



Senior
Check-In, LLC
Employee Handbook

Section 1 - Welcome

1.1 History, Goals & Culture

Senior Check-In, LLC also referred as SCI is a personal service agency. Our accomplishments are measured in the quality, variety, and quantity of services we deliver to our patients and the community. Your responsibility is to our patients. Never take that trust lightly, as it is a most honorable and demanding trust and must never be betrayed.

1.2 Purpose of this Handbook

This handbook has been prepared to inform new employees of the policies and procedures of this company and to establish Senior Check-In expectations. It is not all-inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guaranteeing employment for any length of time, and is not intended to induce an employee to accept employment with Senior Check-In

Senior Check-In reserves the right to unilaterally revise, suspend, revoke, terminate, or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current company policy arises, conform to current company policy. Every effort will be made to keep you informed of Senior Check-In policies, however we cannot guarantee that notice of revisions will be provided. Feel free to ask questions about any of the information within this handbook.

This handbook supersedes and replaces any and all personnel policies and manuals previously distributed, made available or applicable to employees.

1.3 At-Will Employment

Employment at this company is at-will. An at-will employment relationship can be terminated at any time, with or without reason or notice by either the employer or the employee. The at-will employment status of each employee cannot be altered by any verbal statement or alleged verbal agreement of company personnel. It can only be changed by a legally binding, written contract covering employment status. An example of this would be a written employment agreement for a specific duration of time.

Section 2 – Workplace Commitments

2.1 Equal Opportunity Employment

Senior Check-In is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline, and termination.

Whenever possible, Senior Check-In makes reasonable accommodations for qualified individuals with disabilities to the extent required by law. Senior Check-In is also committed to providing reasonable accommodation of an employee's sincere religious observances and beliefs that conflict with normal job requirements. Employees who would like to request a reasonable accommodation should contact their supervisor.

2.2 Non-Harassment Policy / Non-Discrimination Policy

This company prohibits discrimination or harassment based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including, without limitation, harassment. Consistent with its workplace policy of equal employment opportunity, Senior Check-In prohibits and will not tolerate harassment on the basis of race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Violations of this policy will not be tolerated.

Discrimination includes, but is not limited to: making any employment decision or employment-related action on the basis of race, color, religion, creed, age, sex, disability, national origin, marital or veteran status, or any other status protected by applicable law.

Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; creating a hostile work environment or otherwise singling out an individual for abusive conduct based on that individual's protected characteristic; or denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual, or physical conduct of a sexual nature, when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; improper or intrusive questions or comments about an employee's romantic or sexual experiences; verbal abuse of a sexual nature; use, display, or communication of sexually suggestive or offensive words, objects, pictures, calendars, cartoons, articles, letters, e-mail messages, computer programs, or Internet Web sites; sexually-oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; threatening undesired physical contact or impeding another's movements in a deliberate manner; or physical assault of a sexual nature.

Complaint Procedure:

Any company employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of his or her supervisor or Human Resources. Senior Check-In will promptly investigate all allegations of discrimination and harassment. If Senior Check-In concludes that this policy has been violated, it will take prompt corrective action reasonably designed to end the violation and to prevent any further violations from occurring. Such corrective action may include disciplinary action against anyone found to have violated this policy, up to and including immediate termination of employment. An investigation and its results will be treated as confidential to the extent feasible and permitted by law, and Senior Check-In will take appropriate action based on the outcome of the investigation.

No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies. If an employee feels he/she has been retaliated against, the employee should file a complaint using the procedures set forth above.

2.3 Drug-Free / Alcohol-Free Environment

Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on company premises or engaged in company business. Prescription drugs or over-the-counter medications, taken as prescribed, are an exception to this policy.

To the extent permitted by law, Senior Check-In reserves the right to require appropriate testing for alcohol or controlled substances whenever there is sufficient reason to believe that an employee is under the influence of those substances. Refusal to undergo testing may result in termination of employment. Positive results on these tests may result in termination of employment.

SCI employees are to NOT purchase any drugs, alcohol or tobacco for any of SCI clients.

Anyone violating this policy may be subject to disciplinary action, up to and including termination.

2.4 Open-Door Policy

Senior Check-In has an open-door policy and takes employee concerns and problems seriously. SCI values each employee and strives to provide a positive work experience. SCI believes that open communication with its employees is essential to maintaining an enjoyable work environment and the continued success of SCI. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or some other member of management.

2.5 Immigration Compliance

SCI is committed to complying with federal laws and regulations concerning verification of employment eligibility and record-keeping for employees hired to work in the United States. As a condition of employment, every individual must provide satisfactory evidence of his or her identity and legal authority to work in the United States on his or her first day of employment with SCI. Anyone with questions regarding any aspect of employment and/or identity verification should contact Human Resources.

Section 3 – Company Policies and Procedures

3.1 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 our Staffing Director 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 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.

Care Academy training is required to be completed when assigned, there will be on-site training with your first client along with any new clients that you are assigned to.

Continuing education is required to be completed once assigned to keep good standing employment with SCI. You will receive a reminder to complete your training before the deadline, failure to complete your training can be a result of termination. You will receive a verbal reminder if fail to complete your training with a chance to complete it again, if not completed there will be a written write up with the chance of being taken off your assigned schedule until training is completed.

You must have an active CPR/First aid certification to be a Senior Check-In employee and is your responsibility to keep your certification active and submit your certification to the Staffing Director to keep it on file.

You must provide accurate direct deposit information for payroll purposes. If you close your bank account, it is your responsibility to inform the management of your new account information before your next payday. If you fail to do so and your funds get bounced back to us there is a \$70 fee.

3.2 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 SCI 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, a 90-day review will be given. All employees, regardless of classification or length of service, are expected to meet and maintain Senior Check-In's standards for job performance and behavior.

3.3 Code of Professional Conduct

This company expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. To that end, SCI has established rules that must be followed. SCI considers commission of any of the following or similar acts serious and grounds for discipline, up to and including termination. While this list provides examples of conduct that will result in discipline, it is not all-inclusive. Management retains the sole discretion to determine appropriate discipline, up to and including termination, always. Examples of conduct that will result in discipline include:

- supplying false or misleading information when applying for employment or at any time during your employment;
- altering or falsifying SCI documents or client records;
- misuse of confidential information of SCI or any of SCI affiliates;
- theft or unlawful possession of stolen, lost, or mislaid SCI property or property of SCI affiliates, such as software, equipment, or documents;
- possessing, using or being under the influence of drugs at any time while conducting SCI business;
- refusing or failing to perform assigned work or to follow a supervisor's instructions or committing any other act of insubordination;
- violating the antidiscrimination/harassment policy;
- violating the technology policy;
- violating the social media policy;
- engaging in any act of discourteous conduct, using abusive language, rudeness, or similar acts;
- causing disruption to SCI operations;
- gross negligence or carelessness;
- soliciting or receiving gratuities related to employment;
- misuse of any SCI benefits;
- maliciously defamatory remarks concerning SCI, its clients, or its employees.

Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

3.4 Dress Code

An employee's personal appearance and hygiene is a reflection on SCI's character. Employees are expected to dress appropriately for their individual work responsibilities and position. Senior Check-In has a business casual dress policy. When in doubt whether a particular style or type of dress is appropriate, ask your supervisor. The following guidelines should help you determine appropriate style.

Appropriate office wear includes the following, which is not all-inclusive:

Field staff:

- Scrub top
- Scrub bottoms

- Identification badges must be worn at all times
- comfortable shoes (must be closed toe); non slip

Office staff:

- dress shirts, sport shirts, blouses, soft collar/polo shirts with SCI logo
- shoes – dress or nice casual;
- slacks – dress or neat casual;
- sweaters.

Inappropriate dress includes the following, which is not all-inclusive:

- beach sandals, flip-flops;;
- sweat pants or sweat shirts;
- t-shirts or tank tops;
- shorts; and
- garments that reveal the midriff.

3.5 Payday

SCI has a biweekly pay period. When a payday falls on the day a holiday is observed, checks will be ready for distribution one day earlier.

Employees have the option of directly depositing their checks into bank accounts, including checking and savings accounts. Employees interested in direct deposit should contact Human Resources for details.

The paycheck will reflect work performed for the two week Monday through second Sunday period. Paychecks include salary or wages earned less any mandatory or elected deductions. Mandatory deductions include federal or state withholding tax, and other withholdings. Elected deductions are deductions authorized by the employee, and may include, for example, contributions to benefit plans. Employees may contact Human Resources to obtain the necessary authorization forms for requesting additional deductions from their paychecks.

Notify a supervisor if the paycheck appears to be inaccurate or if it has been misplaced. SCI reserves the right to charge a replacement fee for any lost paychecks. Advances on paychecks are not permitted. Information regarding final paychecks can be found under the termination section of this handbook.

Any change in name, address, telephone number, marital status or number of exemptions claimed by an employee must be reported to Human Resources immediately.

3.6 Time and Mileage

SCI is required by federal and state law to keep time and attendance records. Timesheets are an important part of our administrative procedures, generating information for billing, payroll records, and mileage reimbursement, as well as maintaining internal control over medical supplies consumed without patient care. Included in the orientation packet for new employees are the instructions for completing time and mileage logs. It is the responsibility of every employee to complete the form as accurately as possible and submit it to Human Resources within the stated timetables.

CASENOTE/TIMESHEETS: Please make sure that you submit your case note via GPS on your ClearCare app. All casenotes must be signed by you and your client to be approved for billing and payroll. If this isn't done in a timely manner this can delay your pay.

The False Claims Act ("FCA") provides, in pertinent part, that:

(a) Any person who (1) knowingly presents, or causes to be presented, to an officer or employee of the United States Government or a member of the Armed Forces of the United States a false or fraudulent claim for payment or approval; (2) knowingly makes, uses, or causes to be made or used, a false record or statement to get a false or fraudulent claim paid or approved by the Government; (3) conspires to defraud the Government by getting a false or fraudulent claim paid or approved by the Government;. . . or (7) knowingly makes, uses, or causes to be made or used, a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the Government,

is liable to the United States Government for a civil penalty of not less than \$5,000 and not more than \$10,000, plus 3 times the amount of damages which the Government sustains because of the act of that person

(b) For purposes of this section, the terms "knowing" and

"knowingly" mean that a person, with respect to information (1) has actual knowledge of the information; (2) acts in deliberate ignorance of the truth or falsity of the information; or (3) acts in reckless disregard of the truth or falsity of the information, and no proof of specific intent to defraud is required.

31 U.S.C. § 3729. While the False Claims Act imposes liability only when the claimant acts "knowingly," it does not require that the person submitting the claim have actual knowledge that the claim is false. A person who acts in reckless disregard or in deliberate ignorance of the truth or falsity of the information, also can be found liable under the Act. 31 U.S.C. 3729(b).

In sum, the False Claims Act imposes liability on any person who submits a claim to the federal government that he or she knows (or should know) is false. An example may be a physician who submits a bill to Medicare for medical services she knows she has not provided. The False Claims Act also imposes liability on an individual who may knowingly submit a false record in order to obtain payment from the government. An example of this may include a government contractor who submits records that he knows (or should know) is false and that indicate compliance with certain contractual or regulatory requirements. The third area of liability includes those instances in which someone may obtain money from the federal government to which he may not be entitled, and then uses false statements or records in order to retain the money. An example of this so-called "reverse false claim" may include a hospital who obtains interim payments from Medicare throughout the year, and then knowingly files a false cost report at the end of the year in order to avoid making a refund to the Medicare program. In addition to its substantive provisions, the FCA provides that private parties may bring an action on behalf of the United States. 31 U.S.C. 3730 (b). These private parties, known as "qui tam relators," may share in a percentage of the proceeds from an FCA action or settlement.

Section 3730(d)(1) of the FCA provides, with some exceptions, that a qui tam relator, when the Government has intervened in the lawsuit, shall receive at least 15 percent but not more than 25 percent of the proceeds of the FCA action depending upon the extent to which the relator substantially contributed to the prosecution of the action. When the Government does not intervene, section 3730(d)(2) provides that the relator shall receive an amount that the court decides is reasonable and shall be not less than 25 percent and not more than 30 percent.

The FCA provides protection to qui tam relators who are discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against in the terms and conditions of their employment as a result of their furtherance of an action under the FCA. 31 U.S.C. 3730(h). Remedies include reinstatement with comparable seniority as the qui tam relator would have had but

for the discrimination, two times the amount of any back pay, interest on any back pay, and compensation for any special damages sustained as a result of the discrimination, including litigation costs and reasonable attorneys' fees.

3.7 Gifts and Gratuities

It is strictly prohibited to accept any gifts or gratuities for providing SCI services. Gifts of food or candy of nominal value may be accepted if they are made available to all employees to consume.

3.8 Company Property

Company property, such as equipment, vehicles, telephones, computers, and software, is not for private use. These devices are to be used strictly for company business, and are not permitted off grounds unless authorized. Company property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any company property they possess.

Company computers, Internet and e-mails are a privileged resource, and must be used only to complete essential job-related functions. Employees are not permitted to download any "pirated" software, files or programs and must receive permission from a supervisor before installing any new software on a company computer. Files or programs stored on company computers may not be copied for personal use.

Phones are provided for business use. SCI requests that employees not receive personal calls while on duty. If urgent, please keep personal calls to a minimum and conversations brief.

Employees should not expect that anything they create, store, send, forward, or receive on SCI Systems, whether it relates to the SCI's business or not, will be private. Without prior notice or consent, SCI may monitor, retrieve, review, disclose, or publish anything created, stored, sent, forwarded, retrieved, or received on any such system, including any Internet or World Wide Web sites that an employee visits using a computer provided by SCI. SCI (or its clients) owns any software or databases developed by its employees.

Every employee is responsible for maintaining the security of SCI Systems against accidental or intentional destruction, modification, sabotage, or disclosure. To that end,

all employees must keep personal access passwords confidential and sign off their computers when leaving them unattended for any significant period of time. Employees should not allow anyone to access their computers other than for business-related purposes.

Because most software used by SCI is subject to licensing or other agreements that contain restrictions on its use, SCI software may not be copied, loaned, or transferred to anyone without the advance, written authorization of their supervisor. Employees who need to use certain special purpose or personal software for work-related purposes should contact Gretchen Zoeller Wright to obtain approval and facilitate installation of that software. SCI strictly prohibits using its SCI Systems in violation of any law or workplace policy including, but not limited to, the policy against harassment and discrimination. Any employee who fails to comply with any part of this policy may be subject to disciplinary action, including, but not limited to, restriction or revocation of computer or e-mail privileges or termination of employment. In certain circumstances, violations may also result in civil or criminal liability.

Violations of these policies could result in disciplinary action, up to and including termination.

3.9 Privacy

Employees and employers share a relationship based on trust and mutual respect. However, SCI retains the right to access all company property including computers, desks, file cabinets, storage facilities, and files and folders - electronic or otherwise - at any time. Employees should not entertain any expectations of privacy when on company grounds or while using company property.

All documents, files, voice-mails and electronic information, including e-mails and other communications, created, received or maintained on or through company property are the property of SCI, not the employee. Therefore, employees should have no expectation of privacy over those files or documents.

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.

3.10 Personnel Files

SCI maintains a personnel file on each employee. These files are kept confidential to the extent possible. Employees may review their personnel file upon request.

It is important that personnel files accurately reflect each employee’s personal information. Employees are expected to inform SCI of any change in name, address,

home phone number, home address, marital status, number of dependents or emergency contact information.

3.11 Social Media Policy

SCI understands that social media can be a fun and rewarding way to communicate with family, friends and co-workers. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist employees in making responsible decisions about the use of social media, SCI has established these guidelines for appropriate use of social media.

This policy applies to all employees who work for Senior Check-In.

GUIDELINES

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether associated or affiliated with SCI or not, as well as any other form of electronic communication. The same principles and guidelines found in SCI's policies apply to employees' activities on-line. Ultimately, you are solely responsible for what you post on-line. Before creating on-line content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects customers, suppliers, people who work on behalf of SCI or SCI legitimate business interests may result in disciplinary action up to and including termination.

Know and follow the rules

Carefully read this Social Media Policy, the Equal Employment Policy, the Non-Harassment/Non-Discrimination Policy, and the Code of Professional Conduct and ensure your postings are consistent with these policies. Postings that may include maliciously defamatory remarks, unlawful harassment, and threats of violence or similar unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be responsible

Use your best judgment and exercise personal responsibility. Take your responsibility as stewards of personal information to heart. Integrity, accountability, and respect are core values. We trust and expect you to exercise personal responsibility whenever you participate in social media or other on-line activities. Remember that there can be consequences to your actions in the social media world – both internally, if your comments violate company policies, and with outside individuals and/or entities. If you are about to publish, respond or engage in something that makes you even the slightest bit uncomfortable, don't do it.

Also, we encourage you to try to resolve all differences with an individual, organization, or even SCI through direct communications with the individual, organization, or Company. Remember, SCI has an Open Door policy. It can be used to try to resolve differences with SCI, management, or even your co-workers. We encourage you to try to use the Open Door policy. It works!

Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that are maliciously defamatory, that are obscene, that disparage customers, that attack SCI's product, or that might constitute unlawful harassment. Examples of such conduct might include false posts meant to intentionally or maliciously harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate

The best practice is to check your facts before posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything and deleted postings can be searched. Never post any information or rumors that you know to be false about SCI, fellow employees, customers, suppliers, people working on behalf of SCI or competitors.

Post only appropriate and respectful content

- Maintain the confidentiality of SCI's trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology.
- FTC regulations require persons with a material interest to disclose their association with a company if they give a testimonial or other product endorsement. Do not give a product testimonial, endorse SCI's product, or

otherwise publicize or promote SCI in any way without identifying yourself as a company employee.

- Express only your personal opinions. Never represent yourself as a spokesperson for SCI. If SCI is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of SCI, customers, or its suppliers. If you do publish a blog or post on-line related to the work you do or subjects associated with SCI, make it clear that you are not speaking on behalf of SCI. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of [Senior Check-In].”

Using social media at work

Refrain from using social media while on work time, unless it is work-related as authorized by a manager. To help reduce spam and other unwanted e-mail traffic, employees should not use company e-mail addresses to register on social networks, blogs or other on-line tools utilized for personal use. Please use your own individual or private e-mail address.

Retaliation is prohibited

SCI prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination. Section 4 - Employment Classification

This company assigns positions, determines wages and compensates employees for overtime in accordance with state and local laws and the Fair Labor Standards Act.

4.1 Exempt Employees

Exempt employees are those that are excluded from the overtime pay requirements of the Fair Labor Standards Act. Exempt employees are paid a salary, have certain types of job duties, and are expected to work beyond their normal work hours whenever necessary to accomplish the work of Senior Check-In.

As an exempt employee, your salary is subject to certain deductions. For example, absent contrary state law requirements, your salary can be reduced for the following reasons:

- Full-day absences for personal reasons.
- Full-day absences for sickness or disability.
- Full-day disciplinary suspensions for infractions of Senior Check-In's written policies and procedures.
- Family and Medical Leave absences (either full- or partial-day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- The first or last week of employment in the event you work less than a full week.
- Any full work week in which you do not perform any work.

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes; Social Security; or pension plan. In any work week in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Your absence on a day because your employer has decided to close a facility on a scheduled work day.
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

Employees should consult with Human Resources if they have questions regarding their classification as an exempt employee.

4.2 Non-Exempt Employees

Non-exempt employees are those eligible for overtime pay of 1.5 times the regular hourly rate of pay for all hours worked over 40 per work week. All overtime must be approved in advance. Employees should consult with an administrator if they have questions regarding their classification as a non-exempt employee.

4.3 Part-Time, Full-Time or Temporary Status

Part-time or full-time status depends on the number of hours per week an employee works. Regular employees who work fewer 30 receive part-time classification. Part-time employees are not eligible for employee benefits as described in this handbook.

From time-to-time SCI may hire employees for specific projects or periods of time, such as a PRN. Temporary employees may work either part-time or full-time but generally are scheduled to terminate by a certain date. Temporary employees who remain on duty past the scheduled termination remain classified as temporary. Only Gretchen Zoeller Wright may change an employee's temporary status. Temporary employees are not eligible for employment benefits.

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 for 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. If you are transporting a SCI client, you must have a valid driver license and up to date insurance card on file.

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.

Section 5 – Attendance Policies

5.1 General Attendance

SCI maintains normal working hours of 9:00AM-5:00PM. Hours may vary depending on work location and job responsibilities. Supervisors will provide employees with their work schedule. Should an employee have any questions regarding his/her work schedule, the employee should contact the supervisor.

SCI does not tolerate absenteeism without excuse. Employees who will be late to or absent from work should notify a supervisor in advance, or as soon as practicable in the event of an emergency. Failure to call in an absence is a violation of policy and may result in disciplinary action. Chronic absenteeism may result in disciplinary action, up to and including termination.

Employees who need to leave early, for illness or otherwise, should inform a supervisor before departure. Unauthorized departures may result in disciplinary action, up to and including termination.

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, driving 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 client's home or facility.

If you are unable to report for work for any reason, notify your shift supervisor at least four hours before your 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 email to your scheduler. 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 via GPS on your app.

Employees are to “clock-out” no later than five minutes after completion of their assigned shift/duties via GPS on your app.

You must clock in/out via GPS per federal guidelines. You must submit a case note that is signed by yourself and your client. 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. You MUST submit your signed case note within 24 hours of your assigned shift. SCI will not accept case notes past 24 hours this can cause issues with your pay or delay your pay.

If the client needs your assistance longer than the scheduled time, please also notify management of the situation. SCI will not pay for any time over your scheduled shift without approval from your supervisor.

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 because 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.

If you don't pick up shifts within two weeks of being taken off a client we will deactivate you in our system.

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.

Additional Employee Policies

Employee Resources

At any time, you can access the Employee Portal at <https://seniorcheck-in.com/employee-resources/> 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.

Identification

When arriving at 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. 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 always alert and aware of the client's needs.

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 your personal belongings and valuables at home 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 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 have a meal with them and/or their family, it is acceptable to participate.

5.2 Breaks

When working conditions permit, and pending a supervisor's approval, employees are entitled to two 15-minute breaks for every 8 hours worked.

As mandated by Indiana law, employees must take a 30-minute unpaid lunch break if they work an 8-hour day.

5.3 On Call Policy

The on call policy of Senior Check-In is governed by the need to provide care for supportive, physical, psychological, social, services for clients and their families at all hours of the day or night. SCI employs some “off-hours” staff for coverage during times that extend beyond the normal workday. These times include 5:00PM until 9:00AM on weekdays and for the weekend Friday 5:00PM-Monday 9:00AM. To ensure patient care, certain classifications of employees may be assigned as “on call” and still others may be designated as “backup to on call”.

Section 6

6.1 Family and Medical Leave Act Leave

SCI offers leave consistent with the requirements of the federal Family and Medical Leave Act (FMLA). Under the FMLA, an employee may be eligible for an unpaid family and medical leave of absence under certain circumstances, if the employee has worked as an employee of SCI for at least 1,250 hours for 12 months and works within a seventy-five (75) mile radius of fifty (50) or more company employees.

Reasons for Leave

Employees eligible for FMLA leave may take leave for the following reasons:

- The birth of a child and to care for the newborn child;
- Placement of a child into adoptive or foster care with the employee;
- Care for a spouse, child, or parent who has a serious health condition;
- Care for the employee’s own serious health condition;
- Qualifying emergencies arising out of a spouse’s, child’s, or parent’s active duty or call to active duty as a member of the military reserves or National Guard (“Emergency Military Leave”); or
- Care for a spouse, child, parent or next of kin (nearest blood relative) who is (a) an Armed Forces member (including the military reserves and National Guard) undergoing medical treatment, recuperation, therapy, or is otherwise in an outpatient status, or is otherwise on the temporary disability retired list, due to a serious injury or illness incurred or aggravated in the line of duty; or (b) a person who, during the five (5) years prior to the treatment necessitating the leave, served in the active military, Naval, or Air Service, and who was discharged or released under conditions other than dishonorable (a “veteran” as defined by the Department of Veterans Affairs) and who has a serious injury or illness incurred

or aggravated in the line of duty while on active duty that arose before or after the member became a veteran ("Military Caregiver Leave").

Length of Leave

With the exception of Military Caregiver Leave, the maximum amount of FMLA Leave will be twelve (12) workweeks in any 12-month period.

If both spouses work for SCI and are eligible for FMLA leave, the spouses will be limited to a total of 12 workweeks off between the two of them for leave related to the birth, adoption or foster care of a child, and leave to care for the serious health condition of a family member.

The maximum amount of FMLA Leave for an employee wishing to take Military Caregiver Leave will be a combined leave total of twenty-six (26) workweeks in a single 12-month period.

If both spouses work for SCI and are eligible for FMLA leave, the spouses will be limited to a total of 26 workweeks off between the two of them when the leave is for Military Caregiver Leave or a combination of Military Caregiver Leave with another leave category.

Leave may be taken on an intermittent or reduced schedule in certain circumstances. When leave is taken intermittently, SCI may transfer the employee to another position with equivalent pay and benefits, which is better suited to periods of absence.

Notice and Certification

If the need for leave is foreseeable, employees should notify a supervisor 30 days prior to taking FMLA leave. If the need for FMLA leave arises unexpectedly, employees should notify a supervisor as soon as practicable, giving as much notice to SCI as possible.

Employees requesting FMLA leave may be required to provide: medical certifications supporting the need for leave if the leave is due to a medical condition of the employee or employee's family member; periodic recertification of the medical condition; and periodic reports during the leave regarding the employee's status and intent to return to work. Employees requesting Military Caregiver Leave, are required to provide: as much advance notice as is reasonable and practicable under the circumstances; a copy of the covered military member's active duty orders when the employee requests leave; and a completed Certification of Qualifying Exigency form within 15 calendar days, unless unusual circumstances exist to justify providing the form at a later date.

Certification forms are available from Human Resources. At SCI's expense, SCI may also require a second or third medical opinion regarding an employee's own serious health condition. Employees are expected to cooperate with SCI in obtaining additional medical opinions that SCI may require.

Employees are expected to return to work immediately after the completion of the requested FMLA leave, and employees who have taken leave because of their own serious health condition must submit a fitness-for-duty certification before being allowed to return to work.

Reinstatement

Upon returning from FMLA leave, an employee will be restored to his/her original job or an equivalent job with equivalent benefits, pay, seniority, and other employment terms and conditions, to the extent required by the Family and Medical Leave Act. If an employee fails to return to work at the conclusion of the FMLA leave, and has not obtained an extension of the leave, SCI may presume that the employee does not plan to return to work and has voluntarily terminated his or her employment.

6.2 Holidays

SCI observes the following holidays:

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

Holidays are observed on a paid basis for all eligible employees.

6.3 Jury Duty Time Off

SCI understands that occasionally employees are called to serve on a jury or called as a witness for a trial or deposition. An employee selected for jury duty or called as a witness for a trial or deposition is eligible to receive full compensation, less the amount the employee receives from the court as jury pay, for up to 1 day. Subject to any contrary legal requirements, additional time off for jury duty beyond the first working day will be

unpaid (unless the employee chooses to apply available accrued paid vacation days or paid personal days to the absence). Any absence for jury duty, paid or unpaid, will be considered excused, and during any unpaid period of such leave, the employee will be treated in the same manner as any other employee on unpaid leave. SCI may require proof of court attendance, such as a jury summons or a subpoena.

Employees released from jury duty with 5 hours remaining in the workday are expected to return to work.

6.4 Voting Time Off

Employees are encouraged to participate in elections. SCI grants incremental time off to cast a ballot in an election. Voting time off is granted on an unpaid basis. Speak to your supervisor to adjust your work schedule accordingly. Should extenuating circumstances arise while voting, notify a supervisor as soon as possible.

6.5 Military Leave

Employees called to active military duty, military reserve or National Guard service may be eligible to receive time off under the Uniformed Services Employment and Reemployment Rights Act of 1994. To receive time off, employees must provide notice and a copy of their report orders to an immediate supervisor. Military leave is granted on an unpaid basis. Upon return with an honorable discharge, an employee may be entitled to reinstatement and any applicable job benefits they would have received if present, to the extent provided by law.

6.6 Working from Home

Employees are not permitted to work from home and have those hours credited toward vacation and/or payable hours unless Gretchen Zoeller Wright formally approves and signs the “Work From Home” request form. Employees should **not** work from home in “good-faith” and expect to have a request retroactively approved. **This policy will be strictly enforced.**

6.7 Leave of Absence

Regular full-time employees may request an unpaid leave of absence after the exhaustion of paid leave. A request for a leave of absence must be submitted in writing in advance to the employee's immediate supervisor.

Leave of absences that are granted are unpaid, and will not be considered until an employee has exhausted all appropriate accrued leave balances. Continuation of employee benefits during a leave of absence will be addressed on an individual basis, as required by law.

Section 7 – Work Performance

7.1 Expectations

SCI expects every employee to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation. Employees should attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in disciplinary action, up to and including termination.

7.2 Licensure

SCI employees who are required to hold a valid Indiana license shall keep such licenses current according to applicable state rules and regulations. Licensed employees who hold renewable licenses shall renew such licenses within the renewal period. Employees in positions that require a license may not continue employment in that position after the license expires. All costs of maintaining a license are the responsibility of the employee and will not be reimbursed by SCI.

7.3 Driver's License Suspension

SCI employees who drive for SCI business must be properly licensed. Employees must report their driver's license suspension to their supervisor. Failure to do so may result in disciplinary action up to and including immediate termination. After reviewing the work available, the supervisor will recommend to the Executive Director that either the employee be allowed to continue working until the suspension is lifted, or that the employee be released from working status.

7.4 Reviews

SCI may periodically evaluate an employee's performance. The goal of a performance review is to identify areas where an employee excels and areas that need improvement. SCI uses performance reviews as a tool to determine pay increases, promotions and/or terminations.

All performance reviews are based on merit, achievement and other factors that may include, but are not limited to:

- Quality of work
- Documentation in a timely manner
- Attitude
- Knowledge of work
- Job skills
- Attendance and punctuality
- Teamwork and cooperation
- Compliance with company policy
- Past performance reviews
- Improvement
- Acceptance of responsibility and constructive feedback

Employees should note that a performance review does not guarantee a pay increase or promotion. Written performance evaluations may be made at any time to advise employees of unacceptable performance. Evaluations or any subsequent change in employment status, position or pay does not alter the employee's at-will relationship with SCI.

Forward any questions about performance expectation or evaluation to the supervisor conducting the evaluation.

7.5 Insubordination

Supervisors and employees should interact with mutual respect and common courtesy. Employees are expected to take instruction from supervisors or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination.

If an employee disagrees with a supervisor, the employee should first try to mediate the situation by explaining their position. If possible, a compromise might be met and accusations of insubordination avoided.

Section 8 – Discipline Policy

8.1 Grounds for Disciplinary Action

SCI reserves the right to discipline and/or terminate any employee who violates company policies, practices, or rules of conduct. Poor performance and misconduct are also grounds for discipline, up to and including termination.

The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that this company does not tolerate. These actions include, but are not limited to:

- Engaging in acts of discrimination or harassment in the workplace;
- Possessing, distributing or being under the influence of illicit controlled substances;
- Being under the influence of a controlled substance or alcohol at work, on company premises, or while engaged in company business;
- Unauthorized use of company property, equipment, devices, or assets;
- Damage, destruction, or theft of company property, equipment, devices or assets;
- Removing company property without prior authorization or disseminating company information without authorization;
- Falsification, misrepresentation, or omission of information, documents or records;
- Lying;
- Insubordination or refusal to comply with directives;
- Failing to adequately perform job responsibilities;
- Excessive or unexcused absenteeism or tardiness;
- Disclosing confidential or proprietary company information without permission;
- Illegal or violent activity;
- Possession of a weapon of any kind on SCI premises or while on SCI business;
- Falsifying injury reports or reasons for leave;
- Possessing unauthorized weapons on premises;
- Sleeping on duty
- Disregard for safety and security procedures;
- Disparaging or disrespecting supervisors and/or co-workers; and
- Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. SCI reserves the

right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

8.2 Procedures

Disciplinary action is any one of many options used to correct unacceptable behavior or actions. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, discharge, removal, or some other disciplinary action, in no particular order. Discipline measures will be recorded and placed in the employee's personnel file. The course of action will be determined by SCI at its sole discretion as it deems appropriate. After an employee is disciplined, they will receive a work improvement plan from their supervisor.

8.3 Termination

Employment with SCI is on an at-will basis and may be terminated voluntarily or involuntarily at any time.

Upon termination, an employee is required:

- To continue to work until the last scheduled day of employment;
- To turn in all reports and paperwork required to be completed by the employee when due and no later than the last day of work;
- To return all files, documents, equipment, keys, access cards, software or other property belonging to SCI that are in the employee's possession, custody or control, and turn in all passwords to his/her supervisor;
- To participate in an exit interview as requested by your supervisor.

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.

Section 9 – Employee Health and Safety

9.1 TB Testing

SCI TB Policy and Procedure

1. Purpose

To establish and maintain procedures for tuberculosis (TB) screening and testing of all personnel in compliance with the Indiana State Department of Health requirements for Personal Services Agencies (PSAs), as outlined in **410 IAC 16.2-5-1.4** and other applicable laws.

2. Policy Statement

Senior Check-In is committed to protecting clients and staff by preventing the transmission of communicable diseases, including tuberculosis (TB). All direct care staff and employees who have client contact must undergo TB screening and testing according to Indiana state guidelines.

3. Scope

This policy applies to all employees, independent contractors, volunteers, and any individual providing in-home services on behalf of Senior Check-In

4. TB Testing Requirements

A. Pre-Employment / Initial Testing

- All employees must provide documented results of a **two-step Mantoux tuberculin skin test (TST)** or a **single blood assay (IGRA - e.g., QuantiFERON-TB Gold or T-SPOT.TB)** prior to providing in-home services.
-

- If the individual has a documented previous positive TB test, they must:
 - Provide documentation of the test result, and
 - Submit a current chest X-ray (within the last 5 years) and
 - Be evaluated by a licensed healthcare provider for TB symptoms.

B. Annual Testing

- Per current Indiana guidelines, **annual TB testing is not required** unless:
 - There is known exposure to TB,
 - There is a documented TB outbreak, or
 - Recommended by a healthcare provider or local/state health department.

C. Symptom Screening

- All staff will complete an **annual TB symptom questionnaire**, especially if they have a history of a positive TB test.
- Any staff exhibiting TB-related symptoms (e.g., persistent cough, fever, night sweats, unexplained weight loss) will be referred for immediate medical evaluation.

5. Documentation & Records

- TB test results and documentation will be maintained in the employee's confidential health file.
- Records must be available for audit or inspection by the Indiana Department of Health or other regulatory agencies upon request.

6. Positive TB Results Protocol

If an individual tests positive for TB or exhibits symptoms:

- They will be temporarily restricted from providing in-home services.
- They must obtain medical clearance from a licensed healthcare provider before returning to work. A Chest x-ray will be valid for five years.
- The agency will report any active TB cases to the local health department as required by law.

7. Responsibilities

Agency Responsibilities:

- Ensure TB testing is completed prior to staff providing services.
- Maintain accurate and secure health documentation.
- Stay updated on IDOH requirements regarding TB screening.

Employee Responsibilities:

- Complete all required TB screenings and tests on time.
- Report any symptoms of illness promptly.
- Provide requested documentation as needed.

8. References

- Indiana Administrative Code 410 IAC 16.2-5-1.4
- Indiana Department of Health Guidelines
- CDC Guidelines for Preventing the Transmission of Mycobacterium Tuberculosis in Health-Care Settings

9.2 Workplace Safety

SCI takes every reasonable precaution to ensure that employees have a safe working environment. Safety measures and rules are in place for the protection of all employees. Ultimately, it is the responsibility of each employee to help prevent accidents. To ensure the continuation of a safe workplace, all employees should review and understand all provisions of SCI's workplace safety policy. Employees should use all safety and protective equipment provided to them, and maintain work areas in a safe and orderly manner, free from hazardous conditions. Employees who observe an unsafe practice or condition should report it to a supervisor immediately. Employees are prohibited from making threats against anyone in connection with his/her work or engaging in violent activities while in the employ of SCI.

In the event of an accident, employees must notify a supervisor immediately. Report every injury, regardless of how minor, to a supervisor immediately. Physical discomfort caused by repetitive tasks must also be reported. For more information about on the job injuries, refer to the workers' compensation section of this handbook.

Employees should recognize any potential fire hazards and be aware of fire escape routes and fire drills. Do not block fire exits, tamper with fire extinguishers or otherwise create fire hazards.

9.3 Workplace Security

Employees must be alert and aware of any potential dangers to themselves or their coworkers. Take every precaution to ensure that your surroundings are safe and secure. Guard personal belongings and company property. Report any suspicious activity to a supervisor immediately.

9.4 Emergency Procedures

In the event of an emergency, dial 911 immediately. If you hear a fire alarm or other emergency alert system, proceed quickly and calmly to the nearest exit. Once the building has been evacuated, only a supervisor may authorize employees to reenter.

9.5 Workplace Violence and Threats

SCI will not tolerate any workplace violence or threats of violence by or against its employees. As used in this policy, “workplace violence” includes conduct occurring on SCI premises, directed toward or against any SCI employee, client, customer, or supplier, whether committed by an employee or outsider, that involves physical acts of violence, oral or written threats of violence, or gestures or acts that are threatening or intended to convey actual or potential injury. **It also includes acts and threats that are later claimed to have been made in jest.**

Every employee must take any act or threat of workplace violence seriously. So that SCI can prevent or respond to any act or threat of workplace violence, any employee who is subject to, witnesses, or learns about any such act or threat or who fears or suspects that such an act may occur is required to report the act, threat, fear, or suspicion to your supervisor as soon as the act or threat occurs or as soon as the employee fears or suspects that such an act may occur. Failure to immediately report an act or threat of workplace violence may result in disciplinary action, up to and including termination of employment.

When appropriate, SCI will refer acts or threats of workplace violence to the police or other authorities for possible criminal prosecution.

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 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 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.

Section 10 - Employee Benefits

10.1 Workers' Compensation

As required by law, SCI provides workers' compensation benefits for the protection of employees with work-related injuries or illnesses.

Workers' compensation insurance provides coverage to employees who experience job-related injuries or illnesses. If an employee is injured or becomes ill as a result of his/her job, it is the employee's responsibility to immediately notify a supervisor of their injury in order to receive benefits. Report every illness or injury to a supervisor, regardless of how minor it appears. SCI will advise the employee of the procedure for submitting a workers' compensation claim. If necessary, injured employees will be referred to a medical care facility. Employees should retain all paperwork provided to them by the medical facility. Failure to report a work-related illness or injury promptly could result in denial of benefits. An employee's report should contain as many details as possible, including the date, time, description of the illness or injury, and the names of any witnesses.

A separate insurance company administers the workers' compensation insurance. Representatives of this company may contact injured employees regarding their benefits under the plan. Additional information regarding workers' compensation is available from Human Resources.

Section 11 – Termination Policies

11.1 Voluntary Termination

SCI recognizes that personal situations may arise which require a voluntary termination of employment. Should this occur, SCI requests that the employee provides two weeks notice in writing. This request does not alter an employee's at-will relationship with SCI.

All rights and privileges of employment with SCI terminate upon the date of separation. As further discussed in Section 8.3, terminating employees are required to return all company property assigned to them. Failure to do so may result in the withholding of their final paycheck.

11.2 Final Paycheck

Employees who terminate employment with SCI will be given their final paycheck at the next regularly scheduled payday for such employee. Should the employee be unable to personally retrieve their paycheck, it will be mailed to the address on file.

11.3 Exit Interview

SCI may request an exit interview upon notice of termination. The purpose of the exit interview is to complete necessary forms, collect company property and discuss employment experiences with SCI.

Section 12 – Acknowledgement of Receipt

Acknowledgement of Receipt for Employee Handbook
(Employee Copy – Keep with handbook)

I acknowledge that I have received a copy of the Employee Handbook. I understand that I am responsible for reading the information contained in the Handbook.

I understand that the Handbook is intended to provide me with a general overview of SCI's policies and procedures. I acknowledge that nothing in this Handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time.

I understand and accept that my employment with SCI is at-will. I have the right to resign at any time with or without cause, just as SCI may terminate my employment at any time with or without cause or notice, subject to applicable laws. I understand that my at-will employment cannot be altered by any verbal statement or alleged verbal agreement made by company personnel. It can only be changed by a legally binding, written contract covering employment status.

I acknowledge that SCI may revise, suspend, revoke, terminate, change or remove, prospectively or retroactively, any of the policies or procedures outlined in this Handbook or elsewhere, in whole or in part, with or without notice at any time, at SCI's sole discretion.

(Signature of Employee)

(Date)

(SCI Representative)

Acknowledgement of Receipt for Employee Handbook
(Employer Copy – Detach and retain for records)

I acknowledge that I have received a copy of the Employee Handbook. I understand that I am responsible for reading the information contained in the Handbook.

I understand that the Handbook is intended to provide me with a general overview of SCI 's policies and procedures. I acknowledge that nothing in this Handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time.

I understand and accept that my employment with SCI is at-will. I have the right to resign at any time with or without cause, just as SCI may terminate my employment at any time with or without cause or notice, subject to applicable laws. I understand my at-will employment cannot be altered by any verbal statement or alleged verbal agreement made by company personnel. It can only be changed by a legally binding, written contract covering employment status.

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(Signature of Employee)

(Date)

(SCI Representative)



Senior Check In
14074 Trade Center Drive, Suite 147, Fishers IN 46038
Phone: 1-855-420-1200 Fax: 208-561-2263
“We check in when you can’t!”

Transportation Policy (Indiana Personal Services Agency)

Applies to: All employees, contractors/agents, and clients of [Agency Name]

1) Purpose & Scope

Senior Check-In may provide non-medical, companion/escort transportation as part of PSA services. Indiana law recognizes “companion services... including transportation” within PSA services. [Government of India+1](#)

2) What Transportation We Provide (and Don’t)

- Included: pre-scheduled rides related to a client’s plan of care (e.g., medical/therapy visits, pharmacy, groceries, banking, community activities) with door-to-door assistance (to the door/threshold).
- Not included: emergency transport (call 911 for emergencies), ambulance-level or medical transport, long-distance or out-of-state trips without prior approval, purchase/transport of weapons, alcohol, illegal substances, or trips that create an undue safety risk.
- Accessibility: We do not lift or carry clients. If a client needs wheelchair tie-downs, ramp/lift use, or a two-person transfer, Senior Check-In will arrange specialized transport or, if we provide lift services, we will use only vehicles and devices covered by our lift-services insurance. [Government of India](#)

3) Eligibility & Scheduling

- Transportation must be authorized in the service plan and scheduled through the office (855-420-1200 or email Melissa, Client Care Director at melissa@seniorcheck-in.com at least 5 business days in advance.
- Same-day requests are accommodated only if staffing and safety allow.
- The client (or guardian) must have a current Transportation Consent on file (see signature page).



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4) Driver & Vehicle Standards (Employees/Agents)

Employees/agents who drive clients must:

1. Hold a valid driver’s license and maintain a satisfactory MVR (checked at hire and at least annually).
2. Use a roadworthy, registered vehicle with functional seat belts, lights, wipers, tires, and adequate fuel.
3. Maintain auto liability insurance at or above Indiana’s minimum 25/50/25 limits and provide proof on request. (Indiana requires minimum 25/50/25: \$25,000 per person bodily injury, \$50,000 per accident bodily injury, \$25,000 property damage.)
[Government of India](#)
4. Keep the vehicle clean, smoke-free, weapons-free, and free of hazards.
5. Never use or hold a phone while the vehicle is moving (Indiana hands-free law). Navigation must be set before driving or done by a stopped driver in a safe location; 911 calls permitted. [Justia Law](#)
6. Comply with all traffic laws, including seat-belt rules (every occupant must be buckled) and child restraint rules (children under 8 must be in an approved child seat/booster).
[Justia Law+1](#)
7. Use agency vehicles when assigned; when using a personal vehicle, the employee’s policy is primary (agency coverage, if any, may be excess).

5) Client Responsibilities

- Be ready at the scheduled time; a 15-minute grace period applies. No-shows may be billed per Section 10.
- Wear a seat belt at all times; if a child is transported, the client/guardian must provide a compliant child seat unless otherwise arranged. [Justia Law+1](#)
- No smoking/vaping, open containers of alcohol, illegal substances, or weapons in the vehicle (open-container possession in passenger areas is generally prohibited under Indiana law). [Justia State Codes](#)



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- Treat staff with courtesy; disrespectful or unsafe behavior may end the trip and prompt a care-plan review.

6) Safety Practices (Before, During, After the Trip)

Pre-trip: quick vehicle check (tires, lights, wipers, belts), weather check, route planning, and confirmation that client can safely enter/exit.

Transfers: “Stand-by” or light hands-on assistance only (steadyding). No lifting/carrying. If safe transfer is not possible, the trip is paused and a supervisor is contacted to arrange appropriate transport.

During trip: obey speed limits; no handheld device use; avoid distractions; keep doors locked; maintain professional boundaries; no personal side trips.

Post-trip: escort client to the door/inside threshold when safe; never leave a client unattended in a vehicle; log the trip.

7) Weather & Road Conditions

We follow Indiana Department of Homeland Security county travel status guidance:

- Advisory (Yellow): use caution; trips may be delayed/limited.
- Watch (Orange): only essential travel recommended; manager approval required for client transport.
- Warning (Red): no client transport except when directed by authorities. [Government of India](#)

8) Privacy & Professional Conduct

Conversations in vehicles can be overheard; staff avoid discussing private information in public areas and follow agency confidentiality policy (including HIPAA where applicable).

9) Incidents, Emergencies, and Reporting

- Medical emergency or crash: call 911 first; then notify the supervisor.
- Complete an Incident/Accident Report the same day and document in the client record.



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- Documentation retention: transportation logs, consent forms, and incident reports are maintained at the Indiana office for ≥ 7 years as part of PSA compliance documentation. [Government of India](#)

10) Rates, Billing, and Cancellations

- Mileage/time fees: [\$1.00 a mile, parking fees, and tolls paid by client].
- Cancellations: cancel ≥ 24 hours before pick-up to avoid a no-show fee of \$35.
- Payers: . Financial hardship accommodations may be available on request.

11) Boundaries & Prohibited Activities

- No transporting clients to buy weapons, illegal substances, or to locations that pose undue risk.
- No accepting cash tips/gifts.
- No transporting other passengers (family/friends) without authorization.
- If a client appears impaired, agitated, or unsafe, the trip is paused; staff contact a supervisor and may decline/terminate transport for safety.

12) Records We Keep (for each trip)

- Date/time; driver; vehicle; pick-up/drop-off addresses; purpose; odometer or miles; client status/notes; any incident; driver/client signatures (as applicable). (Maintain or store electronically at the Indiana office ≥ 7 years.) [Government of India](#)
-



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Employee/Agent Driver Agreement & Acknowledgment

- Hold a valid driver’s license, keep my MVR acceptable, and maintain at least 25/50/25 liability coverage (proof on request). [Government of India](#)
- Follow all parts of this policy, including hands-free operation, seat-belt compliance for all occupants, and child restraint rules when applicable. [Justia Law+2Justia Law+2](#)
- Use only safe, roadworthy, registered, and insured vehicles; complete pre-trip checks; and immediately report incidents, tickets, or license/insurance changes.
- Provide only non-medical transport; never lift/carry clients; request specialized or lift-service transport when required. [Government of India](#)
- Keep the vehicle smoke-free, weapons-free, and professional.

Client/Guardian Transportation Consent & Acknowledgment



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Client Name: _____ DOB: //_____
Guardian (if applicable): _____ Relationship: _____

By signing, I (or my guardian) acknowledge and agree:

- Transportation by [Agency Name] is non-medical companion/escort transport; in emergencies, 911 will be called.
- I will wear a seat belt and follow driver instructions; if a child is transported, I will provide a compliant child safety seat unless otherwise arranged. [Justia Law+1](#)
- I will not bring weapons, open alcohol, illegal substances, or smoke/vape in the vehicle. [Justia State Codes](#)
- Trips may be delayed, rescheduled, or cancelled for weather/road safety (e.g., Watch/Warning travel statuses). [Government of India](#)
- I consent to transportation consistent with my service plan and to the documentation of trip details in my client record.

Client Signature (or Legal Guardian): _____ Date: //_____
Printed Name: _____

Agency Representative: _____ Date: //_____

Quick Attachments (optional to include as forms)



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- 1. Pre-Trip Driver Checklist (tires, lights, wipers, belts, mirrors, fuel, route set, weather checked, emergency kit, phone docked for hands-free).**
- 2. Trip Log (date/time, driver/vehicle, pick-up/drop-off, miles/odometer, purpose, notes, sigs, incident checkbox).**
- 3. Incident/Accident Report (who/what/when/where, injuries, 911 case #, photos, notifications, corrective actions).**