



**Employee Handbook for
Care Bridge Home Care, Inc dba Home Instead
Care Professionals**

Revised 01/02/2024

For Use at All Franchise Offices
Owned and Operated by

Care Bridge Home Care, Inc. dba Home Instead

Each Home Instead® office is an independently owned and operated franchise of Home Instead, Inc., an Honor Company.

TABLE OF CONTENTS

SECTION 1- INTRODUCTION	6
Purpose of the Handbook	
Thanks for Joining Our Team	
Mission Statement	
Our Care Pros Make a Real Difference	
General Expectations	
SECTION 2- OUR SERVICES	9
Our Non-Medical Services	
Prohibited Services	
Transportation and Mileage	
Driver's License & Automobile Insurance Requirements	
Walking	
Groceries	
Meal Preparation	
Meals and Other Outings	
Medications	
Temperature Exposure	
Bathing	
Incontinence	
Bed Linens	
Falls	
Universal Precautions	
SECTION 3- WORKING WITH THE CLIENT	16
How You Receive Assignments	
Your First Day	
Reporting your Hours	
Client Journal	
Basic Client Information	
Client Log	
Client Assessment and Care Plan	
At the End of Your Shift	
Things That Can Happen While Working with the Client	
The client is not at home	
The client asks you to do something beyond the spectrum of care	
What to do in emergency situations	
You feel there is something wrong in the home or home environment	
A client asks you to change the hours you are working	
Client or Family member say it is okay to leave job early	
SECTION 4- PROCEDURES	22
Office Address	
Office Hours	

Section 4 continued . . .

Holidays
Websites
Office Phone Numbers
 Fax Numbers
 Phone Numbers
Telephony/ClearCare App
How to Reach On-Call Supervisor
Be On Time and Don't Leave Early
Excused Absences
Absenteeism and Tardiness
Be Flexible When Taking Assignments
Request for Change of Assignment
Dress Code
Name Badge
The Client Must Be Your Only Focus
No Smoking While on Duty
Never Give Out Your Phone Number
Personal Phone Calls and Personal Visitors
Answering the Phone
Cell Phone Policy
Client Abuse Policy
Client Confidentiality
Social Media Policy
Sharing Personal Information
Solicitation Policy
Use of Client's Home and Property
Use of Key Form
Use of Gift Form
Use of Doctor Escort Form
Care Pro Educational Program
Library
Care Pro of the Month/Care Pro of the Year

SECTION 5- PAY

32

Wages/Wage Increases/Bonuses
Pay Periods, Pay Days, and Paychecks
Paycheck Inserts
Vacations, Holidays and Illness
Holiday Pay
Sick Pay
Travel Time

SECTION 6- EMPLOYMENT POLICIES

37

Drug Testing Policy
Statement of Equal Opportunity Employment
Americans with Disabilities Act Policy
Policy Against Harassment

Policy Against Sexual Harassment
Policy Against Retaliation
Harassment or Discrimination Procedures
Family and Medical Leave Policy
 Eligibility
 Types of Family and Medical leave
 Notice and scheduling of leave
 Confirmation of leave
 Length of leave and restoration rights
 Intermittent or reduced work leave schedule
 Maternity/Paternity leave policy
Dismissal
Grievances and Disputes
Resignation Policy
Modifications to Policies
Notes

SECTION 1- INTRODUCTION

Purpose of the Handbook

As a new employee, you may have questions about Home Instead . This handbook is designed to provide you with information concerning personnel policies and procedures. Our policies have been established to provide good working conditions for our employees, quality service for our clients, and to reward those whose contributions to our success are above average. It is not designed to provide specific practices or policies for every situation. If you have any questions regarding specific practice and policies, or how the general rules apply please do not hesitate to call your Home Instead office.

Care Bridge Home Care, Inc. dba Home Instead reserves the right to interpret, modify, or change any or all such plans, policies, and procedures, in whole or in part, at any time without notice. The Employee Handbook is not and should not be construed as a contract between Care Bridge Home Care, Inc. dba Home Instead and one or all of its employees.

All employment relationships with Home Instead are on an at-will basis. No Home Instead staff member has the authority to enter into any agreement contrary to this policy. Failure to comply with any of these policies and procedures can result in the reassignment of clients, re-training, disciplinary action, or termination of employment depending on the severity of the situation.

Thanks for Joining Our Team

Congratulations! You are now a member of America's most trusted source of companionship and home-care for seniors.....HOME INSTEAD We're glad you are here. This very important and unique employment opportunity may very well be the most rewarding and enjoyable job you will ever have!

Our offices—which provide service to residents who live in Boston's Metrowest area and the Greater Worcester area--are two of more than 800 individually owned and operated franchises located throughout the United States, Canada and Japan, Portugal, Australia, Ireland, United Kingdom, Spain, New Zealand, Germany, Switzerland, and Taiwan. Our initial office in Northborough was started in 1997 by Laurie and Bruce Bender. Our desire was, and continues to be, to build a growing, dynamic organization that encourages excellence and allows employees to reach their full potential by helping people in need.

To ensure success, we feel it is important that all employees understand our policies and procedures. The Employee Handbook will familiarize you with the various aspects of working at Home Instead . We encourage you to use it as a valuable resource for understanding the company. If you have any questions, please do not hesitate to ask any Home Instead staff member.

We wish you all the best and thank you for taking this important step in knowing our company.

Mission Statement

Our mission is as follows:

To be the world's trusted source of in-home, elderly companionship and home care.

We do this by following the Home Instead objectives:

*To Treat Each Other with Dignity and Respect
To Encourage Growth in Ourselves and Others*

Our Care Professionals Make A Real Difference

All across America, families are struggling to cope. Many are raising children, working demanding jobs, and trying to care for an elderly family member. These Americans are often called the "Sandwich Generation" and are growing in record numbers.

They are caught between balancing the care of their parents with piano lessons and little league for the kids, a full-time job, church, community, and volunteer activities. These family Care Pros eventually run out of hours in the day, the stress becomes too great, and the balance is broken.

Eventually, seniors suffer, too. Many have to leave their homes for a full-time care facility. They are no longer in a house filled with the memories of raising their family. Their daily routine and habits are interrupted. Often, loneliness and depression can set in. Research shows that people are healthier and happier when they can remain *home instead*. That's where you come in.

Care Pros are the heart of Home Instead . Every day, this army of screened, trained, bonded, and insured Care Pros enable thousands and thousands of seniors to enjoy fuller, richer lives in the comfort of their own *home instead* of being forced to go to a retirement facility or nursing home. They also provide a well-deserved break for family Care Pros that sometimes feel overwhelmed by their obligations.

As a loving and dedicated Care Pro, you are in a unique position to have a profound positive effect on the lives of one or more seniors in our community. Caring for a senior is a labor of love that requires a special person with just the right touch. The fact that you want to care for one of this country's greatest resources--the elderly--already makes you a very special person.

We recognize the valuable contributions you make to the lives of seniors. That is why the home office in Omaha, Nebraska, developed and registered a special logo to emphasize how much you do CARE. You will see throughout this handbook and other publications that we don't simply call you a Care Pro--we say Care Pro.

Once again, WELCOME to Home Instead!

General Expectations:

As a member of the Home Instead team, you must meet each of the following general expectations:

* ***Be a Team Player.*** We have a very important role in the lives of many of our clients. Providing them with dependable, high quality service is critical to them *and* our reputation. Accomplishing this goal is much easier when everyone behaves as a team player.

* ***Have a Caring and Compassionate Attitude.*** You must maintain a caring and compassionate attitude and a personal interest in each client that you serve, their families, your co-workers, and others you come into contact with while working at Home Instead .

* ***Be Dependable and Reliable.*** You must be dependable and reliable. Clients and their families are depending on us to provide services at certain days and times. It is critical that we keep our commitment to them. They may need a warm meal, assistance with walking, reminded to take medications, help to get in and out of the shower, or may just need a familiar face to brighten their day and make sure they are okay. Whatever their need is, it is a very real need and your being there can often make the difference.

SECTION 2- OUR SERVICES

Our Non-Medical Services

Home Instead provides two types of services for seniors: companionship/home helper and personal care. Occasionally, we assist someone who is not a senior but needs our services because they are blind, disabled, seriously ill, or recovering from surgery.

We perform the following **companionship/home helper** services:

Companionship and Conversation	Appointment Reminders
Meal Planning and Preparation	Maintain Client Calendar
Monitor Diet and Eating Habits	Birthday and Anniversary Reminders
Clean and Organize Refrigerator	Letter and Card Writing Correspondence
Monitor Food Freshness and Exp. Dates	Errands and Shopping
Prepare Grocery List and Clip Coupons	Discuss Current and Historical Events
Grocery Shopping	Record Client Family History or Stories
Prepare Future Meals	Arrange or Review Photo Albums
Wash, Dry, and Put Away Dishes	Compile Family Scrapbook
Medication Reminders	Play Cards or Board Games and Do Crafts
Monitor Medication Usage	Rent and Play Movies
Pick up Prescriptions	Visit Friends, Neighbors, or Family
Shower or Bath Assistance	Plan Day Trips or Outings
Basic Grooming Assistance	Vacuum Rugs or Carpets
Weather Awareness	Sweep and Mop Floors
Apparel Selection Assistance	Wipe Off Countertops
Collect and Wash Client's Laundry	Dust Furniture and Furnishings
Drop Off/Pick Up Dry Cleaning	Organize or Clean Closets and Pantry
Answer Telephone or Door	Organize and Clean Kitchen Cupboards
Assist With Walking	Collect and Take Out Trash
Light Exercise Assistance	Escort to Lunch or Dinner
Bring In and/or Sort Mail	Attend Movies, Plays, or Concerts
Make Bed and Change Linens	Airline Departure and Arrival Assistance
Care of House Plants	Escort to Appointments
Assist in Decision making	Accompany Religious Services
Oversee Home Deliveries	Other Reasonable Non-Medical Services
Assist with Pet Care	Provide Respite Care
Help with Reading	

(Please refer to inserts for detailed job descriptions.)

We perform the following **personal care** services:

Assistance with Bathing	Toileting and Management of Incontinence
Assistance with Dressing	Provide Personal Hygiene
Assistance with Transferring	Monitor Vital Signs (HHA only)
Ambulation Assistance	Provide Range of Motion/Positioning

Services we do not provide

We do NOT perform the following duties:

- * We cannot totally replace the love and support of an individual's family.
- * We do not do heavy lifting.
- * All clients must be able to bear at least some of their own weight. We can help a person get from a bed to a wheelchair, for example, as long as they can bear their own weight and pivot into the right position. Never attempt to lift a client, you are not trained to lift clients and you may injure them or yourself.
- * We do not prescribe or administer medications. Family members or nursing personnel are responsible for setup and refilling a client's pillbox.
- * We do not directly handle, measure, or count out medications. We can assist a client by opening a bottle at their direction, getting them a glass of water, or reminding them to take their medications at certain times of the day. We can also monitor medication usage by checking their pillbox to see if medications were taken since last visit and notifying this office if a client does not appear to be taking medications as directed.
- * We do not administer injections of any kind.
- * We do not groom cut nails.
- * We do not perform tube feedings.
- * We do not check blood pressure.
- * We do not use Hoyer lifts
- * We do not use Slide Boards

Any time you think that a client is beyond the scope of our services, contact the office. Sometimes, we just need to find creative solutions by working with the client, family, friends, and neighbors to accomplish tasks co-operatively. Other times we may need to increase the level of service a client may be receiving. If you think there is a problem developing, please call the office immediately.

Providing Transportation:

Driver's License and Automobile Insurance Requirements

All employees are required to be able to perform errands and incidental transportation for our clients. Therefore, as a condition of employment, all Care Pros must maintain a valid driver's license, an acceptable driving record, and current automobile insurance in compliance with Massachusetts' state law. You **MUST** provide—either by mail, fax, or in person—a current photocopy of your license when it renews and an annual insurance policy including driving record information as it renews.

We define an acceptable driving record as:

-No more than three moving violations or more than one chargeable accident during the past 36 months.

-No major driving related convictions within the past seven years, including driving under the influence of alcohol or drugs or reckless driving.

-No license suspensions or revocations within the past seven years.

If at your annual renewal it is determined that you no longer meet our standards of an acceptable driving record, you will no longer be allowed to transport clients or provide errands.

All Care Pros must immediately report to Home Instead (within 24 hours) the suspension or loss of their driver's license and/or automobile insurance coverage. Failure to provide notice to Home Instead, while knowingly continuing to perform services which require both a driver's license and proper insurance coverage places the agency, individuals served, the employee, and the public at risk and will result in corrective action up to and including termination.

Each employee is responsible for maintaining his or her own vehicle in a neat and orderly manner. When driving a client, seat belts are mandatory for both of you. This also applies to you when running errands for a client. It is also Home Instead's policy to prohibit the use of cell phones, either talking or texting, while driving a client. This can create an unsafe driving condition for both you and your client.

You must keep track of and report to the office any mileage that you accumulate while running errands for a client to be reimbursed. When the Care Pro's automobile is used during scheduled work assignments for errands, grocery shopping, or escorting a client to a doctor's appointment, \$0.65 per mile will be reimbursed for each mile that is reported to the office. If the client requests, you to drive their car the office must be notified to determine that their vehicle is properly registered and insured. The office must obtain copies of the insurance information. The client will not be charged mileage, nor will you be reimbursed, if driving is done in their car.

Clients are not permitted to drive our Care Pros at any time. You must always be the responsible driver. Additionally, should the client ask you to drive someone other than themselves, please call the office immediately.

Home Instead and the police department must be called, and a police report filed for any vehicular accident in which a Care Pro is involved while transporting or running errands for a client, regardless of whose vehicle is being used. No insurance coverage will apply to vehicle accidents if a police report is not filed.

Providing Ambulation/Walking Assistance:

When the client is moving about the house, always be aware of how they are doing. Always offer your arm to help stabilize them. When taking a walk, the client should hold your arm the entire time. Many clients have a cane or walker. Always keep these items handy. Initially, you may even have to help the client find them. When a client walks down a set of stairs, make sure that you walk in front of him or her. When a client walks up a set of stairs, be sure to walk behind him or her. Doing this will put you in a downhill position to help prevent the client from falling down the steps.

Grocery Shopping:

You may be instructed that grocery shopping might be a part of your client's care plan. There are two ways this may be accomplished. You may go with the client to the grocery store and select items together or you may go alone with a client's list and bring back the groceries for them. Begin by discussing a grocery list with the client. It is very important that you encourage them to participate in making the list. You may want to double check to be sure there aren't important items missing from the list and be sure you aren't purchasing duplicate items.

When you get back to the client's home, mark the amount spent on the monetary transaction form (See Monetary Transaction Form insert) in the back pocket of the Client Journal, and place the receipt in a safe place that the client feels comfortable with (this may also be in the back pocket of the Client Journal).

There may be times when you might be required to use your own funds for expenses for the client. Please report this expense to the office. You will need to provide the office with the receipt and the office will reimburse you in your next paycheck.

Because many of our clients have memory impairment, it is always a good idea, to protect yourself, to fill out the Monetary Transaction Form anytime you handle funds for a client.

Meal Preparation:

The first step in meal preparation should always be to WASH YOUR HANDS. Doing so helps prevent the transfer of germs to the client and their food.

When preparing foods, it is important to keep the client's needs in mind. How much will they eat? Do they have any dietary limitations? How do they prefer things spiced? These are some examples of things you should consider when preparing foods. In addition, some clients enjoy helping to prepare the meal. For example, they may want to stir ingredients or teach you how they used to prepare a particular meal.

People develop a taste and preference for foods they learned to eat throughout their lifetime. Because of this, the dietary variety of older people is sometimes quite limited. One of the most important aspects to recognize in senior nutrition is the decreased need for calories. As we age, fewer calories are required. Therefore, seniors typically have a small appetite, but their nutrient

needs remain the same. Our objective is to make sure our clients eat a reasonable amount. Encourage them to eat as much as possible.

Hydration is also very important for older adults. Be sure that your client is drinking plenty of fluids.

Plan ahead when preparing meals. Prepare items that will keep for several days in the refrigerator. It is also helpful to portion the meals out in separate dishes. Label and date all leftovers that are put into the refrigerator.

When cooking, always check for freshness dates and look for signs of spoiling. Ask the client if they would like you to sit down with them at mealtime. You may be the first person they have visited with over a meal in a long time. Remember to note the meal on the client's log in the Client Journal. It is important to note any foods/fluids your client has consumed while you are with them as this may prove to be valuable information later for another Care Pro, family member, or physician.

Meals and Other Outings:

The policy of our office is that our Care Pro's are responsible for their own meals. Please bring your own meals (or eat after your shift ends). On occasion, a client may ask you to join them in eating a shared meal. Please do this with great discretion, as it can become costly for our clients and often create an embarrassing or uncomfortable situation for them.

If a client wants to go out to lunch during your visit, they are *not required* to pay for your meal. However, a client *may* pay for your meal if he or she offers. Again, we do not encourage this. Please call the office with any questions regarding your specific client.

If a client wants to go to a movie, concert, etc. during your visit, the client *is required* to pay for the costs associated with that outing, excluding meals.

Medication Reminders:

Most of our clients take medications. You should familiarize yourself with the times you need to provide medication reminders. This information should be in the Client Journal. Your job is to make sure they take the medications at the appropriate times. Many of our client's medication is pre-dosed and placed in pill boxes by family or visiting nurses. Never touch pills, tablets, or any other form of medication including over-the-counter drugs. It may be helpful to open lids, read labels, and remind clients to take their medications. If you observe a client administering medication differently than prescribed or recommended, contact the office immediately. **As a non-medical agency, any employee of Home Instead must never administer medication to a client.**

Under no circumstances should you:

- * Alter the medications or times medications are to be given.
- * Fill the pillboxes yourself. This must be done by a nurse or family member.
- * Determine the time and dosage of the medication for the client.

Temperature Exposure:

Be careful about exposing clients to extreme temperatures. Never expose them to extreme hot or cold for more than a few minutes. When going outdoors, be sure the client is dressed appropriately. For your own comfort, you may wish to wear layered clothing. This would enable you to be comfortable in homes that may be kept at various temperature levels.

Assistance with Bathing:

We provide two levels of care for assistance with bathing. Our non-medical Care Pros can assist to provide a safe bathing environment. Each time the client bathes, be sure to assist them by preparing their water at a comfortable temperature and helping them in and out of the tub or shower safely. Often clients are afraid to take showers or baths without the assurance of someone standing by. If a client prefers to be alone when they shower, you may want to ask them to leave the door open so that you can hear them if they need you. Our Personal Care staff can provide “hands on” assistance with bathing. The office will explain the level of care your client requires. Should the situation change with your client, please let the office know immediately. Remember any assistance with bathing or showering requires the use of gloves.

Incontinence Care:

There are times when a client may have a soiling incident. If this happens and they are not able to manage it themselves, we expect you to give them some assistance. Their clothes may need to be changed and they may need a shower. If the occasional accident turns into a common occurrence, you are expected to call the office to let us know. Home Instead offers a Gentle Reminder Program. Our Personal Care staff are trained to manage clients with consistent incontinence.

Remember any assistance with incontinence care requires the use of gloves.

Assistance with Bed Linens:

It is important to check the bed linens each time you make the bed in case the client has had a soiling incident. Again, this should not be a common occurrence. If this is the case, please let the office know.

Remember any handling of soiled bed linens requires the use of gloves.

Preventing Falls:

To help prevent falls, be sure all pathways are free of items that may cause a person to trip (for example: scatter rugs, electrical cords, plants). Recall the lesson in your Care Pro Educational Program on this topic, as well as the Home Safety Handbook in the Client Journal.

What if the client falls?

If a client falls, do not panic. If they appear to be injured and are experiencing pain or difficulties, have them stay down. If the client lives in a nursing home or an assisted living facility, follow the emergency procedures of that facility. If the client lives in their

own home or apartment immediately call 911 and do what you can to secure the area to help prevent any further injury. Comfort the client without moving them and call the office so we can contact their family. Do not try to move them until emergency personnel have checked them out. The emergency personnel might ask you questions. Many of the answers will be found on the personal information sheet of the Client Journal. If the client needs to go to the hospital, ask the EMT which hospital will be used. Please call the office and let us know this information so that we can share this information with the family. You may be asked to follow the ambulance to the hospital to complete your shift.

What are Universal Precautions:

Universal precautions are infection control guidelines to protect workers from exposure to diseases spread through body fluids.

Which fluids are of concern?

Any body fluid may contain blood or bacteria.

How can workers protect themselves from exposure?

Personal protective barriers – wearing gloves prevent blood or body fluids from touching your skin

Work practice controls – washing hands, keeping surfaces clean, etc.

Home Instead requires frequent and thorough hand washing between all tasks as well as the use of gloves when handling any item which may contain body fluids. Don't forget the importance of washing your hands following the removal of gloves.

SECTION 3- WORKING WITH OUR CLIENT

How You Receive Assignments:

Once your orientation is complete and your background screening has been completed, you will officially be placed on the Home Instead roster. Being on the roster means you will receive calls, emails, or texts from our office staff to discuss various assignments. The more flexibility you have regarding available work times and distance you are willing to travel the more work opportunities we will be able to offer to you. A condition of your employment is that you will be available to accept work on a regular basis. Due to the nature of our business, we can never guarantee work assignments and you may be reassigned from your assignment at the discretion of Home Instead.

To be specific about what we consider "regular" acceptance of work Home Instead has created the following work rule. The rule is this: if you refuse four (4) consecutive job opportunities, Home Instead will consider it a violation of the rule requiring regular acceptance of work. If this happens, the company will notify you of your failure to accept work on a regular basis and failure to comply with this rule will result in disciplinary action up to and including termination.

When we call you about a particular client, you will be given a "sketch" of the client. We will present you with a few facts about the client such as the town where they live, the hours they are looking for, and some information about the kind of care they require. If you express interest in the case and commit to the schedule, we have proposed we will give you the client's name, address and directions, start date/time, and a detailed description of the services that are required. If you are unfamiliar with the client's neighborhood, let us know, and we can send you a map. It is always beneficial to take a "test run" to the client's home before your assignment begins to ensure you know how to get to his or her home. Remember, our reliability means you are on time.

Prior to going on your first assignment, we recommend that you re-read this handbook to help you better understand the policies and procedures of Home Instead and to make you more comfortable on that first assignment.

Your First Day!:

Now that you have accepted an assignment there are two ways in which you will be introduced to a new client. The first way is by the Client Care Manager, or other office staff. In this case, you will be instructed to meet the Client Care Manager outside the client's home at a point in time before your Care Pro assignment begins, usually a few minutes before. **Please leave your home early to ensure that you will arrive on time.** If you become lost, do not go home. Please call the office from either a public phone or a cell phone so that we can clarify directions and so that we can contact the Client Care Manager to let them know you may be delayed.

The second way that you might be introduced to a client would be to visit the client's home during a time that a regularly assigned Care Pro is present. This would give you the opportunity to both meet the client and to observe an experienced Care Pro's approach with

that client. If you “cross train” with another Care Pro you will be allotted and paid one hour to meet the client and review their specific care plan. Any time exceeding one hour must be approved by the office. This limits the interruption in service a client might experience by this training. Again, it is important to leave your home early so that you will be sure to arrive on time. If you become lost, do not go home. Please call the office from either a public phone or a cell phone so that we can clarify directions and so that we can contact the Care Pro and let him/her know that you will be delayed. Often Care Pros will plan their day around your introduction and training.

For Personal Care clients, the Clinical Client Care Manager will call you before your first day to review the client’s medical condition and give you an idea of the care that the client will require. The Clinical Client Care Manager will arrange to meet you outside the client’s house either the first day of service or prior to the first day to introduce you to the client and to review the specifics of the Care Plan.

You may also be “cross trained” with another Personal Care staff member to review the Care Plan and be introduced to the client.

It is important to read and sign the Client Care Plan when it is reviewed with you either by the Clinical Client Care Manager or by another Personal Care staff member.

When you arrive at a client’s home, try to get to know them. Always face your client as you speak with them and be sure to maintain eye contact. Remember that every client is different. Try to learn about their background by asking such questions as: Do you have any special interests? What did you do for a living before retirement? Do you have any children? Are you originally from this area? Also, ask the client how they would like to spend their time while you are there. This will be especially important if they have difficulty hearing or seeing. Speak in a straightforward manner and don’t shout unnecessarily. You may learn that some clients will like you to touch them on the arm or shoulder when you speak with them, others might not be comfortable with this. Remember to call the client “Mr.” or “Mrs.” And do the same for their families unless they tell you otherwise. This shows them that you respect them and will help to build a professional image in their minds.

To us, it’s Personal®, but not too personal. Be careful sharing too much information about yourself as you are getting to know your client. Clients will often worry if you share a personal concern or struggle with them.

Another way to get acquainted is to take them for a walk, play cards or board games together, join them in writing a letter to a family member, or maybe they would enjoy some light exercise like simple arm and leg movements or squeezing a ball. Home Instead has activity resources available please call the office and we can give you some information that will be helpful for you and beneficial for our client.

You will be informed of how many hours you are to serve each client. If you finish early, be pro-active. Look first for things that need attention that will be of benefit to the client. Secondly, look for things to do that may not be so critical but lend to a comfortable living environment. Be sensitive. Don’t try to make changes without asking permission first. They

probably have a good reason for the way things are done in their home. Most important, do not talk to them about changing the days and times and what your scheduling needs might be.

Remember that your first day may be the client's first day too!

Reporting Your Hours

There are two ways to report your hours. The ClearCare Application is the preferred method of electronic timekeeping. Telephony, a system that utilizes the client's landline, is another.

You ***MUST*** remember to log in or call when you begin your shift and when you have finished your shift for you to be paid correctly. **See page 23 for additional information.**

Call the office with any schedule changes, including if you will be late. If you do not check-in on time, our office will be alerted, which will prompt us to try to reach you.

Client Journal:

Each client—unless office staff has told you otherwise—will have a Home Instead Client Journal in their home. The Client Journal may be a hard bound notebook or a Home Instead folder. The Client Journal is designed to be our communication tool between family members, other Care Pros, you, and the office. It is also a chronological log of the events taking place with the client, their appetite, their activities, and the care they receive. There are several components to this tool as listed below.

Basic Client Information

The pages in the front of the logbook contain personal information such as the client's name, date of birth, emergency phone numbers, past medical history, name and number for their doctor and their hospital of choice, daily routine, checklist of services, special instructions, etc.

Client Log

Activity of Daily Living Log: You will need to enter the date, the time of your arrival, and the time of your departure. You must check off the activities or duties performed with your client during your visit, including any meals prepared. On the back of the Client Log, you should write a brief description of your visit with the client. You must fill out the Client Log each visit.

It is important that you report the same hours you worked to Telephony as you documented in the Client Journal. Often clients or their family members will use the Client Journal as a cross reference tool for their invoices. If you do not fill out the log and there is a question of your attendance, then you will not be paid for the shift.

The Client Journal is an open journal for any family members or friends to read so be sensitive when making your recordings. Do not use the log for personal opinions. Please call the office to discuss any personal feelings you may have.

Client Assessment and Care Plan

For Personal Care clients you will find a Client Assessment, usually in the front pocket of the Client Journal, that describes the nurse's complete evaluation of the client. You will also find a Client Care Plan with specific instructions that you should be performing with your client. It is important to read this information and sign the last page to demonstrate that you understand the instructions you have been given. Often the nurse will meet you and review this paperwork with you on your first day. All your Personal Care log notes should be a direct reflection of the Care Plan.

For example: the Client's Care Plan indicates that the client is to have a shower at each visit. You would then check "shower" on the client's activity of daily living log.

ClearCare:

You can access your client's Care Plan from ClearCare. Many clients will have assigned "tasks" that you can check off from the ClearCare App. You can also leave notes about your shift for the family, office, or the next Care Pro. Never assume you can eliminate the Client Journal without speaking to someone in the office. Many families want to read your notes and may not have access to ClearCare.

At the end of your first day

After you have checked out from Telephony or ClearCare App on your first day with each new client, it is company policy to call the office and let us know how your assignment went and to voice any concerns. (If you have completed this shift after 5p.m. or during a weekend, please call the office after 9a.m. of the next business day.)

Things That Can Happen While Working with the Client

The client is not home

If you show up for an assignment and the client is not home:

- * DO NOT LEAVE
- * Make sure you are knocking loud enough for the client to hear you. Try to look in a window to see if they are inside.
- * Call the office and notify us of the situation. A staff member will call the family for direction. Do not go home until a staff member has given you direction to do so.

Shift Cancellation Policy:

If you are scheduled to work three or more hours, arrive at your client's home on time and ready to work and are turned away please contact the office immediately. We will verify with the client or family member, and you will be compensated a Shift Cancellation Fee.

If we have received notice from the family or client prior to the shift we will document all attempts to reach you and if we have made every reasonable effort to communicate with you about a cancelled shift, you will not be compensated.

The client asks you to do something beyond our spectrum of care

As you know, we have limitations on the care we provide. We instruct the clients and families of these limitations, but sometimes people forget. If a client asks you to do something that you feel is beyond what we are allowed to do, politely explain to them that you will need to call the office to get further clarification.

What to do in emergency situations

If an emergency arises while you are in the client's home, it is your responsibility to call 911, then to call the office. If it is a fire, help evacuate the home. Once you are safe, call 911, and then call the office. In emergency situations, it is better to be safe than sorry. If you are in question, always call the office, regardless of the time of the day or the day of the week. We always have someone on call 24/7 to handle emergency situations.

You feel there is something in your work environment that makes you uncomfortable

As a Care Pro, you have the right to expect a clean, safe work environment. To protect our Care Pros, a Home Instead staff member visits every home prior to a client's acceptance of service. If a staff member determines the home or environment to be unsafe for our Care Pros, we do not accept the job. If you as a Care Pro find something to be unsafe or unhealthy, please bring it to our attention so we can take the appropriate action.

A client asks you to change the hours you are working

If a client asks a Care Pro to work an additional day or change hours, it is the Care Pro's responsibility to call the office immediately. The office staff will then confirm the requested hours from the client and keep the Care Pro informed of times they are needed. To protect yourself and to make sure you are covered by our Workman's Compensation insurance, it is important that you refer all schedule changes to the office. If you are at a client's home without

the office's knowledge and get injured, you may not be covered by Workman's Compensation insurance.

Client or family members say it is okay to leave the job early

If the client or family member says you can leave the job early, please call the office before you leave so we can make the proper documentation. A client may say it is okay to leave early, but the family has made arrangements with the office that the whole shift should be covered.

SECTION 4- PROCEDURES

Office Address

Northborough: 386 West Main Street, Suite 14 Northborough, MA 01532
Natick: 209 West Central Street, Suite 210 Natick, MA 01760

Office Hours

Monday through Friday from 9:00 AM to 5: 00 PM

Holidays

The office is closed and Home Instead Care Pros are paid time and a half for hours worked on the following holidays: New Year's Eve from 5pm, New Year's Day, Martin Luther King, Jr. Day, Easter, Patriot's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve from 5pm, and Christmas Day.

Corporate Website: www.homeinstead.com

Franchise Website: www.homeinstead.com/151

Facebook Website: www.facebook.com/HomeinsteadHearthside

Care Pro Website: www.homeinsteadcaregivers151.com

Phone Numbers

Northborough (508) 393-8338

Natick (508) 647-3773

Fax Number: (508)-393-2730

The office is open 9:00AM - 5:00PM Monday - Friday for non-emergency and emergency issues. After 5:00PM, on weekends, and holidays an On-Call Supervisor is available to address any emergency issue or schedule change.

On-Call Supervisor:

Northborough & Natick (508) 393-8338

There is always an on-call person available to assist you in an *emergency*.

When calling the On-Call Supervisor, please use common sense. All non-emergency calls should be made during office hours only. Examples of non-emergency calls are:

- * Payroll questions
- * Requests for vacation time
- * Notification of changes in availability
- * Scheduling questions or return scheduling calls

Emergency calls are accepted 24 hours a day, 7 days a week. Examples of emergency calls include:

- * Injuries to clients or Care Pros
- * Extreme situations that would cause a last-minute inability to work a shift
- * Changes in a client's mental or physical condition
- * Hazardous working conditions
- * Situations that could be dangerous to you or the client
- * Scheduling calls if pertaining to next 24 to 48 hours
- * Client appears not to be at home

ClearCare Application or Telephony

We encourage you to check in and out using the ClearCare Application on your smartphone. This system will allow you to check completed tasks for your client and leave general comments. This technology will also allow you to leave a message for the next Care Pro.

Telephony is an electronic timecard system. This number is dialed **from the client's home phone** (landline) to report your hours at the beginning and end of your shift. You are not allowed to call telephony from your cell phone. Our system will alert us if you are calling from an unrecognized number.

1-888-671-4947

You ***MUST*** remember to log in or call when you begin your shift and when you have finished your shift to be paid correctly. We strive to be EVV (electronic visit verification) compliant. Failure to check in/out from our approved systems may result in adjustments to your pay.

Call the office with any schedule changes, including if you will be late. If you do not check-in on time, our office will be alerted. At Orientation, you will receive instructions describing the ClearCare Application and Telephony procedures. *Please read these instructions carefully.*

If you have questions about either of these methods, please feel free to call the office.

Be On Time and Don't Leave Early

It is critical that you arrive on time and do not leave early. Please keep in mind that if you're just five minutes late—you are still late. Please allow yourself plenty of travel time so that if traffic is slow, or weather conditions are poor, you won't be late.

If you must arrive late or leave early, you must first call the office and notify us. If the office is closed call the main number and press 2. Our On-Call Supervisor will call you back to determine your estimated time of arrival to the client and will call the client to inform them of the circumstances.

If you need to leave early, you must call the office first. **DO NOT** ask the client if you can leave early. Some clients do not have the ability to reason very well and should not be asked to make that decision. Others may feel intimidated and do not want to say no when they really should. This must be discussed with the office ahead of time and we will discuss it with the client or the appropriate family member prior to deciding.

Many clients feel cheated if you arrive late or leave early. And we fully agree with them! Arriving late or leaving early—without approval from Home Instead staff—is a form of dishonesty, which at Home Instead is grounds for dismissal.

Excused Absences

You are responsible to work all your scheduled shifts. Personal activities and appointments should be scheduled during times when you are not scheduled with a Home Instead client. For those unexpected instances when you need time off, please call the office at least one week in advance. If you need more than one day off, you must request time off in writing (see enclosed form) at least four weeks in advance. Vacations or holidays need to be requested four weeks in advance. In most cases, we will be able to find a substitute Care Pro and will confirm your release for those days. Please do not assume that we have received your request. If you do not hear from a Staff Coordinator confirming the time off request, please follow up. A confirmation will be given to you verbally when the shift is staffed. Excessive requests for scheduled days off are discouraged and may be cause for our staff to be unable to schedule you with regular clients.

Absenteeism and Tardiness

An employee who will be absent from work—without prior approval—for any reason **MUST** call the office—Northborough- (508) 393-8338 Natick (508) 647-3773. **PLEASE DO NOT** call the On Call Supervisor after 11 p.m. or before 6:30 a.m. When calling the office, **press 2**, leave a message with your name and phone number and the on-call person will call you right back. *When you leave your message and have not heard back from the on-call person, please call again.* It is your responsibility to continue to call until you speak directly to a Home Instead staff member and all aspects of your time off are confirmed. It is also the employee's responsibility to leave a number where they can be reached during the day.

If an employee is out sick three or more days, they must bring in a doctor's note allowing them to come back to work. If an employee fails to bring in a doctor's note and shows up for work, they may be sent home. See more information about this policy under **Sick Time**. Home Instead feels this strict policy is necessary due to the personal contact we have with our clients. Repeated absenteeism and/or tardiness will lead to disciplinary action up to and including termination.

Unnecessary absenteeism and tardiness is disruptive and places an unfair burden on the client, other Care Pros, and the office staff. Three incidences of tardiness or unapproved absenteeism (i.e., illness, etc.) are cause for disciplinary action or dismissal. "No Call, No Shows" are grounds for immediate dismissal.

Be Flexible With Taking Assignments

Please try to be as flexible as possible when office staff contacts you about a new assignment or filling in for another Care Pro. Try to be as open minded as possible about when you will work and where you will work. Sometimes we may need you to stretch your availability a little to get a new case started or to replace a Care Pro who is ill or away. Your flexibility will be greatly appreciated and will make a big difference in the client's day.

Request for Change of Assignment

You may request to be withdrawn from an assignment for valid reasons. Usually, we first attempt to remedy the situation without removing a Care Pro. If a replacement must be found, we will work diligently to make this change. However, it is necessary that you continue with the assignment until a replacement is found. Please be patient. Failure to help make a smooth service transfer could result in loss of work for another Care Pro and a loss of much

needed service for the client. If you refuse to continue until a replacement is found, we will consider this your resignation and terminate your employment.

Dress Code

Remember, you are a professional. It's important to present yourself as a professional. You only have one opportunity to make a first impression.

- * A neat, clean, and professional appearance is always expected.
- * A Home Instead polo, T-shirt, or scrub will be provided. This shirt **MUST** be worn on your first shift with a new Client.
- * Rubber soled & closed toe shoes are required.
- * Ripped clothing is not allowed.
- * Printed T-shirts are not allowed.
- * If you are a smoker, you should make sure that your clothing does not smell of smoke.
- * Personal grooming is a must. Clean and combed hair, clean nails, and good hygiene are always required.
- * Tattoos should be covered until you know your Clients preference on them.
- * Piercings, except earrings, should be removed or covered.
- * Leggings are only permitted if your top **COMPLETELY** covers your bum
- * Shorts are only permitted if they are long enough **TO MEET THE KNEE**. They should be professional and polished looking. We only allow shorts between Memorial Day and Labor Day.

Name Badge

A name badge will be issued to you at your first assignment. It must be worn during your shift. If you choose to leave Home Instead, ***you must return your name badge to our office before your last paycheck is issued.***

The Client Must Be Your Only Focus

We are hired to provide companionship and homecare services to our clients. We are obligated to make the client our primary focus.

Any time your client is awake, you are expected to be with them or nearby in case they want or need something. If your client is sleeping or napping during the day, be proactive. Find a task to do for the client. You are prohibited from going outside and leaving your client alone (i.e., to clean out your car, to talk on your cell phone, etc.). If the client wants or needs anything, you want to be able to hear them and respond on their first request.

No Smoking While on Duty

We view smoking as a health risk and a fire hazard. Therefore, smoking is prohibited while on duty.

Never Give Out Your Phone Number

You must never give your home phone number to a client or their family members. This will cause problems down the road for you and for Home Instead. (Imagine receiving a call from a confused client at 3:00 am.) This is also part of your employment agreement with Home Instead. Encourage your client or family member to call the office for all communications.

Personal Phone Calls and Personal Visitors

Except in cases of emergency, Care Pros should not use a client's phone to make or receive personal phone calls. This applies even if the client gives you permission to use the phone. In

NO instance should you give your family members or friends a client's phone number to contact you. Give family or friends our office number, and we will contact you *if you receive an emergency message*.

Care Pros are not allowed to have personal visitors while at the client's home. **Under NO circumstances is a Care Pro allowed to bring a child or family member to work with them.** Care Pros are not allowed to run personal errands with or without the client during scheduled shifts.

Answering the Phone

If you answer a client's phone, it is important to identify yourself. For example, "Hello, Jones' residence. This is Pam speaking." Our office staff will often call a client's home to be sure things are going well. Be sure you identify yourself when you answer a client's telephone.

Cell Phone Policy

When you are with your client, you are working. You are not allowed to make personal calls on your cell phone. Be sure to silence your cell phone or leave it in your car while you are with a client. It is also our policy that the use of a cell phone to either talk or text while driving a client is prohibited.

Client Abuse Policy

Care Bridge Home Care, Inc. has Zero Tolerance for sexual abuse in the workplace. Sexual Abuse can be defined as inappropriate sexual contact including interaction for gratification of the adult who is the Care Pro or responsible party for a senior or any inappropriate sexual contact of a criminal nature. Sexual abuse includes sexual molestation, sexual assault, sexual exploitation, or sexual injury.

It is your responsibility to report any suspicions of sexual abuse to your supervisor or General Manager.

It is the responsibility of every staff member to act in the best interest of our clients. Significant physical, mental, or emotional changes in the client or any major changes in their environment must be reported to the office immediately for documentation, review, resolution, coaching, etc. If you need to talk privately and cannot do so at the client's home, please call us immediately after your shift ends.

Examples of reasons to call the office to speak to your supervisor or General Manager about a client include, but are not limited to:

- * Injuries to the client
- * Threatening changes in the client's condition or environment
- * Property damage
- * Altercations with a client, client's family member, friend, Care Pro, or staff in a nursing home, group home, or assisted living facility

- * Any cases of suspected abuse, neglect, or exploitation of the client
- * Any physical, mental, or significant emotional changes in the client
- * Concerns regarding the possible emotional or sexual abuse of the client

Home Instead is a mandated reporter and will take any report of suspected client abuse or sexual abuse seriously. All reports or concerns will be investigated by the General Manager, Angela Bartlett, who can be reached at 508-393-8338.

Home Instead will file appropriate reports with Elder Protective Services, Executive Office of Elder Affairs, and local law enforcement and fully cooperate in any outside investigation.

Elder Protective Services: 1-800-922-2275

It is also a violation of Home Instead 's company policy, and it is unlawful, to retaliate against an employee for making or filing a complaint of sexual abuse or client abuse or for cooperating in an investigation of a complaint. Any such retaliation will also result in disciplinary action, up to and including termination of employment.

Client Confidentiality

You must keep confidential all information regarding client's name, health, lifestyle, and possessions of Home Instead clients and their relatives. Any discussion of the client's finances is unacceptable. Failure to comply with this rule will result in disciplinary action, possible removal from your work assignment, and may include termination.

HIV/AIDS

Care Bridge Home Care, dba Home Instead, provides services to clients without discrimination to HIV/ AIDS status. Please contact the office should you have any questions about this policy.

Social Media Policy

Blogging and Social Media

Social media including, but not limited to, personal and professional web sites, blogs, chat rooms and bulletin boards; social networks such as Facebook, LinkedIn, Twitter, Four Square, Tumblr and My Space; video-sharing and picture-sharing sites such as YouTube and Instagram; and e-mail are a common means of communication and self-expression. Because online postings can conflict with the interests of the Company and its clients, the Company has adopted the following policy which applies to all employees, regardless of position or location. Breach of this policy may result in legal action and/or disciplinary action, including termination of employment.

Guidelines

The same principles and guidelines found in the Company's policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online 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 clients, suppliers, people who work on behalf of the Company or the Company's legitimate business interests may result in disciplinary action up to and including termination.

Know and follow the rules

Carefully read these guidelines, the Statement of Equal Opportunity Employment, and the Policy against Workplace Harassment, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be respectful

Always be fair and courteous to fellow associates, clients, suppliers, or people who work on our behalf. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our communications policies than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, employees, or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment based on race, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate

Make sure you are always honest and accurate when 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; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Company, fellow employees, clients, suppliers, people working on our behalf, or competitors.

Post only appropriate and respectful content

Maintain the confidentiality of the trade secrets and private or confidential information of the Company. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology, as well as operational manuals and standards, training materials, new service plans, vendor negotiations, marketing and media plans, test market data, or product specifications. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.

Do not create a link from your blog, website or other social networking site to our website without identifying yourself as a Care Bridge Home Care, Inc. dba Home Instead employee.

Express only your personal opinions. Never represent yourself as a spokesperson for the Company. If the Company 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 the Company, fellow employees, clients, suppliers, or people working on the Company's behalf. If you do publish a blog or post online related to the work you do or subjects associated with the Company, make it clear that you are not speaking on the Company's behalf. 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 Care Bridge Home Care, Inc. dba Home Instead."

Using social media at work

Refrain from using social media while on work time or on equipment we provide unless it is work-related as authorized by your manager or consistent with the Company Information Systems and related policies. Do not use your Company email addresses to register on social networks, blogs or other online tools utilized for personal use.

Sharing Personal Information

Although the work atmosphere becomes very social, it is in your best interest and your client's best interest not to share personal information with your client. As you work together and build a rapport your client will become very fond of you and if you are sharing your problems with them, they may take it personally and worry. We need to keep in mind that we are there to assist them, adding undo stress and concern is not healthy for seniors. Additionally, our clients may have very strong political, religious, and cultural opinions. It is best not to discuss with your client your personal beliefs about politics and religion (especially if you are aware that they differ from your clients). Failure to comply with this rule will result in disciplinary action, possible removal from your work assignment, and may include termination.

Solicitation Policy

Home Instead prohibits the solicitation, distribution and posting of materials on or at Home Instead property by any employee or non-employee, except as may be permitted by this policy. The sole exceptions to this policy are charitable and community activities supported by Home Instead management and Home Instead-sponsored programs related to its products and services.

DEFINITIONS:

“Workplace” refers to any area on premises where employees work (offices, meeting rooms, reception, client homes, etc...). This definition excludes areas such as break rooms where employees do not usually carry out their job duties.

“Working hours” are any time during which an employee is expected to carry out their job duties. This definition excludes meal or rest breaks where work is not being performed.

“Solicitation” is any form of requesting money, support or participation for products, groups, organizations or causes which are unrelated to our company. These include but are not limited to:

- Seeking funds or donations for a non-profit organization
- Asking for signatures for a petition
- Selling merchandise or services
- Requesting support for a political candidate
- Engaging in religious proselytism

“Distribution” refers to disseminating literature or material for commercial or political purposes.

PROVISIONS:

Non-employees may not solicit employees or distribute literature of any kind on Home Instead's premises at any time.

Employees may not invite non-employees to or permit non-employees in Home Instead work areas (including client homes) unless they have prior management approval or as part of a Home Instead-sponsored program. These visits should not disrupt workflow. When permitted, the Home Instead employee must accompany the non-employee at all times. Former employees are not permitted onto Home Instead property except for official Home Instead business.

Employees may not solicit other employees during work times, except in connection with a Home Instead approved or sponsored event.

Employees may not distribute literature of any kind during work times, or in any work area (including client homes) at any time, except in connection with a Home Instead-sponsored event.

The posting of materials or electronic announcements are permitted only with approval from Home Instead management. Violation of this policy should be reported to Human Resources.

Use of Client's Home and Property

Under no circumstances is a Care Pro allowed to use a client's vehicle or personal property during times other than scheduled work shifts. In addition, while working, a Care Pro must always have permission to use a client's vehicle or other personal property prior to use. It is company policy that you never ask to borrow money or property. If you solicit a gift, it is considered theft, and you will be fully prosecuted.

Under no circumstances is a Care Pro allowed to enter a client's home other than during scheduled work shifts. You are not allowed to "donate" any free time to the client. Any time you spend with the client must be recorded accurately.

Use of Key Form

If a client or their family wants you to have a key to their home, you must let the office know immediately and must complete a Key Form. Both you and the client must sign this Key Form. The Key Form is for your protection in case the client is unable to remember making such transactions. You must not accept a key from a client or family member until a Key Form is signed and turned in to the office. A Key Form is included in your handbook for your convenience.

Use of Gift Form

If a client or their family wants to give you a gift or some money, you must let the office know immediately and must complete a Gift Form. Both you and the client must sign this Gift Form. The Gift Form is for your protection in case the client is unable to remember making such transactions. You must not accept a gift or money from a client or family member until a Gift Form is signed and turned in to the office. A Gift Form is included in your handbook for your convenience.

Use of Doctor Escort Form

If you are escorting a client to a doctor, it may be helpful to the client and to their family to bring with you a Doctor Escort Form (see enclosed form). This form may provide valuable information regarding medication changes, follow up appointments that will need to be shared with family members and potentially with the office and other Care Pros.

Care Pro EDUCATIONAL PROGRAM

We will offer additional educational trainings throughout the year on specific elder topics. You will be notified of these trainings as they are scheduled. We strongly encourage you to attend these seminars as they will provide you will valuable information.

If you are working as a Personal Care Care Pro, you are required to attend to attend these trainings to maintain your continuing education units.

Empower

Care Pros will be able to access Home Instead 's online library of training materials. Each month pertinent training videos will be assigned to you. You are required to watch these assigned mandatory trainings.

Though not mandatory, we also encourage you to access training opportunities that will enhance your knowledge of topics and improve your skill set on a voluntary basis, up to two hours per month. You will be paid at the training rate of pay for time spent "attending" mandatory and voluntary video trainings. All trainings must be taken when you are not otherwise scheduled to work with clients.

To ensure we are correctly paying you for training time, you are required to notify the Retention and Engagement Coordinator if you have voluntarily watched training modules. No more than 2 hours per month will be authorized for voluntary training time. Employees who take more than 2 hours per month of voluntary training, without approval, will be subject to discipline up to and including termination from employment.

Care Pro of the Month/Care Pro of the Year

All employees are eligible to win Home Instead 's very own Care Pro of the Month award, which is a prestigious award that recognizes those Care Pros who are dependable, provide exceptional service to their client(s), and participate in Home Instead 's Care Pro EDUCATIONAL PROGRAM as well as attend Care Pro meetings.

Care Pros selected for this prestigious award are among the elite of Home Instead 's CAREGiving staff.

At year's end, two Care Pros are selected for the extremely prestigious Care Pro of the Year Award. This award recognizes the most outstanding Care Pro among the ranks of the Home Instead CAREGiving team. The individual is then nominated to Home Instead 's National Office as Care Pro of the Year. If the employee wins this honor, he or she is then flown—all expenses paid—to Omaha, Nebraska to receive the award during Home Instead 's Annual Spring Convention.

SECTION 5- PAY

Wages/Wage Increases

Please see the enclosed flyer in the pocket of the handbook for a detailed description of our wages.

Pay Periods, Pay Days, and Paychecks

We pay all employees bi-weekly. Our work week is Sunday through Saturday and payroll closes every other Saturday. Pay day is 5 *business* days after the close of the pay period or every other Friday (some holidays might alter this schedule).

All paychecks will be mailed to the address listed on your W-4 Form unless you have notified the office in writing of a change of address. **At orientation, please make sure your W-4 Form is complete.**

We strongly encourage you to take advantage of our Direct Deposit program. Often your payroll funds are available earlier, depending on your bank, and this reduces the chance of checks getting lost in the mail. Many banking institutions offer you incentives to participate in direct deposit.

All Care Pros at Home Instead have the benefit of having Social Security and Medicare deductions along with federal and state taxes withheld from their paychecks. If you notice a discrepancy on your paycheck, please notify the office immediately so we can make the necessary adjustments.

Our hourly rate of pay is based on each hour or $\frac{1}{4}$ fraction of an hour, of which there is to be a minimum of three hours each visit, unless otherwise cleared by the office. The Sleepover rate of pay is based on being in the client's home, helping to get into and out of bed and providing assistance up to 3 times during the night for an 8-hour overnight shift. We expect that you will have at least 6 hours of sleep. If overnight duty requires assistance 4 or more times during the night, you will receive additional pay. Please ensure that you document in the Client's Journal each awakening and the purpose of that awakening. It is your responsibility to report if your night was interrupted as you check out from Telephony or on the ClearCare App.

Paycheck Inserts

Home Instead publishes a **monthly newsletter** which is distributed via email to each of our Care Pros. It contains valuable and interesting information, like who was selected as Care Pro of the Month, who is celebrating an anniversary, a birthday, upcoming training, as well as articles relating to, and announcements of upcoming events. You will still receive a copy of the newsletter even if you are not currently working with a client but have remained active and available for assignments. We always welcome Care Pro suggestions and comments for the newsletter.

Our **training schedule** is also sent to you via email (or hardcopy, if requested). Again, we always welcome suggestions from our Care Pros regarding topics for future trainings.

Vacations Time Policy

After 6 months of employment, employees will begin to accrue 1 hour of vacation time for every 30 hours worked with a maximum of 40 accrued hours per calendar year. Accrued vacation time may be paid at the time of vacation. Vacation time must be requested in writing at least 30 days prior to the first vacation day requested and are subject to approval. Unused vacation time will be paid out at the employee's hire anniversary.

Holiday Pay

All holiday hours are paid at the holiday pay rate. Paid holidays include New Year's Day, Easter Sunday, Patriot's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. There is no pay for holidays not worked. You will receive a call from the office to discuss the client's specific scheduling needs. Please never assume that you do not have to work on a holiday. Always call the office.

Sick Leave Policy

POLICY: All Care Bridge Home Care, Inc. dba Home Instead employees earn and can use paid sick leave according to agency policies and procedures.

Guidelines: Upon hire or effective July 1, 2015, whichever is later, all agency employees are eligible to earn paid sick leave at a rate of one hour of leave for every thirty (30) hours worked. Although accrued from the date of hire, sick leave may not be used until ninety (90) calendar days after **their first day of work for Care Bridge Home Care**. Thereafter, it can be used as it accrues up to a maximum of forty (40) hours per calendar year. Employees may carry over up to 40 hours of unused earned sick leave to the next calendar year but are not entitled to use more than 40 hours in one calendar year. The year is measured from the employee start date.

Care Bridge Home Care, Inc.'s existing vacation and sick time policies are unaltered and earned sick leave merges with those policies. Individuals who are not eligible to earn vacation time will accrue sick time alone at the rate of one hour for every 30 hours. Individuals who are eligible to earn more than 40 hours of vacation time will have the same number of hours they did in the past but up to 40 of them can be used as sick time pursuant to this policy. Individuals who are eligible to earn more than 25 but fewer than 40 hours of vacation will accrue sick time at the rate of one hour for every 30 hours to a maximum of 40 hours. All 40 hours can be used as sick time but if they are not, what remains can be paid out as vacation time, pursuant to Care Bridge Home Care's vacation time policy, up to the amount of vacation time accrued. (If someone has been with us 1 year and works 25 hours a week, they will be eligible for 25 hours of vacation. Over 48 weeks this person will accrue 40 hours of earned sick time. **15 of those hours must be used as sick time or carried over. The other 25 can be paid out as vacation or used as sick time.**)

Accrued sick leave may be used to:

1. care for the employee's child, spouse, parent, or parent of a spouse, who is suffering from a physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis or care, or preventative medical care; or
2. care for the employee's own physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis or care, or preventative medical care; or
3. attend the employee's routine medical appointment or a routine medical appointment for the employee's child, spouse, parent, or parent of spouse; or
4. address the psychological, physical, or legal effects of domestic violence.
5. travel to and from an appointment, a pharmacy, or other location related to the purpose for which the time was taken.

Use of sick time for other purposes is not allowed and may result in an employee being disciplined.

Employees may not use sick time if the employee is not scheduled to be at work during the period of use. An employee may not accept a specific shift assignment with the intention of calling out sick for all or part of that shift.

Earned sick time may be used for full or partial day absences. The smallest amount of sick time that an employee can take is one hour. For uses beyond 1-hour employees may use sick time in increments of 15 minutes.

Sick time cannot be used as an excuse to be late for work without an authorized purpose.

If an employee's absence from work requires Care Bridge Home Care, Inc. to call in a replacement worker to cover the absent employee's job functions, Care Bridge Home Care, Inc. may require the absent employee to use an equal number of hours of sick time as were worked by the replacement. If the employee lacks sufficient accrued sick time to cover all such time worked by the replacement, the employer will provide sufficient job-protected unpaid leave to make up the difference in that shift.

Absence Notification Procedures

If an employee needs to be absent, to be late or to leave work early (for purposes that are permissible under the earned sick time law), the employee must give advance notice to his or her supervisor, except in an emergency.

If the absence is foreseeable (for example, if the employee will be absent to attend a previously scheduled appointment), the employee must provide seven days' advance notice, unless the employee learns of the need to use earned sick time within a shorter period. The notice consists of a written request on a standard earned sick time form, similar to a vacation request.

When an employee is unable to report for work as scheduled due to an unforeseeable need and wishes to utilize sick leave as provided under this policy, he/she should notify his/her supervisor (Client Care Manager or On Call Supervisor) as soon as possible. The Employee will be responsible for filling the Earned Sick Time & Payroll Processing Form located on the Care Pro Website: www.Homeinsteadcaregivers151.com under the Care Pro Resources tab. Or by notifying

one of his/her supervisors that he/she needs the form emailed, it will then be his/her responsibility to return to the office promptly. Once the form is received one of his/her supervisors will confirm it has been received and forward it to payroll for processing. In addition, an employee should notify his/her supervisor on each day of absence, unless on a pre-approved extended leave of absence. Employees may be asked to submit a health care provider's note documenting the need for leave or ability to return to work after an absence of twenty-four (24) consecutively scheduled work hours.

Documentation of Use of Sick Time

Employees must document all time away from work due to the use of sick leave through the sick leave request form process and subsequent required documentation.

Care Bridge Home Care, Inc. will generally require an employee to submit a doctor's note or other documentation to support the use of sick time if the absence:

1. exceeds 24 consecutively scheduled work hours or three consecutive days on which the employee is scheduled to work.
2. occurs within two weeks prior to an employee's final scheduled day of work (except in the case of temporary employees); or
3. occurs after four unforeseeable and undocumented absences within a three-month period.

Required documentation must be submitted within seven days of the absence. Additional time will be allowed for good cause shown. If an employee fails to timely comply with the sick time law's documentation requirements, Care Bridge Home Care, Inc. may recoup the sick time paid from future wages.

Care Bridge Home Care, Inc. Expectations Regarding Attendance

Employees should remember that regular, reliable attendance and timeliness is expected.

If an employee commits fraud or abuse by engaging in an activity that is not consistent with allowable purposes for sick time, the employee may be subject to disciplinary action.

If an employee is exhibiting a clear pattern of taking leave on days just before or after a weekend, vacation, or holiday, Care Bridge Home Care, Inc. may discipline the employee.

Sick leave is paid at the employee's regular hourly rate of pay. Sick leave may be used in increments of 15 minutes after a minimum of 1 hour. Employees shall not be paid for any unused accrued sick leave upon the separation of the employee from Care Bridge Home Care, Inc.

At the discretion of Care Bridge Home Care, Inc. director, if an employee is absent from work for a reason that qualifies for sick leave, he/she may have the option of working the same number of hours in the same or next pay period to make up the time and not have to use earned sick leave for the missed time.

Absence Notification Procedures

If an employee needs to be absent, to be late or to leave work early (for purposes that are permissible under the earned sick time law), the employee must give advance notice to his or her supervisor, except in an emergency.

If the absence is foreseeable (for example, if the employee will be absent to attend a previously scheduled appointment), the employee must provide seven days' advance notice, unless the employee learns of the need to use earned sick time within a shorter period of time. The notice consists of a written request on a standard earned sick time form, like a vacation request.

When an employee is unable to report for work as scheduled due to an unforeseeable need and wishes to utilize sick leave as provided under this policy, he/she should notify his/her supervisor (Staff Coordinator or On Call Supervisor) as soon as possible. They will fill out the form which will be forwarded to the employee for confirmation. In addition, an employee should notify his/her supervisor on each day of absence, unless on a pre-approved extended leave of absence. Employees may be asked to submit a health care provider's note documenting the need for leave.

Travel Time

Travel Time Policy Update effective July 21, 2022

Time spent traveling between client homes during the same workday may be considered compensable time.

When a Care Pro has sufficient time between shifts to use for his/her own purposes (such as going home or to run an errand) instead of traveling directly from client home to client home, we will use a third-party estimate of the time and mileage, it would take for a direct trip to determine the time it would take to drive directly to your next client. We pay for the commuting time between shifts, but not the time spent that an employee may use for his or her own purposes. We have found these third-party estimates to be very accurate, but if you believe that the trip takes longer, or if there are unusual circumstances (e.g., traffic jam, accident) which result in more travel time and distance, you must report these issues at the end of your ClearCare telephone task that day, so that payroll adjustments, if necessary, can be made. We want to be sure we are paying you appropriately for this travel.

Travel time will be paid at Massachusetts Minimum Wage. Mileage will be paid at .65 per mile. Commuting time: the time spent going to your first assignment in the workday and the time spent traveling home following your last assignment is not compensable.

Care Bridge Home Care, Inc. doing business as: *Home Instead*

SECTION 6- EMPLOYMENT POLICIES

Drug Testing Policy

Care Bridge Home Care, Inc. d/ b/ a Home Instead (“Care Bridge Home Care”) has always had a strong commitment to provide a safe, efficient and productive work environment, and is committed to providing a work environment for all employees, free from the effects of drugs. To ensure that our employees perform their duties safely and efficiently in a manner that protects their interests, the interests of their coworkers, the interests of their clients and the interests of Care Bridge Home Care, this Policy has been established.

DEFINITIONS: For the purpose of this Policy, the following definitions are provided:

“Drug” means “drug” as defined in the Federal Food, Drug and Cosmetic Act, including the drugs specified under “illegal drug” and “prescription drug” below and has the meaning given the term “controlled substances” in the Federal Controlled Substance Act. The term “drug” also includes alcoholic beverages, marijuana, or other intoxicants.

“Having an illegal drug in the body” means the presence of any detectable amount of illegal drug (or chemical substance or residue from which the presence of any illegal drug may be reasonably inferred) in the body by urinalysis, saliva, or breath.

“Illegal drug” means any drug (1) which is not legally obtainable, (2) which is being used in a manner different from that lawfully prescribed, or (3) which may be legally obtainable but has not been obtained legally. “Illegal drug” includes but is not limited to the following drugs, or any derivative of them, unless used in accordance with a valid prescription: Heroin; Amphetamines and Methamphetamines; Opiates including Morphine, Dillaudid, and Codeine; Barbiturates; Cocaine; Sedatives; Tranquilizers; Hallucinogens; and Phencyclidine (PCP or Angel Dust).

“Prescription drug” means drugs which have been prescribed by a licensed medical professional, have been legally obtained, and are being used for the purpose for which they have been prescribed or manufactured.

“Testing” means the use of any substance measurement or detection test acceptable to Care Bridge Home Care, in its sole discretion, which detects or infers the presence, past or present, of drugs in the body through urinalysis, saliva testing or breathalyzer.

“Under the influence” means that an employee is affected in any way by the presence of drugs, or the presence of other prohibited substances in any detectable amount in the body through urinalysis, saliva testing or breathalyzer.

DRUGS: A person presently using illegal drugs will not knowingly be put to work. Having an illegal drug in the body while on or in Care Bridge Home Care property or while on duty or being under the influence of any drug while on duty or while performing Company business is prohibited.

The unlawful manufacture, distribution, dispensation, possession, or use of an illegal drug or controlled substance or alcohol or marijuana is prohibited on or in Care Bridge Home Care property, or while performing Company business, and is cause for termination and for referral to law enforcement authorities.

PRESCRIPTION DRUGS: No prescription drug shall be brought upon Company premises or a client's premises by any person other than the person for whom the drug is prescribed by a licensed medical practitioner, and shall be used only in the manner, combination and quantity prescribed. Care Bridge Home Care reserves the right to have a physician determine if a prescription drug produces a hazardous effect or to limit the quantity of drug that the employee is allowed to bring into the workplace. Marijuana, even if prescribed by a licensed medical practitioner, is not considered a prescription drug under this policy.

MARIJUANA: Although the use and possession of marijuana and medically prescribed marijuana (collectively referred to as "marijuana" under these policies), is legal in Massachusetts, marijuana continues to be listed as a Schedule I controlled substance under the federal Controlled Substances Act, 21 U.S.C. Sec. 812(b)(1).

Considering this, while off duty use of Marijuana prescribed by a licensed physician may be considered a reasonable accommodation in appropriate circumstances, Marijuana, even if prescribed by a licensed medical practitioner, is not considered a prescription drug under this policy. This means that an employee may not use or possess marijuana in any form while at work and any employee, who manufactures, distributes, dispenses, possesses, or uses marijuana, in any form, on or in Care Bridge Home Care property, or while performing Company business, may be terminated, and referred to law enforcement authorities.

TESTING: To demonstrate its commitment to a drug-free workplace and to ensure an effective Policy, Care Bridge Home Care will conduct pre-employment and reasonable suspicion drug testing (which may also be post-accident). All testing procedures will be conducted in a professional manner to provide basic employee protection and privacy. Test samples will be analyzed by a qualified laboratory selected by the Company and the testing samples and procedures will be in accordance with state law. Other testing may also be done where required by government law or regulation.

The refusal to provide a specimen, or providing an adulterated, tampered, or modified specimen, for testing or obstructing the testing will constitute a presumption of intoxication or use and the employee will be subject to termination. The types of testing include, but are not limited to the following:

- A. **Pre-Employment Testing:** All applicants for employment will be required to take a pre-employment physical examination and a separate drug screening test. Applicants whose examinations and interviews, combined with general reference and background checks, indicated present drug use or abuse will not be hired.

B. Reasonable Belief Testing: Reasonable belief exists when the actions, appearances, and/or conduct of an employee may be indicative of drug use. Post-accident testing will occur if there is a reasonable suspicion of drug use, including alcohol or marijuana, or possible impairment.

The results of all drug testing will be treated as confidential, and distribution of the information shall be limited to those having a “need to know.” Employees refusing to cooperate in any testing will be terminated.

LEAVE OF ABSENCE: An employee may be permitted to take an unpaid leave of absence for the purpose of undergoing treatment pursuant to an approved program for alcoholism or drug use. The leave of absence must be requested prior to the commission of any act subject to disciplinary action under Policy or prior to the employee’s selection for a test. Such leave of absence shall be granted on a one-time basis and shall be for a limited period unless extended by mutual agreement or, if eligible, provided by FMLA.

TREATMENT: An employee who has been referred for evaluation or consultation, and refuses to accept or rejects treatment, or who fails to complete treatment or leaves a treatment program prior to being properly discharged from the program is subject to disciplinary action up to and including termination. An employee who has successfully completed and been released from a treatment or an aftercare program will be reinstated, when practical, to the same or similar job. The recurrence of drug use or a drug problem after treatment may also result in disciplinary action, including termination.

EFFECTIVE DATE – NOTICE TO EMPLOYEES: The procedures set forth in this Policy are effective immediately upon notice to employees.

Each employee, as a condition of employment and of continued employment, agrees to comply with the terms of this Policy. Violation of this Policy or any other policy of Care Bridge Home Care relating to drugs may result in disciplinary action up to and including termination.

Equal Opportunity Employment Policies

Care Bridge Home Care, Inc. dba Home Instead is an equal opportunity employer always committed to the fair treatment of all employees and prospective employees and to the respect of their dignity as individuals. Opportunities are available to all individuals regardless of age, race, gender, religion, creed, national origin, pregnancy, disability, sexual orientation, genetic screening or testing information, refusal to submit to a genetic test, ancestry, military status, and any other status protected by law.

Care Bridge Home Care, Inc. dba Home Instead is committed to ensuring that personnel actions are administered in compliance with federal, state and local laws prohibiting discrimination on the basis of any protected status as set forth in the *Equal Opportunity Employment Policies* above.

In accordance and furtherance of our policy, persons are recruited, hired, placed, trained, and promoted based on individual merit and corporate need alone. Other personnel actions such as compensation, benefits, transfers, social and recreation programs, demotion, discipline, and termination are administered in a nondiscriminatory manner.

Americans with Disabilities Act Policy

It is the policy of Care Bridge Home Care, Inc. dba Home Instead to comply with the Americans with Disabilities Act. It is the policy of Care Bridge Home Care, Inc. dba Home Instead not to discriminate against any “qualified individual with a disability”. A “qualified individual with a disability” is defined as “an individual with a disability who satisfies the requisite skill, experience, education, and other job-related requirements of the employment position such individual holds or desires, and who, with or without reasonable accommodation, can perform the essential functions of such position. Care Bridge Home Care, Inc. dba Home Instead provides reasonable accommodations for qualified individuals with known disabilities or handicaps to enable such individuals to: (1) apply for employment with Home Instead; (2) to perform the essential functions of their jobs; and (3) to enjoy the other terms, conditions, and privileges of employment. Request for accommodations should be made to your Service or Recruiting Coordinator.

Policy Against Harassment

Care Bridge Home Care, Inc. dba Home Instead ’s success and the achievement of a worthwhile working life for each member is dependent on a work environment based on mutual respect. This policy applies to all employees at all levels of the organization. As part of its policy of non-discrimination, Care Bridge Home Care, Inc. dba Home Instead prohibits harassment on the basis of any protected status as set forth in the *Equal Opportunity Employment Policies* above.

“Harassment” is behavior that is not welcomed by an individual and is considered by the individual to be personally offensive. Behavior is considered harassment when such conduct has the purpose or effect of unreasonably interfering with a member’s work performance or creating an intimidating, hostile, or offensive working environment. Harassment can be verbal or physical conduct that can include stereotypic terms, derogatory statements, abusive language, and discriminatory remarks that are offensive or objectionable to the recipient, cause the recipient humiliation, or interfere with the recipient’s job performance.

This would include sexual harassment. Under Home Instead’s anti-harassment policy no employee, client or any other individual may sexually harass any other individual on Home Instead’s property, or in connection with performing services for Home Instead. Sexual harassment includes repeated unwelcome sexual advances, sexual comments or jokes, requests for sexual favors or other unwelcome verbal or physical conduct of a sexual nature.

Any employee or client who has a question, concern, or complaint of discrimination, including harassment, including sexual harassment based on the protected statuses listed in the *Equal Opportunity Employment Policies* above is encouraged to report the matter to the immediate attention of his or her supervisor, Recruiting Coordinator, or franchise owner. All inquiries regarding harassment are treated with confidentiality, discretion, and care for all involved, both during and after any informal or formal action. Harassment will not be tolerated. All reports of harassment shall be investigated and, if the results of the investigation merit, can result in disciplinary action, including termination.

Policy Against Sexual Harassment

It is the policy of Care Bridge Home Care, Inc. dba Home Instead to provide and maintain a workplace that is free of sexual harassment. Sexual harassment in the workplace is a violation of Care Bridge Home Care, Inc. dba Home Instead’s company policy and it is unlawful. This policy applies to all employees at all levels of the organization.

Prohibited sexual harassment is sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature that has the purpose or effect of unreasonably interfering with an employee’s work performance by creating an intimidating, hostile, humiliating or sexually offensive working environment. In addition, no manager or supervisor, male or female, may sexually harass any employee by making submission to or rejection of sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature either explicitly or implicitly a term or condition of employment or a basis for employment decisions.

Any employee who engages in sexual harassment is subject to disciplinary action, up to and including termination of employment.

It is also a violation of Care Bridge Home Care, Inc. dba Home Instead’s company policy and it is unlawful to retaliate against an employee for making or filing a complaint of sexual harassment or for cooperating in an investigation of a complaint of sexual harassment. Any such retaliation will also result in disciplinary action, up to and including termination of employment.

Policy Against Retaliation

Care Bridge Home Care, Inc. dba Home Instead prohibits retaliation against anyone for reporting discrimination and/or harassment, including sexual harassment, assisting in making a discrimination and/or harassment complaint, or cooperating in a discrimination and/or harassment investigation. Retaliation can include any disparaging comments, uncivil behavior, or any other negative treatment of an employee by other employees or members of management that result from the individual's making a harassment complaint or cooperating in a harassment investigation. Any employee, whether supervisory, non-supervisory, or member of management, who violates this policy will be subject to the full range of corrective action, up to and including termination of employment. Any employee who believes he/she has experienced or witnessed retaliation should immediately notify his/her supervisor, Office Manager, or franchise owner (508 393-8338).

Upon receipt of a report of retaliatory behavior, Care Bridge Home Care, Inc. dba Home Instead will promptly investigate the matter and will report to the employee upon conclusion of the investigation. Any such retaliation will also result in disciplinary action, including termination.

Harassment or Discrimination Complaint Procedure

If an employee believes that he or she has been subjected to harassment or discrimination, whether by a supervisor, a co-worker, or any other person with whom the employee comes in contact in connection with his or her work for Care Bridge Home Care, Inc. dba Home Instead, the employee should report the incident immediately to his/her supervisor, Office Manager, or Franchise Owner (508 393-8338).

All reports of inappropriate conduct will be promptly and impartially investigated. However, employees should be aware that investigation may include (but will not necessarily be limited to) interviews with the employee who made the complaint, with the person or persons against whom the complaint was made and with other employees who may have witnessed the reported incident or incidents. Care Bridge Home Care, Inc. dba Home Instead will also act to ensure that any improper conduct ceases immediately, and corrective action is taken to prevent a recurrence. Upon completion of the investigation, the manager or designated individual who conducted that investigation would meet individually with the employee who made the complaint and the employee or employees against whom the complaint was made, to report the results of the investigation and, where an action is determined to be appropriate, to inform the parties of the steps that will be taken to correct the situation.

All complaints will be treated confidentially to the extent feasible for an effective resolution. However, employees should be aware that the information arising out of a complaint or investigation of harassment or discrimination must be shared for an effective investigation to be conducted. In addition, employees should be aware that any manager or supervisor who receives a complaint of harassment or discrimination from an employee or who otherwise knows or has reason to believe that an employee is or has been subjected to harassment or discrimination is encouraged to report the incident promptly to the Office Manager or Franchise Owner.

No individual will suffer adverse employment consequences because of making a good faith complaint or taking part in the investigation of a complaint. An individual who knowingly

alleges a false claim against another will be subject to the full range of corrective action, up to and including termination.

An employee who believes that he or she has been subjected to harassment or discrimination may also contact the United States Equal Employment Opportunity Commission at One Congress Street, 10th Floor, Room 1001, Boston, MA 02114 (800 669-4000), or the Massachusetts Commission Against Discrimination at One Ashburton Place, Boston, MA 02108 (617 727-3990).

Family and Medical Leave Policy

Family and Medical Leave is an unpaid employee leave of absence. The Family and Medical Leave policy is integrated and included with Sick Leave, Vacation, or other paid leave policies.

Eligibility

An Employee will be eligible to seek a Family and Medical Leave if (1) the employee has worked for Care Bridge Home Care, Inc. dba Home Instead for at least 12 months, and (2) the employee has worked for at least 1,250 hours during the 12 months before the leave. In some circumstances, employees who do not meet these conditions may be eligible to take an eight-week leave for the purpose of giving birth to or adopting a child (as determined under the Maternity/Paternity Leave Policy).

Types of Family and Medical Leave

Employees of Care Bridge Home Care, Inc. dba Home Instead, may qualify for Family and Medical Leave for any of the following reasons:

1. Birth, adoption, or foster care placement of a child, and for the care of that child (leave must be completed within 12 months of the child's birth, adoption, or foster care placement.
2. To care for a seriously ill or injured spouse, parent, or child under age 18 (or child 18 years old or over who is incapable of self-care)
3. Because of an illness or injury that makes the employee unable to perform his or her job. The injury or illness must be a "serious health condition" that involves one or more of the following: inpatient hospitalization; continuing treatment by a health care provider due to incapacity caused by a health condition that lasts for more than three days and requires health care visits or continuing treatment; pregnancy or prenatal care, a chronic serious health condition that requires periodic visits for health care; or a permanent or long-term condition requiring medical supervision.
4. To care for a covered service member with a serious illness or injury that occurred in the line of active duty. An eligible employee may take up to 26 weeks of leave in a single 12-month period. To take this leave, an employee must be the service member's spouse, parent, son, daughter or next of kin. An employee may not take more than one 26-week period of leave to care for the same service member unless it is for a different serious illness or injury. Military Care Pro leave, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single 12-month period. Spouses employed by Home Instead are entitled to a combined total of 26 weeks of family leave for this purpose.

5. For qualifying exigencies related to a spouse, son, daughter, or parent who is a member of the regular or reserve components of the Armed Forces and is deployed to a foreign country, eligible employees may take up to 12 weeks of leave. Qualifying exigencies include:
- military events and related activities (including official activities sponsored by the military, a military service organization or the American Red Cross and related to the covered military member's active duty or call to active duty).
 - childcare and school activities arising from the active duty or call to active-duty status of a covered military member (including arranging alternative childcare, providing childcare on an urgent or immediate-need basis, enrolling or transferring a child to a new school or day care facility, or attending meetings with staff at a school or day care facility);
 - financial and legal arrangements to address a covered military member's absence (Including making these arrangements because of a covered military member's absence due to active duty or a call to active-duty status).
 - counseling (for benefit of the employee, a covered military member, or a child of a covered military member if counseling is needed because of a covered military member's active duty or call to active duty and is provided by someone other than a health care provider).
 - post-deployment activities (including attending arrival ceremonies and reintegration briefings and other official ceremonies or programs sponsored by the military for a period of 90 days following the termination of the covered military member's active-duty status or addressing issues resulting from a covered military member's death during active duty); a
 - up to seven calendar days prior to the date of a short-term deployment, calculated from the date notified of an impending call or order to active duty in support of a contingency operation; and
 - up to five days to spend time with a covered military member on each short-term rest and recuperation period during deployment.

Notice and scheduling of leave

An employee who plans to take leave because of planned medical treatment must try to schedule the treatment to reduce the disruption to Care Bridge Home Care, Inc. dba Home Instead, subject to the health care provider's approval. In general, an employee should consult with his or her supervisor or the office manager to explore alternatives. At least 30 days written notice should be given. If 30 days' notice cannot be given, the maximum amount possible under the circumstances must be given. If an employee fails to provide notice or to comply with any obligations set out in this policy, his or her request may be denied, or the conditions of the leave may be modified.

Confirmation of Leave

Employees requiring leave under the Family and Medical Leave Act must provide the Office Manager or Franchise Owner with the reason for the requested leave so that they can determine if the employee qualifies for leave. A written response informing you of whether the leave has been approved, denied, or conditionally approved pending medical certification will be provided.

Employees requesting a leave for personal, or family medical reasons are generally required to provide medical certification as appropriate. Under most circumstances, medical certification

must be provided within 15 calendar days. Further medical verification may be required during the leave, depending on the circumstances. Employees on leave may be contacted periodically for updates concerning their status and intent to return to work.

Length of Leave and Restoration Rights

In general, an employee is entitled to a maximum of 12 weeks of Family and Medical Leave during any 12-month period. The 12-month period is a rolling period, measured backward from the date an employee last used any leave under this policy. Thus, any leave taken will be deducted from the employee's annual Family and Medical Leave entitlement. If Care Bridge Home Care, Inc. dba Home Instead employs both spouses, the total birth, adoption, and childcare leave to which both will be entitled will be 12 weeks in any 12-month period. Where an employee is eligible for leave under the vacation policy, Care Bridge Home Care, Inc. dba Home Instead will provide the paid vacation days to run concurrently with, not in addition to, the Family and Medical Leave.

At the end of a Family and Medical Leave, Care Bridge Home Care, Inc. dba Home Instead will return the employee to his or her previous position or to an equivalent position, with the same status, pay, employment benefits, length-of-service credit, and seniority as of the date of leave. Although an employee will not accrue vacation, sick leave, or personal time during a period of Family and Medical Leave, an employee will be restored the balance of any such vacation, sick or personal time they had on the books prior to leave minus whatever paid leave they took contemporaneously with their unpaid Family and Medical Leave. Due to the nature of our business, we can never guarantee the return to exact work assignments or work schedules.

Care Bridge Home Care, Inc. dba Home Instead will continue the employee's medical insurance coverage, provided that the employee pays the regular employee share of such coverage on a timely basis and was entitled to receive medical insurance prior to their leave. If any payment is more than 30 days late Care Bridge Home Care, Inc. dba Home Instead may discontinue providing the benefits until the employee returns to work. If the employee does not return to work, and the employee's failure to return to work is not due to the continuation, recurrence or onset of a serious health condition, Care Bridge Home Care, Inc. dba Home Instead is entitled to recover the premiums that it paid for maintaining the employee's health coverage.

Intermittent or reduced work leave schedule

Unless otherwise approved by Care Bridge Home Care, Inc. dba Home Instead a childcare leave must be taken at one time, whereas a medical leave may be taken through either a reduced working schedule or on an intermittent basis if such an arrangement is certified to be medically necessary.

Maternity/ Paternity Policy

Effective April 1, 2018, Care Bridge Home Care, Inc. pursuant to Massachusetts Pregnant Workers Fairness Act will provide reasonable accommodations to pregnant employees unless proposed accommodations would present undue hardship to Care Bridge Home Care, Inc.'s

program, enterprise, or business. Additionally, Care Bridge Home Care, Inc. will not take adverse action against employees who

request reasonable accommodation, deny employment opportunities related to pregnancy related conditions, require employees to accept accommodations that are unnecessary to assist employee to perform essential job functions, require employees to take a leave of absence if another reasonable accommodation can be provided, or refuse to hire a person who is pregnant if Care Bridge Home Care, Inc. can offer reasonable accommodations. Care Bridge Home Care, Inc. will engage in a timely, good faith interactive process with the employee to determine reasonable accommodations that will enable the employee to perform essential job functions and may require documentation from a health care professional.

Employees who are not eligible for federal Family and Medical Leave may nonetheless be eligible for leave under the Massachusetts Maternity Leave Statute.

Care Bridge Home Care, Inc. dba Home Instead will grant up to eight weeks unpaid leave to an employee giving birth to or adopting a child under 18 years of age (or under 23 if the child is disabled). The employee must have been employed by Care Bridge Home Care, Inc. dba Home Instead on a full-time basis for a minimum of three months; the employee must provide two weeks written notice of the anticipated date of departure and state in writing the intention to return to his or her position and the anticipated date of return to work.

During this leave, no sick days are accumulated, or vacation time earned. Health coverage will continue. Other benefits resume as of the date the employee returns to full-time employment. This leave will not affect the employee's rights to receive vacation time, sick leave, bonuses, advancement, or other benefits for which he or she was eligible at the date of his or her departure. Upon return, all attempts will be made to restore the employee to the previous position or a similar one.

If the employee does not return after eight weeks, but returns within one year, Care Bridge Home Care, Inc. dba Home Instead will attempt to offer the employee a position but cannot ensure that the position will have the same status or pay for which the employee was eligible before the leave. Employees anticipating Maternity/Paternity Leave who wish to use unused vacation time during all or part of the leave may do so and should submit the request in writing to the General Manager prior to taking the leave.

Massachusetts Paid Family and Medical Leave

Effective October 1, 2019, Employers in Massachusetts will begin payroll deductions and the funding of Paid Family Medical Leave. Beginning January 1, 2021, covered employees will be eligible for up to 20 weeks of paid medical leave within a benefit year if they have a serious health condition that incapacitates them from work. Covered employees may be eligible for up to 12 weeks of paid family leave within a benefit year for the birth, adoption, or foster care placement of a child. Covered employees may also be eligible for up to 12 weeks of paid family leave for a qualifying exigency arising out of the fact that a family member is active duty or has been notified of impending call to active duty in the Armed Forces. Covered employees may be eligible for up to 26 weeks of paid family leave within a benefit year to care for a family member who is a covered service member with a serious health condition. Beginning on July 1, 2021, covered employees may be eligible for up to 12 weeks of paid family medical leave to care for a family member with a serious health condition.

Employees are not eligible for more than 26 total weeks, in the aggregate, of paid family medical leave with a single benefit year.

Employees will be required to follow Care Bridge Home Care, Inc.'s reasonable attendance and notification of absence policies. Employees must make reasonable efforts to schedule planned medical treatments as not to disrupt unduly Care Bridge Home Care, Inc.'s operations and client services, subject to the approval of the health care provider.

Employees are generally required to notify Care Bridge Home Care, Inc. and the Department of Family and Medical Leave (DFML) within 30 calendar days of the anticipated start date of leave, the anticipated length of leave, the type of leave, and the employees expected return to work date. If the employee is unable to notify the Care Bridge Home Care, Inc or the DFML and no unusual circumstance can be demonstrated, protected leave may be delayed or denied.

During approved leave, no sick days are accumulated, or vacation or personal time earned. Health coverage will continue, and the employee will be required to remit their portion of employment related health insurance benefit premiums during the period of leave. Other benefits resume as of the date the employee returns to full-time employment. This leave will not affect the employee's rights to receive vacation time, sick leave, bonuses, advancement, or other benefits for which he or she was eligible at the date of his or her departure. Upon return, all attempts will be made to restore the employee to the previous position or a similar one. Due to the nature of our business, we can never guarantee the return to exact work assignments or work schedules.

Employees who are on a non-intermittent and non-reduced schedule leave and were absent from work related to their own medical conditions will be required to submit a return to work/fitness for duty letter from their health care provider. Failure to provide such a certification may delay restoration of employment. For those on an intermittent medical leave or a reduced schedule leave related to their own medical condition, the employee must provide the reason why an intermittent/reduced schedule is necessary, a schedule of treatment if applicable, and, where reasonable safety concerns exist, a return to duty letter every 30 days from their health care provider.

Employees who are approved for intermittent or reduced schedule leave who fail to work during the times or on the schedule agreed to with the employer may be subject to discipline and Care Bridge Home Care, Inc. is required to notify the DFML that the employee is failing to adhere to an agreed upon work schedule.

The Department of Family and Medical Leave administers this program. Care Bridge Home Care, Inc. will be required to share information about your employment and necessary leave to help facilitate your claim. It's in everyone's best interest that we work together to minimize disruptions to our client's services, ensure that we have the appropriate information to help you file your claim, and get you back to work as soon as possible.

Dismissal

Home Instead hopes that our relationships with employees are long-term and mutually rewarding. As mentioned elsewhere in this policy, all employment relationships with Home Instead are on an at-will basis. Home Instead reserves the right to terminate the employment relationship at any time, with or without cause or notice. However, immediate dismissal is in order when:

1. An employee fails to notify the office about work assignments you cannot complete. (No Show/No Call)
2. An employee is under the influence of illicit drugs and/or alcohol during the hours of employment and while in the course of employment.
3. An employee engages in unlawful and/or criminal activity while in the course of employment and/or on company premises or utilizes company property in the commission of an unlawful or criminal act.

Grievances and Disputes

In case of employee grievances, Home Instead agrees to hear any concerns and will attempt to reconcile situations. Client complaints will be handled in a fair and equitable manner. Investigation, mediation, counseling, retaining, rescheduling and possibly even dismissal will be used to resolve the matter.

Resignation Policy

If you resign from Home Instead, a two-week notice is required. Failure to give a two-week notice will be noted in your file and you will not be eligible for re-hire. To close out your file, a signed letter of resignation, including the date, your reason for leaving, and your last day of work is required. If you quit without giving notice, you will be paid as required under MA law, however, determination of the amount due you may be delayed allowing for client payment and verification of hours worked. All items assigned to you must be returned to the office in good condition, including your Name Badge, prior to receiving your final paycheck. Failure to return any items will result in your being charged for those items prior to receiving your last paycheck.

Modifications to Policies

The handbook is subject to change without notice. Home Instead reserves the right to make changes to policies as needed.

Notes: