

Memorial Day

Thanksgiving

Fourth of July

Christmas Day

Labor Day

New Year's Eve

Once an employee has accumulated:

4 Points – There will be a Written Warning issued for violation of the attendance policy

6 Points – There will be a Final Written Warning issued

7 Points – Will result in Termination of Employment

**\*\*Management Discretion will be utilized on all attendance violations. Also, any noticeable trends or patterns of abuse of this policy will be dealt with accordingly by management.**

## **Supervisor on Duty 1-855-420-1200**

## **Additional Employee Policies**

### **Business Hours**

For business purposes, Senior Check-In office is “open for business” from 8am to 5 pm. Monday thru Friday except Thanksgiving Day and Christmas Day. However, as a matter of good service to our clients, we provide uninterrupted availability 24 hours a day, 7 days a week with available staff. This insures that our client families have access to a care supervisor at any time, should the need arise.

### **Employee Resources**

At any time, you are able to access the Employee Portal at <https://myadlware.com/cpub> . There are numerous materials available to you on this site. All forms (vacation request, availability change, incident reports, etc.) as well as valuable information regarding your specific job functions (OSHAA Safety Guide, Caregiver Manual, etc.) can be found here. If you ever have any questions about these forms or find that something is incorrect or out of date, or if there is something that you would like to be available online, please contact management ASAP to inform them. Your input is always appreciated.

### **Payroll**

Pay periods are from Sunday through Saturday. Employees are paid on a bi-weekly basis, the following Thursday of the conclusion of the pay period. Employee checks are distributed by direct deposit only. It is the responsibility of each employee to notify management of any changes in payroll deductions, withholdings, etc. Payroll statements are available online each Thursday. No paper checks are issued, with the exception of management approval. Any hours worked over 40 hours in a single calendar week

(Sunday through Saturday) will be paid at a rate of one and one-half times the stated rate for the client assignment.

The employee work week is to begin on Sunday (starting at 12:01 a.m.) through Saturday (ending at 12:00a.m.) If your scheduled shift happens to bridge the work week transition (ex. Start Time 11:00 p.m. Saturday – 7:00 a.m. Sunday), one hour will appear on the closing work weeks payroll and the remaining 7 hours will appear at the beginning of the following pay period's hours.

Payroll Link:: <https://ht.BusinessOnlinePayroll.com/payday>

## Uniforms/Personal Appearance Guidelines

This information is to clarify the expectation for all Senior Check-In employees regarding uniforms and personal appearance. It is expected that all employees be in appropriate uniform before clocking in for work, and remain in uniform at all times during their assigned shift.

- Royal Blue Scrub tops and black or dark gray scrub bottoms are to be worn by all Senior Check-In employees unless otherwise directed by management.
- No hats are permitted to be worn.
- Tennis shoes are to be worn. No sandals, slippers, or open toed shoes are permitted.
- Jewelry:
  - Must not pose a safety hazard.
  - Rings may be worn and are limited to one on each hand.
  - Necklaces must not extend forward of the wearer when bending to render care so not to contact patient and/or equipment. If worn, these types must be worn under a scrub top.
  - Earrings are to be tasteful and not of a nature that will dangle and interfere in the same manner as stated above for the necklaces. Hoop earrings are not to be any larger than the diameter of a quarter. Also, visible body modification-type piercings are unprofessional and not allowed under any circumstance while working with a client.
  - Tattoos, if visible, must be of a tasteful nature and must not be at risk of offending any current or potential clients.
- Hair must be neatly trimmed and kept at all times in a manner not to contact the patient or equipment while bending to render care.
- Beards, goatees, or mustaches are permitted as long as they remain neatly trimmed at all times.

## Identification

When arriving to the client's home at the beginning of your shift, it is mandatory that you identify yourself as a Senior Check-In employee. It is very important that you clearly identify yourself, no matter your level of comfort or familiarity with the client. In addition to your verbal self-identification, your

photo identification badge must be visible for the entirety of your assignment. Your ID badge must be worn on a lanyard or using the clip provided on your scrub top. It is not permissible to display from a keychain, clipped on a bag, in a purse, wallet, etc. If you do not have your photo identification on your person, you must notify your supervisor immediately. When working in a facility please identify yourself as a SCI Caregiver and sign in at the front desk, introduce yourself to nursing staff.

## **Downtime**

As a valuable part of the SCI team it is important that you make the most of your time at a client's home or facility. They are paying for our services. Make yourself needed and useful by offering to complete additional tasks. This being said, we do appreciate the client's need for downtime and privacy. We are there in many instances to ensure their safety. During these times it is acceptable to quietly read, use your phone in a respectful quiet tone, social media online on your own personal device (reminder, do **NOT** post information or pictures of a client or their home...**EVER**) Please be alert and aware of the client's needs at ALL times.

## **Workplace Safety Expectations**

The safety of all employees, patients and visitors is of utmost importance. All employees must be thoroughly familiar with, and comply with, all safety rules and procedures. Any employee, who witnesses or discovers a hazard, or potential hazard, must immediately report them to the appropriate representative of management. Any injury that occurs on the job must be immediately reported to a representative of management.

**Each employee is responsible for the development and support of a safe workplace.**

Senior Check-In provides information to employees about workplace safety and health issues through regular internal communication such as:

- Training sessions
- Team meetings
- Memorandums
- Other written communications

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees are required to notify their supervisor within one hour of the occurrence.

## Integrity

As an employee of Senior Check-In, it is expected that you treat the client's possessions with respect and integrity. There is to be absolutely no borrowing or loaning of goods or money from/to our clients. Leave all of your personal belongings and valuables at home so as to avoid any mishaps, such as loss or damage. SCI and our clients will not be held responsible for lost items due to your negligence.

Also, to avoid any incidents of damage or loss, you are not to have any personal guests visit you at the client's home under any circumstance.

All food that you eat during the day should be provided by yourself. It is not acceptable to snack on the client's groceries while at their home. Plan ahead if you are going to be spending an entire day at your assignment to avoid having this situation arise. However, if a client happens to invite you to partake in a meal with them and/or their family, it is acceptable to participate.

We understand that people enjoy giving gifts for different occasions, and it is acceptable for you to give gifts and receive gifts valued at equal to or less than \$50.00. If you are unsure about how to judge this valuation, please refer to management for advice/assistance.

To have a valid driver license and up to date insurance card to be able to transport any of Senior Check-In clients. Please make sure that you submit your car insurance card before you start employment. Please also make sure to inform management if you have any changes in your car insurance or driver license.

If you have questions about any of these policies, you should direct them to management.

## Pets

It is never acceptable to bring your pet/s with you to a client's home under any circumstance. There are too many possible situations that could arise from this scenario (tripping hazard, property damage, etc.) that SCI cannot and will not be responsible for. If your pet is unable to be sustained on your own time, outside of working hours, it would be wise to find other arrangements for your animal or submit a change of availability form to management in order to allow yourself time to care for your pet appropriately.

## Zero Tolerance Policy Concerning Use of Drugs and Alcohol

Senior Check-In has a zero tolerance policy concerning the use of drug, tobacco and alcohol. Within this policy you are to **NEVER** buy tobacco, alcohol or drugs for any client that is receiving services from Senior Check-In. While receiving services from Senior Check-In, Client shall not ask any of Senior Check-In employees or staff to purchase alcohol, tobacco or drugs. Clients shall refrain from the use of alcohol, tobacco while on oxygen, and illegal drugs while receiving services from Senior Check-In.

Any violation of this rule will result in immediate termination of services with Senior Check-In.

## Clients Requiring Medical Attention

In the unfortunate event that a medical emergency situation happens to arise while you at the client's home, you are to adhere to the following procedures exactly as stated below.

If the illness/injury is life-threatening, you are to immediately

- Contact 911 or local emergency number and follow their instructions carefully.
- Once off the phone with the 911 operator, you are expected to immediately contact SCI Management to advise them of the situation.
- If the situation requires an ambulance trip to the emergency room, you may follow the client to the ER with your personal vehicle ONLY. You are not permitted to ride along in the ambulance for any reason.
- Take the SCI Binder with you to the hospital, in the event that emergency personnel need any information about the client regarding their condition and family contact information.
- Contact SCI Management as soon as you arrive at the hospital and follow any instructions they may give you regarding any further responsibilities related to the situation without exception.
- If the illness/injury is not life-threatening, contact SCI Management to inform them of the situation as soon as possible so that the client's family can be contacted in a timely manner. □

Under EITHER circumstances listed above, you are expected to complete a CLIENT INJURY REPORT. Please ensure that all blanks are filled in clearly, with as MUCH descriptive content as possible. This form can be found in the SCI Binder or it is available online at [www.seniorcheckin.com](http://www.seniorcheckin.com) in the employee portal. If there are no forms in the binder, please inform management so that they may be able to restock the binder with the necessary forms.

## In the event of a client's passing

- Call 911 – Identify yourself as an employee of SCI, and that you provide non-medical assistance to your client. Inform them of the details. Does the client have an advanced directive or DNR? This info is in the SCI binder.
- Call the SCI supervisor on duty at 855-420-1200
- Await further instruction
- Document in the binder all steps completed along with times.
- DO NOT attempt to move or perform CPR on the client without instructions from 911 operators.
- DO NOT leave
- DO NOT call the clients family. SCI management will do this



## Employees Requiring Medical Attention

It is the policy of Senior Check-In to track accidents, injuries and near-miss incidents to evaluate workplace safety. You are required to fill out an Employee Injury Report within 24 hours of the incident and immediately report all accidents, injuries or near misses to the care manager. This form can be found in the SCI Binder. If it is not, it can be accessed at [www.seniorcheck-in.com](http://www.seniorcheck-in.com) in the employee portal. The care manager will investigate all reported incidents.

Some types of accidents or injuries that require immediate reporting include an injury where blood is present, and if there is a fall, kick, bite or hit which may result in a bruise to either client or employee. Reporting such accidents or injuries are necessary to ascertain if the employee or client are okay, and to get proper medical attention, if required, to verify if any equipment involved is safe and operation properly, and to file a worker's compensation claim, if applicable.

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee's supervisor shall be notified immediately. If it is necessary for the employee to be seen by the doctor or go to the hospital, a family member will be called to transport the employee to the appropriate facility or, when necessary, transported by ambulance; however, the employee will be responsible for any transportation charges. A physician's "return to work" notice will be required prior to the employee resuming work activities.

## Smoking

Smoking is prohibited on client property. If you wish or need to smoke, please do so in your own vehicle before and or after shift. Please wash your hands with soap and water. For the safety and health of our clients, smoking during a shift is prohibited. Avoid overly strong perfumes or sprays.

## Use of Social Media

Social Media can be a valuable tool for sharing and acquiring information. This policy defines the uses of social media to be explored or expended as deemed reasonable by Senior Check-In. It is recognized that social media plays a role in the personal lives of the employees of Senior Check-In, and can have a bearing on the employees and the company in an official capacity, this policy provides information of a precautionary nature as well as prohibitions on the use of social media by Senior Check-In personnel.

The construction of any social media site, page, etc., on behalf of Senior Check-In, by any employee is strictly prohibited.

The use of any Senior Check-In logos, uniforms, or similar identifying items on personal web pages is prohibited.

Employees are free to express themselves as private citizens on social media sites provided that their speech does not impair the working relationships of Senior Check-In and the communities of interest it serves, impede the performance of their duties, impair the discipline and harmony among employees, or negatively affect the public perception of Senior Check-In.

Employees shall not post, transmit, or otherwise disseminate any information to which they have access as a result of their employment including any clients, patients, facilities, other employees, or any information protected within the rules and regulations of HIPAA.

Employees should not engage, "friend", or otherwise establish online relationships with clients, or their families.

Employees should be aware that they may be subject to civil litigation for:

- Publishing or posting false information that harms the reputation of another person, group, or organization; otherwise known as defamation.
- Publishing or posting private facts and personal information about someone without their permission that has not been previously revealed to the public, is not of a legitimate public concern, and would be offensive to the reasonable person.
- Use someone else's name, likeness, or other personal attributes without that person's permission.

Employees should expect that any information created, transmitted, downloaded, exchanged, or discussed in a public online forum, may be accessed by Senior Check-In at any time without prior notice.

Any employee becoming aware or having any knowledge of a posting or of any website or web page in violation of the provision of this policy shall notify the Supervisor immediately.

As technology advances, employees need to be aware that improper use of social media may hamper the abilities of Senior Check-In to function as an effective organization and may create a negative opinion from those who we serve.

Any violation of this policy will result in disciplinary action, which may include employment termination.

## **Outside Employment**

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with Senior Check-In. Outside employment should not interfere with your Senior Check-In schedule. Full-time employees are expected to be available when needed to work. Absences due to outside employment will be unexcused and may result in dismissal.

## **HIPAA Information**

All employees of Senior Check-In are required to follow the guidelines set forth by HIPAA regarding patient information.

HIPAA stands for the Health Insurance Portability and Accountability Act of 1996. The text of HIPAA was enacted on August 21, 1996. The act actually is an amendment to the Internal Revenue Code of 1986 and is found in Title 42 of the United States Code, in sections 201 and the sections that follow. It is also regarded as an amendment of the Social Security Act. The regulations that have been enacted to implement the law are found in the Code of Federal Regulations (CFR), and the HIPAA regulations are mostly found in chapter 45, sections 160 through 164.

HIPAA law covers protected health information (PHI), which means “all individually identifiable health information” held or transmitted in any form or medium. The transmission of protected health information PHI may be on paper, orally, or otherwise. Once a provider is determined to be a covered entity, then all forms of dissemination of PHI are covered under HIPAA law.

Individually identifiable health information relates to:

- An individual’s past, present, or future physical or mental health or condition.
- The provision of healthcare to the individual
- The past, present, or future payment for the provision of healthcare to a patient
- Information that identifies the individual or that may be used to identify a patient
- Individually identifiable health information makes up a patient’s PHI, and it consists of many things, including:
  1. Name
  2. Address
  3. Date of birth
  4. Social Security Number
  5. Telephone numbers
  6. Email address

7. Anything that could lead to the identification of an individual

Employees are expected to adhere to guidelines of HIPAA with regard to the use and handling of PHI. All information regarding PHI such as patient information sheets, logs, patient care reports, and any other patient identifiable information must be protected from by any means by anyone not directly related to the care of that patient. This information is not to be left in any vehicle, room, or any other location whereby that information may be viewed by personnel not associated with the care of that patient. Any employee who violates the confidentiality of SCI in any manner will be subject to disciplinary action which may include immediate discharge.

Additional HIPAA Resources are available by contacting your supervisor.

## Acknowledgement of Receipt of Senior Check-In Employee Handbook

I have received my copy of the Employee Handbook.

The Employee Handbook describes important information about Senior Check-In, and I understand that I should consult my Human Resources liaison regarding any questions not answered in the Handbook. I have entered into my employment relationship with Senior Check-In voluntarily and acknowledge that there is no specified length of employment guaranteed. **Accordingly, either I or Senior Check-In can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.**

I understand and agree that this Handbook and all policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with Senior Check-In. By distributing this Handbook, the Company expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by Senior Check-In, and the company reserves the right to change my hours, wages, and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only authorized Senior Check-In representatives have the ability to adopt any revisions to the policies in this handbook.

**I understand and agree that nothing in the Employee Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at Senior Check-In is employment at-will, which may be terminated at the will of either Senior Check-In or myself. Furthermore, I acknowledge that this Handbook is neither a contract of employment nor a legal document.** I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by Senior Check-In or myself.

I have received the Handbook, and I understand that it is my responsibility to read and comply with the policies contained in this Handbook and any revisions made to it at a later date.

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Employee's Signature

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Employee's Name (printed)

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Date

**TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE**