



Hands From Heaven LLC

Home Health Care Services

Employee Handbook

Welcome

Welcome to Hands from Heaven LLC Home Health Care Services(HFH). Together we will assist individuals with their healthcare needs in the comfort of their home.

We believe that our team is our greatest strength. This is why the company took the time to provide a guide that explains our mission/vision, commitment to employees the clients we serve as well as the responsibility you are taking on and benefits.

We expect you to support and demonstrate the guidelines and policies as described in this handbook. And in return you can expect to have the support of the company to assist you in your career.

This Employee Handbook was developed to answer many questions you may have. In the proceeding pages you will learn how we commit to work together as partners to deliver services to the community.

Once again, welcome to HFH. We're excited that you chose to lend us your compassion, talent and skills to assist those in need.

Sincerely,

Maria Mock
President and Chief Executive Officer(CEO)

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Introduction

Company Overview, Mission, and Core Principles

Overview

Hands from Heaven LLC. Home Health Care Services was founded in 2014, as a premier company that employs experienced healthcare professionals to provide their clinical, professional, caring and personal expertise to clients in the Central Ohio area.

Our Mission:

To assist individuals, maintain a familiar lifestyle of independence by providing skilled health care services with respect and dignity in the comfort of their home.

The Name

Hands from Heaven is not a company of one, It's a team of like-minded people coming together to improve the quality of life for others. In order to fulfill the mission everyone must share the genuine desire which is to leave things better than what we found it and people feeling better than when we came. The Hands from Heaven mantra is:

***"The agency where there are many hands working
from One ♥ Heart!"***

Core Principles

Hands from Heaven LLC. serves by using the following core principles to guide our mission, operations and employment:

Professional Customer Service
Respect, Trust and Integrity
Flexibility
Clear Communication
Fiscal Accountability
Caring and Competent Service Delivery
Partnership

About The Employee Handbook

This handbook is intended to provide employees with a general understanding of our company's policies and procedures. Employees are to familiarize themselves with its contents as it will answer many questions concerning employment with Hands from Heaven LLC. Home Care Services.

Neither the policies contained nor any other written or verbal communications create contractual obligations of any kind including of employment or a warranty of benefits.

The policies contained in this handbook may be added to, deleted, or changed by authorized and assigned management of Hands from Heaven LLC at its sole discretion without prior notice to the employee.

This Employee Handbook summarizes the company's policies for the employee. Refer to the actual benefit plan documents and summary plan descriptions for specific questions regarding any benefit plan.

This handbook supersedes and replaces any and all prior handbooks of the company.

Designee

It is the policy of HFH that someone be designated to act on the behalf of the president when she is unavailable or on vacation. This will ensure the continuity of services of command.

The President's Designee Procedure

When the President is on vacation or otherwise unavailable the following procedure will be followed to ensure the company remains operational and there is no disruption of service.

The Vice President or COO shall serve in the capacity of Acting President with assistance from the Office Manager as requested.

When both the President and Vice President are unavailable, the Office Manager will be appointed to serve in the capacity of Acting President.

For major extraordinary actions or events (e.g. serious injury, death of a client, any event that might cause the relocation of a client(s) from his or her home (s), news media inquiries, etc.) staff shall immediately contact the President, Vice President, and the Office Manager for assistance.

Any event or action that would otherwise require discussion, notification, or approval of the president (including those indicated in item ##) shall be directed to the President's designee in the absence of both the President, Vice President, and the Office Manager.

Emergency numbers shall be available at all times for the President, Vice President, and the Office Manager.

Employment Policies

Personnel Policy

Hands from Heaven LLC. commits the following to all employees

Employ the best-qualified person to perform employment duties as specified by the company.

Respect the individual rights of each employee and to treat all employees with courtesy, dignity, and consideration.

Assure each employee the right to discuss freely with an officer of Hands from Heaven LLC. any matter concerning either his/her or Hands from Heaven LLC. welfare.

Develop competent employees who understand their specific job functions and assist with future career goals.

Employment Guidelines

At Will

Employment with Hands from Heaven LLC. is at the will of both the employee and the company. This means the employment can be terminated at any time by either party for any reason.

HFH LLC. retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to its employees, customers, and the company.

Equal Employment Opportunity

HFH is committed to providing a work environment that is free of discrimination and unlawful harassment. Equal Employment Opportunity is one of the core principles at Hands from Heaven LLC. where employment is based upon personal capabilities and qualifications without regard to race, color, religion, sex, gender identification, national origin age, sexual-orientation, disability, ancestry, military or veteran status, or any other protected characteristic as established by law. It is HFH LLC. practice to further the principle of equal employment opportunity.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment, hiring, compensation, benefits, opportunities, termination, and all other terms and conditions of employment. Job training shall be provided and determined on a non-discriminatory basis.

Non-Discrimination

It is the policy of Hands from Heaven LLC. in compliance with Federal, State and Local laws, rules, regulation and guidelines by ensuring that all employees and qualified applicants be offered equal opportunities in regards to recruitment, training, appointment, promotion, status, recognition, compensation and bonuses, and benefits and all other terms, conditions or privileges of employment and without regard to sex, race, religion, natural origin, age or disability.

It is HFH LLC practice to comply and support all non-discrimination laws and further this principle in regards to our service delivery.

- A. In order to assure support and compliance with all applicable federal and state privacy laws, including the Health Insurance Portability and Accountability Act regulations (HIPPA) antidiscrimination laws in employment and client services, federal wages and hour laws, Worker's Compensation laws and the American with Disabilities Act in the recruitment and employment of individuals, HFH will conduct civil rights reviews, investigate complaints, compliance and maintain HFH in full compliance with the referenced laws, rules, regulations and guidelines.
- B. All employees are required to comply with HFH nondiscrimination policies; any violation of the policies or any discriminatory action or comments will be considered cause for corrective action.
- C. HFH employees or employment applicants who believe that they have been treated in discriminatory manner have the right to file a discrimination complaint with HFH and have their complaint heard by a designee of HFH. Complaints should be directed verbally or in writing to :

Hands from Heaven LLC.
1624 Brice Rd
Reynoldsburg, Ohio 43068
614-367-6998

Reporting Discrimination – If an employee believes he or she has been unlawfully discriminated against, the employee should immediately inform their supervisor. If the employee believes their supervisor is the source of the problem, or the employee is uncomfortable with this approach for any reason, the employee should contact senior leadership immediately. Complaints will be investigated and handled appropriately.

HFH LLC will not tolerate retaliation or intimidation against anyone for bringing a discrimination complaint forward or for participating an investigation. Appropriate corrective action may be taken against any employee willfully violating this policy.

Workplace Harassment

It is Hands from Heaven's policy to afford all employees, customers and clients an environment that is inclusive and free from harassment. Harassment is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual or a group due to race, color, ancestry, national origin, gender, gender identification, sex (including pregnancy), sexual orientation, religion, age, disability (or perceived disability), or any other characteristic protected by law that; (a) has the purpose or effect of creating an intimidating, hostile, or offensive work environment; (b) has the purpose or effect of unreasonably interfering with an individual's work performance; or (c) otherwise adversely affects an individual's employment opportunities. Such misconduct should be reported promptly, regardless of who originates it or participates in it (employee or non-employee), and regardless of whether it is oral, written, visual, or physical conduct. If misconduct is found to have occurred, such misconduct will result in corrective action that Hands from Heaven LLC determines is an appropriate resolution of the matter. The corrective action against an offending employee could range up to and include termination.

Sexual Harassment

HFH maintains a strict Policy prohibiting sexual harassment. This policy applies to all of the HFH nonsupervisory employees, as well as HFH's supervisors and agents. In addition, it prohibits harassment in any form, including verbal, written, physical, and visual harassment.

Sexual Harassment is defined by the Equal Employment Opportunity Commission (EEOC) as but is not limited to, making unwelcomed sexual advances and request for sexual favors where either (1) Submission to such conduct is made an explicit or implicit term or condition of employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decision affecting such individual; or (3) such conduct has the purpose to effect of substantially interfering with an individual's work performance or creating an intimidation, hostile, or offensive work environment. Employees who violate this policy will be subject to discipline up to and including discharge.

Reporting Procedure

Any employee who believes he or she has been harassed by a co-worker, supervisor, or agent of HFH should promptly report the facts of the incident or incidents and the names of the individuals involved to his or her supervisor, the President, Vice President, or Office Manager.

Investigation/ Outcome

All sexual harassment claims will be immediately investigated under the supervision of the CEO or his/her authorized designee. After completion of the investigation a determination will be made and appropriate corrective action will be taken, up to and including termination from the Agency if that is deemed the appropriate resolution. Any employee engaging in sexual or unlawful harassment will be subject to the above corrective action.

Any employee who wants to report or becomes aware of an incident of sexual or other unlawful harassment should promptly report the matter to the President, Vice President, or Office Manager of HFH. Employees can raise concerns and make reports without fear of reprisal.

HFH, is committed to providing a work environment that is free of actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic and will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

While it is not possible to list every example of harassment or sexual harassment, the following is a list of conduct that if deemed unwelcomed, may constitute sexual harassment depending on the totality of the circumstances including severity and its pervasiveness:

Sexual jokes or offensive language

Sexual references

Verbal harassment of a sexual nature

Subtle or direct pressure for sexual activity

Physical contact such as touching, patting, pinching, rubbing, or squeezing

Leering at, ogling, or other sexual references or comments about a person's body, appearance, or clothing

Seeking sexual attention with implied or explicit threats or rewards.

Displaying pictures or objects that have women and/or men as sexual objects.

Employees are expected to use good manners, professional behavior, and mutual respect to prevent inappropriate conduct covered by this policy and create a safe environment.

Immigration Law Compliance

HFH is committed to employing only individuals who are legally authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with federal law, each employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. You will find a list of required employment documents under heading “Employment Records” .

Americans with Disabilities Act (ADA and ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA are federal laws that require employers with 15 or more employees to not discriminate against applicants and individuals with disabilities and, when needed , to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of HFH not to discriminate and to comply with all federal and state laws concerning the employment of persons with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms , conditions and privilege and act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC).

In addition, all employees are required to comply with the agency’s safety standards. Current employees who pose a direct threat to the health and/or safety of themselves or other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made.

Individuals who are currently using illegal drugs are excluded from coverage under the ADA policy.

Employment of Relatives

The employment of relatives in the same area of an organization may cause serious conflicts of interest and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

“For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. Relative means spouse, mother, father, same sex spousal equivalent, common law, grand parent, sons, daughters, sisters, brothers, in-laws, aunts, uncles, nieces, nephews, cousins, and all other persons living together in the same household.

- “Relatives of persons currently employed by *HFH* may be hired only if they will not be working directly for or supervising a relative. *HFH* employees cannot be transferred into such a reporting relationship.
- “In the event an employee becomes aware that his/her relative has become an employee of *HFH*, he/she must disclose the employment to management immediately. Further, in the event that a new employee is related to a person employed by *HFH*, the new employee must disclose this fact before he/she begins employment.
- Any supervisor who becomes aware that an employee is related to another employee they must disclose that fact to their director immediately.
- If the relative relationship is established after employment, the individuals concerned will decide who is to be transferred. If that decision is not made within 30 calendar days, management will decide.
- Supervisors may not hire their relatives or interview them alone. The president must approve all steps for hire.
- Relatives may not work at the same work site unless approved by the President, Vice President or Office Manager.
- Any relative of a current employee who is hired must meet all selection standards, fulfill all job qualifications and must be approved by the President.
- “In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no supervisory or line of authority or reporting involved, the parties may be separated by reassignment.”

**The hiring of relatives for any position will be considered by the President.

This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Visitors in the Workplace

In an effort to provide safety and security for all employees, contractors, and clients of *HFH*, only authorized visitors are allowed in the work areas and in some cases the workplace.

Under no circumstance are employee’s allowed to have visitors at, around or in the geographical location of a client’s home. This is against company policy and the person involved is subjected to corrective action up to and including termination. *HFH* takes this policy seriously as it jeopardizes the safety and trust of our clients and damages the reputation of the agency. This is a breach of client privacy and confidentiality which is subject to criminal prosecution of the agency and the healthcare professional.

Employees must let their supervisor or manager on duty know if they plan to have a visitor to the office. All visitors should report to site management, from where they will be directed or

escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

if an unauthorized individual is observed at a work site of HFH, employees should immediately direct the individual to HFH management personnel, alert management and other co-workers to the situation, if necessary.

As a professional health care agency HFH LLC is very active and visible in the community “workplace”. In addition to providing services in client’s homes HFH LLC. participants in health fairs, community events and more. For the purposes of this policy “workplace” is considered the following.

The location where employees are providing services on behalf of *HFH*,

The location where employees are representing HFH LLC or being paid by *HFH*.

Any *HFH* home office or business location.

The location while attending a workshop or training sponsored by *HFH*.

A client’s home.

All visitors must report to site management, from where they will be directed or escorted to their destination. Only authorized visitors will be allowed in the work area. Employees are responsible for the conduct and safety of their visitors if an unauthorized individual is observed at a work site of HFH, employee should immediately direct the individual to HFH or management personnel, and alert another co-worker to the situation, if necessary.

Employment application and Interview

HFH LLC. requires all applicants to be 18 years of age or older to complete and submit an application for consideration of employment. HFH relies upon the accuracy of said application, phone and /or face to face interview as well as other data presented/obtained throughout the hiring process of employment. Any misrepresentations, falsification or material omissions in any of this information or data may result in exclusion of the applicant from further consideration for employment or if already hired, termination of employment.

Every qualified applicant for registered employment will receive a personal interview by an authorized member of the company’s professional recruitment team.

Job Postings and Job Descriptions

HFH maintains job descriptions for most positions and may, at its sole discretion, revise any or all of them at any time according to the performance requirements of the position. Job descriptions are meant to give a general overview of the job duties but do not cover each and every task or duty that may be assigned to an employee. Employees are required to perform any task or duty assigned to them. Employees should review their job description and inform their immediate supervisor if they believe it needs revision.

Employees are given a copy of his/her job description upon initial hire, transfer, promotion or any position change/update. The job description includes the following:

- Job Duties, Job Qualifications, Immediate Supervisor(name and title) and normal work hours required.

HFH has an internal job posting system to inform employees of vacancies and promotional opportunities. Promotion and transfer eligibility are based on qualifications.

Employment Reference Check

It is the policy of HFH to check employment, education and personal references of all applicants. This includes three professional and three supervisory references. HFH will in turn, also respond to reference check inquiries from other employers. HFH will respond to such inquiries by only providing dates of employment, salary history, job title and if eligible for rehire.

Criminal Background Check

A current criminal background check from the Bureau of Criminal Identification and Investigation(BCI&I) will be obtained on all applicants who are under final employment consideration. A criminal record check is considered current if it's not more than one year old. Otherwise, for positions where applicants provides direct services for clients with MR/DD and/or Senior Options clients, the person who is under final employment will be fingerprinted as required by appropriate section(s) of the revised Code and Rules of the Administrative Code. If the person who is subject of a criminal records check does not present proof that he/she has been a resident of Ohio for the five year period (e.g., a notarized statement asserting that he/she has been a resident of Ohio for that five year period, a valid driver's license, notification of registration an elector, a copy of an officially filed federal or state tax form identifying the person's permanent residence, or any other applicable document immediately prior to the date of application for Employment), HFH will request BCII to obtain information from the Federal Bureau of Investigation as part of the criminal record check.

Upon receipt of the back ground check from the BCII and or FBI or other appropriate law enforcement operations the employee will be added to the Rapback database. At the same time, any employee may be terminated, or any applicant under final employment consideration may be withdrawn, if the background check and or RapBack reveals that the applicant/employee has been convicted of or pleaded guilty to any of the following:

ORC 2903.01	Aggravated Murder
2903.02	Murder
2903.03	Voluntary Manslaughter
2903.04	Involuntary Manslaughter

2903.11	Felonious Assault
2903.12	Aggravated Assault
2903.13	Assault
2903.16	Failing to Provide for Functionally Impaired Person
2903.21	Aggravated Menacing
2903.34	Patient Abuse & Neglect
2905.01	Kidnapping
2905.02	Abduction
2905.04	Child Stealing
2905.05	Criminal Child Enticement
2907.02	Rape
2907.03	Sexual Battery
2907.04	Corruption of a Minor
2907.05	Gross Sexual Imposition
2907.07	Importuning
2907.08	Voyeurism
2907.09	Public Indecency
2907.12	Felonious Sexual Penetration
2907.21	Compelling Prostitution
2907.22	Promoting Prostitution
2907.23	Procuring
2907.25	Prostitution
2907.31	Disseminating Matter Harmful To Juveniles
2907.32	Pandering Obscenity
2907.32.1	Pandering Obscenity Involving a Minor
2907.32.2	Pandering Sexually Oriented Matter Involving a Minor
2907.32.3	Illegal use of Manor in Nudity Oriented Material or Performance
2911.01	Aggravated Robbery
2911.02	Robbery
2911.11	Passing Bad Checks
2911.12	Burglary
2919.12	Unlawful Abortion
2919.22	Endangering Children
2919.24	Contributing to Unruliness or Delinquency of a child

2919.25	Domestic Violence
2923.12	Carrying Concealed Weapons
2923.13	Having Weapons While Under Disability
2923.16.1	Improperly Discharging Firearm At or into Habitation or School
2925.02	Corrupting Another with Drugs
2925.03	Trafficking Drugs
3716.11	Adulterated Food

OR...

Has been convicted of or pleaded guilty to the violation of any of the following:

1. Any felony contained in the revised code, if the felony bears a direct and substantial relationship to the position being filled
2. Any crime contained in the revised code constituting a misdemeanor of the first degree on the first offense and a felony on subsequent offense, fit the crime bears a direct and substantial relationship to the position being filled; and
3. An existing or former law of this state, any other state, or the United States, if the law violated is substantially equivalent to any of the offenses described in (1) or (2) of this policy.

HFH will not use employees to provide service for individuals with mental retardation or other developmental disabilities, who are listed on the abuse registry established by Ohio Department of Mental Retardation and Developmental Disabilities.

If any employee who currently provides in home care/services for clients in the Senior Options Program and is subsequently charged or found guilty of one of the aforementioned criminal offenses, or if an applicant, who is applying for an in home care position, has a criminal record, HFH will establish and apply guidelines for Personal Character Standards according to the Ohio Revised Code to determine if the employee/applicant can continue/provide in home care.

Employment Personnel Records

HFH requires the following items to be fulfilled, signed and where applicable in good standing in order for a candidate to be considered for an assignment. All requirements must be satisfied and completed documents checked off by the CEO or appointed HFH management and placed in the Employment Personal File.

Copy of resume;

Completed application for employment;

W-4 form

I-9 form; Valid Social Security Card, State ID; Valid Driver's License or Other Government-issued Photo Identification

High School Diploma/GED

CPR and First Aid

Copy of all state nursing licenses and/or certifications;
Copy of TB test results;
Copy of Hep-B vaccination dates or declination statement;
Completed Skills Competency Assessments;
Medical questionnaire and Physical Evaluation
Completed licensure verification form;
Completed reference requests;
Criminal background check with inclusion in Rap Back
Patient's Rights/ Rights of People with Disabilities
Acknowledgement of Receiving Employee Handbook
Complete 8 hour training on UI and MUI, Tasked based Instruction to provide ADL, and IADL-ADHC, Over view of Serving Individuals with Disabilities, Over view of Basic Principles and requirements of providing HCBS Waiver Services Including
Person-Centered Planning
Community Integration
Self –Determination
Self-Advocacy
Universal Precaution of infection control.
Job description

Review of Completion of Employment File

In addition to the professional references HFH performs two mandatory checks; licensure verifications and ensuring a good standing status with the State agencies where the applicant has practiced within the past five years. The medical questionnaire is reviewed, examination scores are reviewed a second time, and all employment records are reviewed to ensure that they are complete and in full compliance with company policy.

Qualifying Examination

Applicants may be required to complete a knowledge, aptitude, or performance assessment, or to successfully pass a post offer physical examination, pre-employment substance abuse test, or other tests considered legal and applicable. Multiple exams can be given and taken by an applicant if the applicant has demonstrated or requested employment or placement in specialty assignments. In other situations, applicants and employees may be require to present proof of a valid driver's license and/or present proof of automobile insurance coverage where applicable.

Employee Information

After an applicant has been conditionally hired for the registered employment, he or she must provide necessary information required for personnel and official uses. This information shall include: age, marital status, number of exemptions for federal withholding tax, etc. this information will be part of the employees personnel file and will be regarded and kept confidential.

Offer of Assignments

Once all hiring precedents have been met, the registered employee may be immediately offered assignments to serve HFH clients. The company retains complete discretion over all assignments decisions. If an assignment is offered it is the expectation of HFH that the registered employee is prepared to complete the assignment. Once an assignment is accepted, the registered employee is expected to arrive at the scheduled time and provide healthcare services in a complete and professional manner. If the new hire is unable to accept the assignment he/she must let the hiring manager know immediately to ensure continuity of care for the client.

Employment Records (JACHO)

Hands from Heaven LLC. strives to meet and or exceed the same compliance standards required (by state or accreditations agencies (e.g. JACHO)). Therefore, the company has incorporated quality assurance policies and procedures that comply with or exceed those standards. These policies require all registered employees to provide any and all information to Hands from Heaven LLC. deemed necessary to enforce this policy.

Orientation

Each new registered HFH employee receives a full 2 day orientation. During the orientation process he/she will receive general information about the company and his/her position, any additional tests or trainings required, and have an opportunity to ask questions.

Facility Specific Orientation will be provided to ensure nurses are accurately prepared to deliver services in accordance with the physician's orders/ISP/etc. for the client.

The following is a list of methods used to perform the family specific orientation when applicable:

- Prior to commencing an assignment.
- Arrival an hour prior to his/her shift in order to be oriented to the client by the client or his /her family for the first time.
- By clinicians that have been previously assigned to mentor employee(s) assigned to a client for the first time.
- By clinical managers to the client to orient newly assigned employees.

Probationary Period

It is the policy of HFH that all new employees generally serve a probationary period of ninety (90) days, excluding any leave without pay, commencing with the first day of employment. This timeframe supports our adherence to the at-will-employment doctrine which allows employees to leave employment with or without notice or cause. It also allows HFH to terminate any employment without notice or cause.

During the trial period new hires will receive:

- Onboarding and new hire training
- An employee handbook with rules and procedures
- All applicable state and federally-required benefits as determined by full/part time status
- One-on-one meetings with supervisor where they will receive feedback on job performance and an opportunity to ask additional questions
- Monthly performance updates describing whether they are meeting performance standards
- The purpose of the probationary period is to allow sufficient time to evaluate the employee's suitability for the position for which he/she was hired. Should the employee's performance be found to be unsatisfactory, the employee may be removed at any time during the probationary period with appeal rights.

Similarly, employees generally will serve a probationary period of one hundred and eighty (180) days upon promotion to a higher position in order to assess the employee's suitability for the position. If the employee is considered unsatisfactory, he or she may be reduced to the position formerly held, if a comparable position is available.

If an employee terminates employment with HFH and then later reappplies and is rehired, the employee may serve another probationary period of one hundred eighty (180) days.

Workplace Professionalism

Standards of Conduct

Hands from Heaven LLC. is committed to achieving high standards of business and personnel ethics for the company, employee and staff to demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our operations in order to inspire confidence and trust with those receiving our services, healthcare providers, the public, business community and regulatory authorities.

HFH LLC. strives to produce a working and service environment in which the dignity of each individual is respected and appreciated. HFH LLC expects all healthcare and office professionals to assist in this effort not only through compliance of the laws that govern the work we do but also with

- maturity and professionalism at all times
- support for a diverse, inclusive and respectful workplace
- initiating a positive environment
- recognizing the many strengths and talents everyone brings to the workplace.

It is the employees responsibility to acquaint themselves with the legal and policy standards , code of ethics and conduct and restrictions applicable to their assigned duties and responsibilities, and to conduct themselves accordingly. Over and above the strictly legal aspects involved, all personnel are expected to observe high standards of business and personal ethics in all things HFH LLC. All healthcare and office professionals are expected to adhere to HFH LLC and all other program and partner's Code of Conduct. Know your responsibilities. Remember no matter what job you do or the location in which you are doing it, you are not only representing yourself but also HFH LLC's mission and values.

Act with integrity. Be honest. Respect each other and act in a professional manner. Follow the law. Comply with Standards and Code. Respect and protect our clients and their rights. Be accountable.

“The agency where there are many hands working from One ♥ Heart!”

Employee and Staff Conduct:

Each employee and staff member must avoid any action, relationship or situation, which could jeopardize or impair the confidence or respect in which HFH LLC. is held by its clients and the public. Employees shall comply fully with all applicable statutes and regulations. Willful and knowing disregard of the law may result in severe penalties. In its many business activities, HFH LLC. engages in vigorous, fair and ethical competition. Discussions and agreements with competitors concerning pricing or other competitive policies and practices are strictly prohibited. Keep our private information private. Disclosing intellectual property, documents, systems, procedures, strategic initiatives or anything discussed, created or compiled by HFH LLC is prohibited.

Confidential Information

It is the policy of HFH LLC. that employees are required to maintain the confidentiality of client information in accordance with HIPAA Regulations (Health Insurance Portability and Accountability Act of 1996) while providing services in homes, community residential facilities, nursing homes, hospitals or other private/public operations. All information obtained for clients, their records or computerized data is to be held in confidence and no copies of client records shall be made. HFH and its employees shall abide by all policies and procedures concerning client records.

Confidential information remains property of the client at all times and may not be divulged by current or former employees of HFH, LLC. Unauthorized release of confidential information is against the law and a violation of policy and may result in termination of employment on the first offense.

External Release of Information

Proper authorization of the release of client information externally will depend upon the information being requested, and who is requesting the information:

1. If confidential material is required by law (e.g., by court order or subpoena), the President, the Vice President should be informed immediately upon receipt of the court order or subpoena and they will contact the company's attorney.
2. Responses to request for information from an attorney who does not represent HFH or other involved with actual or potential legal action, can put HFH, its staff, and clients being served at risk. Therefore, a response must be approved by the President, or the Vice President before it is rendered. A signed release of information should be acquired.
3. There may be occasions when it is acceptable to divulge confidential information to certain persons. These instances will be communicated by HFH with approval from the appropriate individuals and or officials.
4. In any other instance when confidential information is requested, whether verbally or in writing, HFH should be consulted prior to releasing information. A signed release of information by the client/representative may be necessary.

NON-DISCLOSURE OF INFORMATION

The protection of confidential and valuable business information, vendor information, trade secrets and patient information is vital to the interest and success of Hands from Heaven LLC. such confidential information includes, but is not limited to the following examples..

- Compensation/ Salary Information
- Benefits Information
- Client Lists
- Performance Appraisal Information
- Patient Information
- Financial Information
- Systems, Processes, Procedures

Service and Patient Concerns

The mission of HFH. is to assist individuals with health care needs in the maintenance of a familiar lifestyle in the comfort of their own home. Our aim is to keep each person feeling and functioning as independent as possible. The company endeavors to give prompt, courteous and accurate response to inquiries and complaints received. When adjustments are warranted due to billing or administrative errors, employees will make them promptly and courteously. Equally important, we seek to continuously improve policies, procedures, services and products that contribute to client satisfaction. (See Service Provision Policy and Procedure)

HFH is committed to promoting consideration of all values and preferences and protecting the rights of all.

Integrity of Records and Compliance with Accounting Procedures

Accuracy and reliability in the preparation of all records is mandated by law. It is of critical importance to the corporate decision-making process and to the proper discharge of HFH financial, legal and reporting obligation. All bills rendered must accurately reflect the services provided, and shall properly and accurately record those services. All business records, expense accounts, vouchers, payroll and service records and other reports are to be prepared with care and honesty. False or misleading entries are not permitted. All company funds or assets are to be recorded in accordance with applicable company policy. Compliance is required at all times. It is the responsibility of all employees to insure that both the letter and spirit of company accounting and internal control procedures are strictly adhered to at all times.

Administration of the Code

The statements set forth in this Code of Conduct are intended as guidelines for the employee. Employees are encouraged to seek guidance regarding the application or interpretation of this Code of Conduct and are expected to cooperate fully in any investigation of potential violation. Routine questions of interpretation regarding the Code shall be directed to the Company Compliance Officer. If any employee believes the Code, or particularly the Compliance Plan may have been violated, the employee promptly shall report the potential violation to senior management. Violation of the Code of Conduct and the Compliance Plan may result in corrective action, up to and including dismissal. However, the Code of Conduct and the Compliance Plan do not set forth all the reasons or situations in which employees may be disciplined.

Reporting Mechanisms

One of the key ingredients of an effective compliance program is the development of a system which employees can use to report questionable behavior without fear of retaliation. Some examples of behavior that should be reported include the following:

- A serious breach of employee confidentiality
- Accepting bribes or kickbacks from a vendor
- Unethical or illegal activities

Employees are expected to bring these types of issues or concerns to their immediate supervisor. If an employee feels that their concerns are not properly resolved or if the problem involves their supervisor, employees must contact the next level of management.

Gratuities and Gifts

It is HFH belief that staff are hired, trained, and compensated to provide high quality of services for consumers. There may be occasions when a consumer wishes to give a gift or gratuity to an employee if he/she receives outstanding service. However, it is the expectation of HFH that staff always provide excellent service and therefore the acceptance of any gift or gratuity is strictly forbidden.

Employees must report any offer of a gift or gratuity to the office. Employees must also refrain from the selling or purchasing of items to/from a client (Girl Scout cookies, Fundraisers or something of your own invention). This could lead to allegations of theft and/or inappropriate payment amounts for items or can create a conflict of interest in your purpose there. Again, creating an undue influence with the client is something we want to avoid at all costs and you might just make them uncomfortable by asking.

At no time should a caregiver offer to buy anything considered to have a monetary value from a client. Accepting gifts/gratuities without reporting them to the office is subject to corrective action up to and including termination. Employees may not solicit or distribute literature in the workplace or a client's home at any time for any purpose.

Gifts and gratuities are defined broadly by HFH. They can include individual Christmas Gifts, personal belongings of a deceased consumer offered by a family member, and even small seemingly insignificant tokens, or used items. This policy also forbids the use of any consumer's personal property (Car, Jewelry, phone, tablet etc.) by employee of HFH. Violation of this policy will be subject to dismissal on the first offense.

Outside Employment

HFH recognizes that some employees may need or want to hold additional jobs outside their employment with the company. If an employee holds another job he/she is expected to give full measure of work for the hours they are working, perform all duties as assigned, maintain their normal work requirements within the scheduled workweek. Work assignments and schedule will not be changed for you to perform duties not related to HFH.

Should outside employment adversely affect the employee's work performance, or should it create an ethical conflict of interest, HFH reserves the right to require the employee to adjust his/her outside work schedule in a manner which will allow the acceptable performance level required for the position to be achieved. If outside employment continues to adversely affect the employees HFH performance, corrective action will be taken up to and including termination of employment.

Procedures

Work-related activities and conduct away from HFH must not compete with, conflict with or compromise the company's interests or adversely affect job performance and the ability to fulfill all responsibilities to HFH. Employees are prohibited from performing any services for customers of HFH that are normally performed by HFH This prohibition also extends to the unauthorized use of any company tools or equipment and the unauthorized use or application of any company confidential information. In addition, employees may not solicit or conduct any outside business during work time for HFH.

HFH employees must carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If outside work activity causes or contributes to job-related problems at HFH, the employee will be subject to corrective action including termination.

Employees who have accepted outside employment may not use company paid sick leave to perform work on the outside job. Fraudulent use of company sick leave may result in corrective action including termination.

Employees are asked to seek clearance whenever there is a question regarding Conflict of Interest, as to propriety of the outside employment or activity. **Such questions shall be referred in writing to the President/Vice President who will respond in writing within 10 working days of receipt.

Conflict of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which HFH LLC wishes to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact management/supervisory personnel for more information or question about conflicts of interest.

- An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for the employee for the relative as a result of HFH business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of a family member.

The mere existence of a relationship with outside firms is not in itself a reason for concern. However, if employees have any influence on transactions, involving purchases, contracts, or leases, it is imperative that they immediately disclose to management the existence of any actual or potential conflict of interest so that the safeguards can be established to protect all parties.

- Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which HFH does business, but also when an employee or relative receives any gift or consideration as a result of any transaction or business dealing involving HFH.

Solicitations

HFH has established a non-solicitation policy at all HFH LLC locations, during work hours or while representing the company, without the consent of the CEO or senior management as it can interfere with the normal operations of the Company, can be detrimental to efficiency, can cause unintended pressure to participate and can be annoying. Solicitation includes but is not limited to distribution of written materials, raffles, fundraisers, sales, and other forms of commercial, political, and or charitable activities other than those directly related to the company's business or a company sponsored event.

Uniforms and Dress Codes

Attire, personal cleanliness, neatness and grooming are important to the overall professional standards of HFH LLC. All employees are required to follow the dress code designated for their position with high job-appropriate standards. Any special dress requirements will be addressed with the registered employee on an ad-hoc basis. Office staff are required to be in appropriate office casual attire while on duty. A high level of personal cleanliness is expected; however extreme styles, suggestive attire, and inappropriate clothing will not be tolerated.

Professional Behavior

In addition to the Statutory Rules and Regulations, Practices Act and various Nursing Association rules for the profession, there are defined standards of Profession, which must be followed as a HFH LLC registered employee. The standard of conduct listed below should not be considered exhaustive but to illuminate company culture and objectives

- Exhibits a clear understanding of the Mission, Aim and Philosophy.
- Adhere to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity, and honesty.
- Places the needs of the patient first at all times. Care management and service delivery are developed with the goal of the patients healing and support in mind.
- Strives to deliver lasting value to our patients in the comfort of his or her home.
- Takes initiative and accountability for decisions as an individual and as a company.
- Displays commitment to personal and companywide goals.

- Partakes in the ongoing improvement of competencies, capabilities, technology and the resources needed to achieve high standards of efficiency and effectiveness.
- Moves toward everything with the passion and desire to meet the highest standards.
- Strives to help lead the industry through vision, technology, innovation, and customer service.
- Encourages a positive environment and experience for internal and external customers.
- Treats employee, patients, and business partners with respect.
- Fosters teamwork by displaying and demonstrates the ability to work together.
- Promotes a safe and efficient working environment by adhering to agency policies and procedures.
- Maintains confidentiality of all agency and patient related information. Protects patient's rights as defined in the Patient Bill of Rights.
- Maintains proper attendance and punctuality to ensure that the department is operated in an efficient and cost-effective manner.
- Adheres to departmental and agency dress code as observed by supervisor.
- Communicates information effectively, verbally and in writing.
- Attends and participates in staff meetings, required in-services, agency PI activities and other meetings as requested.
- Utilize workload to complete responsibilities in an appropriate and timely manner.
- Observe infection control and standard precautions.
- Arriving for assignments on time and completing the assigned shift;
- Communicating client preferences and reporting structure;
- Professionally handling employment duties (as stated in job description).

Punctuality

Punctuality and good attendance is vital to HFH LLC's operation. Absenteeism and tardiness negatively impacts employee morale and our ability to effectively provide professional health care services to our clients. Timely and regular attendance is an expectation of performance for all employees.

Once a registered employee has accepted a scheduled assignment(s), the schedule must be strictly followed. The registered employee must arrive at the agreed upon time and complete the assigned scheduled shift. If on occasion the registered employee will arrive late for their assignment, the registered employee is required to call the company office and notify a Client Service Manager.

Identification Badges

An Identification badge will be issued to an employee during orientation. Name badges must be worn on the upper chest so consumers and other staff can easily identify you. The name must not be covered up by buttons, pins, etc.

Replacement may be obtained through HFH for \$3.00 employee name badges may be replaced after one year of service at no charge if due to normal wear and tear.

Compensation, Benefits and Performance

Compensation

Wages and Salary

It is the company's policy to pay the wages that are highly competitive.

- A. As a private corporation, HFH is required to follow Federal and State Wage and Hour Laws. Beyond the requirements of the law, however, HFH recognizes that the wage level appropriate to each position is a major factor in the recruitment and retention of qualified personnel and endeavors to administer wages in a manner that will attract and retain qualified, competent employees.
- B. All full and part-time employees generally will be paid on a weekly basis. Paycheck usually will be distributed every other Friday after 10:00 a.m.
- C. Paychecks shall not be release to a person other than the employee unless written authorization from the employee is provided. Identification will be required for release of a paycheck to another person
- D. It is the policy of HFH LLC. To not give Payroll advances

Employment Classification

According to the Fair Labor Standards Act(FLSA), and the federal wage and hour laws, employees are classified as either exempt or non-exempt. The classification affects whether the employee is paid overtime and for tracking of work hours.

Non-Exempt employees: Compensation is based on the number of hours worked and the employee is eligible to receive overtime pay for hours worked in excess of 40 hours for the workweek.

- Employees are required to accurately record the hours worked and any absences.
- HFH determines the workweek, which may vary by department, position, or employee

Exempt employees: Compensation is based on a stated salary regardless of the number of hours worked each week.

- Employees are not eligible for overtime pay.
- Employees who work less than four(4) hours in a standard workday are required to use unpaid leave for the number of hours missed.

Salaried Non-exempt: Compensation is based on the number of hours worked and the employee is eligible to receive overtime pay for hours worked in excess of 40 hours for the workweek.

- Employees are required to accurately record the hours worked and any absences.
- HFH determines the workweek, which may vary by department, position, or employee

Nature of Employment: All employment with HFH LLC. is at will. Employment with Hands from Heaven LLC. is voluntarily entered into, and the employee is free to terminate the employment relationship (resign) at will at any time, with or without cause. Similarly, Hands from Heaven LLC is free to terminate the employment relationship at will at any time, with or without cause.

Registered Employee Employment: Employment whereby HFH will attempt to provide employee with assignments that meet employee's specific availability. The employee has not guaranteed their services to Hands from Heaven LLC. And Hands from Heaven LLC. has offered no guarantee of any work to said employee.

Hours of Work and Compensation

Work Week: All employees are paid bi-weekly. Checks are mailed from HFH LLC. office every other Friday. The pay period lasts for two weeks beginning on Saturday and ending on Friday. Employees must use approved Time Sheets provided by HFH, to notate the date(s) worked, time in, time out, hours worked, and total hours worked for each week.

Work Day: Hours are determined by the client to whom the employee is assigned in consideration with the preference of HFH employees. Each employee is paid only for the hours that the employee works.

Generally, clients request for the following shifts:

7am – 3pm
3pm – 11pm
7am – 7pm
7pm – 7am
8am-430pm

Some clients may also have additional scheduling variations.

Note: When required by the client, an employee may be MANDATED to make schedule adjustments during their shift. A HFH manager will keep you aware of this ad-hoc request. Please do keep HFH apprised of any scheduling request by the client.

Breaks

It is the policy of Hands From Heaven LLC. to provide meal and rest breaks to full time office staff during the course of each workday. The length of meal breaks may vary from department to department. A minimum of one-half hour to maximum of one hour will be granted for each day worked.

Authorized meal and rest breaks cannot be used to shorten your workday or be accumulated for any other purpose. Additionally, rest breaks may not be combined with a meal period. **Meal breaks are unpaid and are not counted towards hours worked. Rest and restroom breaks are included in your working hours and are paid as normal**

Hours: Consumer care and services are provided 24 hours a day, 7 days a week. For this reason, evening and night shifts, as well as holidays and weekends, are scheduled. HFH will provide employees with the right to select their work schedule (i.e. shifts, workdays/off days, weekends, holidays) in accordance with the objectives of achieving the highest level of employment performance and production consistent with the needs of consumer being served.

All staff are required to provide home and cell numbers to HFH for the emergency calls during normal working hours (i.e., first, second, and third shift) evening, weekends, and Holidays.

On Call: HFH consumer care and services are provided 24 hours a day, 7 days a week in which it is necessary to have someone available "On Call" during those hours for any emergency inquiries and needs. The On Call employee will be designated by the CEO or/and the supervisor with advance notice for the employee to prepare. The following policy must be followed by the On Call employee throughout and until the designated time their assigned shift has ended. Any violation will result in corrective action up to and including termination.

It shall be understood that any employee who is designated to be primary "on Call" staff members for any department shall refrain from consuming alcohol or using non-prescribed medication.

When an employee is designated as the primary "On Call" staff member they shall not turn the cell phone/beeper off at any time for any reason. The exception would be when they hand another approved individual actually approved "On Call" staff member to change with them and all parties involved are appropriately notified.

Timesheets and How to Get Paid The HFH Registered employee timesheet is the mechanism used by the company to determine the pay that a registered employee will receive. Registered employees are scheduled to be paid weekly for the previous week's work. Employee will complete the Hands from Heaven Inc. timesheet on a weekly basis. The timesheets are due in our office on Monday by 10:00 am. The time sheet must be completed in its entirety including both the employee and the client's signature and in the office on Monday by 10:00am in order for it to be accepted and processed for payroll. If timesheets are received after the designated time and/or is missing any information, this may cause a delay in which the check will be processed on the next pay period.

Overtime: Non-Exempt Employees who work over forty hours per week will be paid for those hours in excess of forty at time and a half. Over-time for said employees must be prior-approved by the immediate supervisor which means before working over 40 hours. In no circumstances, however, should a consumer be left in jeopardy even if staff staying beyond their scheduled time would result in overtime. However, employees must notify his/her supervisor and or the office manager as soon as its realized staying with a client is going to put them into overtime. Working overtime without approval may be subject to corrective action up to and including termination.

Overtime Procedure: It is the policy of HFH to authorize overtime in accordance with Federal and State Laws and applicable employment and labor contracts. Overtime will be granted only in response to the needs of HFH and its' clients and within the fiscal parameters established by the President/Vice President or designee. According to the guidelines set forth by the Fair Labor Standards Act:

- *Exempt* employees are those who are not eligible for overtime.
- *Nonexempt* employees are those who are eligible for overtime pay per the Department of Labor wage and hour guidelines at one and a half times their regular hourly rate.
- *Salaried non-exempt* employees are eligible for overtime pay as specified in the Department of Labor Wage and Hour guidelines at one and one half time (time and a half) their rate of pay.

Procedures

Overtime for non - exempt staff must be approved by the immediate supervisor or the President/Vice President of HFH. Frequent or continuous overtime should be avoided.

Prior approval from the immediate supervisor or the President/Vice President of HFH to work overtime generally should be obtained before working overtime.

1. In no circumstance, however, should a consumer be left in jeopardy even if staff staying beyond their scheduled time would result in overtime.
2. Working overtime without approval may be subject to corrective action if consumer safety would not be an issue.

Payment

Overtime will be paid for all hours worked over 40 hours in any week of the weekly pay at rate of one and half times the employee's base rate for those staff eligible for overtime.

When staff have been called for overtime and indicate their willingness to work they will be considered to have assumed responsibility to work and the policies and procedures related to absenteeism shall apply should the employee decide after agreeing to the assignment they are unable or unwilling to work hours of overtime to which they have committed.

HFH will make every attempt to find staff willing to voluntarily work overtime. In the interest of consumer protection, however, HFH reserves the right to mandate overtime in situations where the safety, or well-being of a consumer or group of consumers is at risk.

This policy does not apply for subpoena's or a request to appear in a court of law for any reason other than jury duty.

Scheduling Time Off: Requests for time off must be made a minimum of seven (7) days in advance for one day and fourteen(14) days in advance for 2-3 days. Requests for more than 3 consecutive days off requires a 30 day notice.

Jury Duty: HFH recognizes that jury duty is a civic responsibility of our employees. Employees must provide a copy of the jury duty summons to your supervisor and/or the office manager

within one business day of receiving the summons to allow HFH time to make arrangements to accommodate their absence.

An employee serving jury duty will be excused from work for up to 15 days. In no case will your employment be affected if you perform jury duty nor will it be counted as absent days in corrective action procedures. If your jury duty lasts longer than 15 days you may have to request an unpaid leave of absence to cover the remainder of your jury duty.

If you report for jury duty and are dismissed, you will be expected to report for work for the remainder of each day on which this occurs. If you are told that you do not need to report to the court on any day of your jury duty stint, you are required to come to work unless excused by your supervisor.

The employee must contact the supervisor as soon as he/she learns the final date of jury duty. HFH will comply with The Fair Labor Standards Act as it pertains to jury duty. The employee will not be paid his or her regular rate of pay for his or her normally scheduled hours during the time spent on jury duty.

Absenteeism Policy

HFH needs the combined efforts of all employees to ensure an uninterrupted service and an efficient operation. Tardiness, leaving early, and/or excessive absenteeism are not tolerated. HFH, at its sole discretion will address such attendance problems on an individual basis. In addition, unexcused absences will result in corrective action up to and including termination.

It is solely the responsibility of the employee to report an absence. Even though an absence may be legitimate, unless reported **timely and properly**, it cannot be recorded as excused. It is also important to remember a reported absence does not automatically excuse the absence.

Absences must be reported as follows:

1. **Notice requirements:** Employees are expected to report absences as soon as the employee becomes aware that he or she will be unable to report for work. Unless the cause of absence prevents otherwise, a minimum of 24 hours' notice should be given. If the absence is caused by a sudden illness, and the employee is too sick to report to work, the employee must give as much notice as possible, but with at least as much notice as designated below:
 - Nurses, STNAs, Home Health Aides, Sitters, Homemakers, and Personal Care Respite Aides must call in a minimum of 2 hours before their starting time.
 - All other staff must call in a minimum of one hour before their start time.
2. **Call in personally.** Talk to immediate supervisor / HFH office. On weekends, contact your immediate supervisor/HFH office. The employee must call in for an absence personally and talk with his/her immediate supervisor/HFH and discuss the absence (i.e.,

nature of the illness, anticipated duration of the illness, etc.) ***If the supervisor/HFH manager is not available and a voice mail is left, the employee must still follow the current protocol in place. Speaking with a non-supervisory employee or leaving text messages or emails are not approved or acceptable absence reporting procedures.***

3. ***Absences of More Than (1) One Day:*** If an employee is off work for more than one day he/she is responsible for calling in each day at least 4 hours before the shift starts (unless specifically requested not to do so by the immediate supervisor/HFH office) and keep his/her immediate supervisor/HFH office informed of the reason for the absence, available working status and expected date of return (failure to do this indicates indifference and is a cause for corrective action). HFH may request a physician's statement.
4. ***Absences of More Than Two(2) Days:*** If an employee is off work for more than two continuous days, a physician's excuse is required.
5. ***Physician Statements:*** on the day the employee reports back to work, he/she may be required to bring a physician's statement stating: 1. reason for absence, 2. dates the employee was under the physician's care 3. date of released to return to work, 4. limit of duties if appropriate or release to full duties. The letter must be on the physician's letterhead and signed or stamped by the physician.

Definitions:

- ***Absence***- an absence is defined as a time period during which an employee does not report to work (this means any absence, except for bereavement leave, Family and Medical Leaves, Jury and Active Duty, and injury days). Absences do include excused absences, unexcused absences, personal leaves of absence, arranged absences, etc.
- ***Arranged Absence Without Pay*** – An absence requested at least one week (seven calendar days) ahead of time and approved by the employee's immediate supervisor/HFH for medical or dental care, religious observances, selective service requirements, court appearances or personal business. An employee attending the funeral of a person other than immediate family may request exceptions from the one-week notification rule. An arranged absence will not be counted in any corrective action
- ***Excessive Absence*** – More than one absence per pay period whether excused or unexcused is excessive. Excessive also includes absences occurring on a regular basis (i.e. Each pay period, or each month, before or after holiday, or approved day off, weekends, or in a pattern of habit). More than six absences (excused or Unexcused) in a six-month period may result in discharge.
- ***Excused Absences*** – An absence recognized as valid for personal illness, injury or serious illness to a member of the employee's immediate family and reported in

accordance with procedure. The immediate family is defined as spouse, parent, child, brother, sister, Mother-in-Law, Father-in-law, grandmother, or grandfather.

- Family and or Medical Leave of Absence – A period of time away from work taken for a certified serious medical condition of the employee or employee’s spouse, son, daughter, or parent: the birth and or care of a newborn child; or the adoption by the employee or foster placement of a child with the employee.
- Job-Related Injury- Employees who do not complete an assigned shift due to a job-related injury will be compensated only for hours worked.
- Personal Leave of Absence - This is an authorized extended absence from work. If it is necessary for an employee to be absent from work for more than ten calendar days, an employee must request, in writing, a Leave of Absence stating the reason and the expected duration of the leave.
- Leaving Early/Tardy- That portion of the employee’s schedule will be recorded as an absence.
- No Call – No Show – An absence not reported to immediate supervisor/HFH. Three consecutive work days without approval (i.e., no call, no show) will be recorded as job abandonment and result in immediate termination.
- Unscheduled Absence: Employees must notify HFH by calling the number provided and, in some cases, also notifying their supervisor by calling and not by text. When notifying HFH if the call is placed after regular hours, the employee will be able to speak with the on-call supervisor. Poor attendance and excessive lateness negatively impact our services to clients, colleagues and the overall daily operation. Due to the seriousness of both, either may result in corrective action, up to and including termination of employment.
- Unexcused Absence – Any absence is unexcused when the immediate supervisor/HFH is not notified, or an absence is not supported by a physician’s statement when requested by the supervisor/HFH or when an absence is not considered valid by the immediate supervisor/HFH.

D. Benefits

Please refer to the actual benefit plan documents and summary plan descriptions for specific information regarding any company sponsored benefit or insurance plan. The Employee Handbook and other plan documents are not contractual in nature and do not guarantee any continuation of benefits.

Workers Compensation: All employees of HFH LLC. Are covered by Ohio workers compensation for injury, illness, disability, or death which results from and arises in the course of employment.

Life Insurance: HFH has access to affordable Life Insurance at the employee’s expense. Please see the HR department for more information.

Health Benefits: Registered employees may be eligible to participate in the company sponsored group health insurance program at the time of the registered employee’s eligibility. Information about the plan and eligibility requirements can be provided by the HR department. Participation in this plan is optional.

Paid Time Off (PTO): Hands From Heaven Personal Time Off (PTO) program applies to all regular non-exempt employees working for HFH. PTO can be used to take a vacation, take time off when sick, attend to personal matters, care for a sick family member, recover from an illness, celebrate a holiday not otherwise observed by the company.

Procedure: All non-exempt will start accruing after 90 days of employment. Eligible employees must regularly work at least 30 hours per week. Employees working less than 30 hours per week are not eligible for PTO.

1. **Use and Scheduling:** Employees must use PTO when taking time off from work for any reason, and PTO can be taken in increments as low as one hour. All PTO request are subject to Supervisory approval as well as team and department staffing needs. We understand that unscheduled absences occasionally happen; however, when possible, PTO should be scheduled 2 weeks in advance. PTO time must be according to your normal work schedule.
2. **Availability:** PTO can be used in the pay period following completion of 1 year of employment. All hours you accrue after that time can be used in the pay period following the period, they are accrued in.
3. **Accrual and Payment:** Accruals are based upon paid hours up to 2080 hours (40 hours per week) per year, excluding overtime. If you work fewer that 40 hours per week, but at least 30 hours per week, you will earn prorated PTO Hours. Time in service with HFH will determine the rate you accrue PTO. PTO will not be accrued during unpaid leaves of absence. (see Chart Below)

Years of Service	Accrual Rate Per BI-Weekly Pay Period	Annual PTO Accrual	Maximum Accrual
Less than one year	4 hours	13 days (104 hours)	13 days (104 hours)
1-3 years	4.62	15 days (120 hours)	33 days (264 hours)
4-10 years	6.15	20 days (160 hours)	42 days (336 hours)
More than 10 years	7.69	25 days (200 Hours)	48 days (384 hours)

No one can borrow against PTO, Therefore, advance leave is not allowed.

4. **Payment upon Termination:** In Accordance with the State of Ohio Law, after 1 year of employment, you will be paid for all PTO hours you accumulated but did not use if you resign, retire, or otherwise separate from the company.

5. **Cash Out:** Every December, you can elect to cash up to a maximum of 40 hours of unused PTO earned over the past year, Providing that at least 40 hours of leave remain to cover unplanned absences.

Holidays: Hands from Heaven Inc. recognizes the following holidays: *New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.* Employees who work on holidays will be compensated at time and half.

Travel Time

It is the policy of Hands From Heaven LLC. to provide paid travel time between clients. Employees traveling between 2 or more clients, Only Time spent by an employee traveling as part of his or her regular job duties, is considered work time and will be paid at minimum wage.

Compensation Variables:

1. **2 Clients:** When traveling between two clients the minutes from client 1 to client 2 is considered travel time and will be paid per day.

Example: Sharon is scheduled to see Client(1) from 8-11am and Client(2) from 11:30-2:30. It takes Sharon 15 minutes (Per MapQuest) to get from Client(1) to Client(2), so in addition to the (6) Service Hours, she will also receive payment for the 15 minutes of travel time at the current minimum wage rate.

2. **3 Clients:** When traveling between 3 clients the minutes of travel between Client(1) and Client(2) then from Client(2) to Client(3) will be paid per day.

3. **4 Clients:** When traveling Between 4 clients the minutes of travel between Client(1) and Client(2), from Client(2) to Client(3) and from Client(3) to Client(4) will be paid per day. { the policy continues as stated for any additional clients. }

E. Performance

Open Door Policy

HFH is committed to creating - a positive environment where everyone's voice is heard, where issues are promptly raised and resolved, and where communication flows across all levels of the company. In an effort to help maintain this culture HFH has adopted an Open Door Policy for work-related subjects. Openness is critical to quickly resolve client concerns, to recognize business issues as they arise, and to address the changing needs of our most important asset “you”.

If something is bothering you , or you have a suggestion, concern, question or idea that’s work-related please discuss it with your immediate supervisor. If you are not comfortable with talking to your supervisor, feel free to contact any company officer. Nothing is too big or too small.

Taking the time to discuss what’s on your mind, shows you are invested in your own success and the success of Hands from Heaven LLC. We really appreciate you!

Employee Recognition Program

At Hands From Heaven LLC, Our staff are our greatest asset and we believe that ongoing recognition shows employees they are valuable contributors to accomplishing The Hands From Heaven Mission:

To assist individuals, maintain a familiar lifestyle of independence by providing skilled health care services with respect and dignity in the comfort of their home.

Purpose:

1. To promote Recognition to employees that contribute to the overall all objective of Hands From Heaven.
2. To establish standards, considerations, and outline the approval process and documentation handling for employee recognition.

Definitions

- A. **Eligible Employees:** All exempt and non-exempt regular employees are eligible to participate in this employee recognition program except Facilities/Construction Management Senior Leadership defined as director level and above.
- B. **Ineligible Employees:** Employees who are on probation, leave without pay or have disciplinary actions within the last six months are not eligible for recognition under this procedure.

Process

1. The Supervisor must complete and sign an Employee Recognition Nomination Form and identify the justification for the award and the award amount.
 - a. If a nomination is the result of a customer compliment or recognition, the supervisor should also fill out the same form, but attach the applicable email or memo.

2. The Supervisor submits the completed form to the Director of the applicable area for review and approval of the nomination.
3. The Director electronically submits the approved form to the Business Office Manager.
4. The Business Office Manager reviews and confirms if the employee is eligible for the award.

Award Levels

Please Note: Supervisors are responsible for ensuring that the level of recognition requested is consistent with the accomplishment prior to submitting the nomination form.

- ♥ **Heart Card:** \$10 Gift Card and or Letter of Recognition from the CEO for customer feedback and praise received and acknowledgement of customer service.
 - ♥ **Quality Service Award:** \$10-\$25 Based on service that has exceeded expectation and daily job duties, include email and memo with nomination form.
 - ♥ **Core Values Award:** \$25 to \$50 for consistently demonstrating the HFH Principles of Professionalism, Respect, Integrity, Teamwork, Accountability and Service.
 - ♥ **Special Recognition:** \$50 to \$100 for Being part of initiatives that are not visible to all employees. That means partnering with other areas to work on projects that could take time to complete, overall leadership or other significant achievements.
 - ♥ **Years of Service Awards**
 - 5 years of Service: \$50 Gift Card and 1 day off
 - 10 years of Service: \$100 Gift Card and 3 days off
 - 15 years of Service: \$150 Gift Card and 5 days off
 - 20 years of Service: \$200 Gift Card and 5 days off
5. After review, if an employee does not qualify for the aforementioned awards, the Supervisor can recommend the nominee for a Letter of Appreciation signed by the CEO.
 6. All nominations will become a part of the employee files and may be considered during an employee's evaluation.
 7. The CEO may also choose to honor nominees in addition to the awards received.
 8. The Business Office Manager will submit the approved form to the Office Assistant to review and confirm that the employee is eligible for the award.

9. The Office Assistant will enter the data, track and audit the recognition awards to provide reports and utilization of the program.
10. The Business Office will submit the nomination to the CEO for review, final approval and signatures.
11. The approval and distribution process takes approximately 10 days to complete depending on the availability of the authorizing signatures and approvals.
12. The Business Office will coordinate the distribution of the recognition if approved.
 - ◆ All cash awards (regardless of amount) represents taxable income to the individual. Taxable awards must be and will be reported to the Tax Department of income reporting and withholding

Employee Performance Reviews

All employees on a probationary period, following both original appointment and promotion, generally will receive a performance review during and at the end of the probationary period. The mid-term probationary performance review will be conducted after ninety (90) days of employment with specific goals noted. The final review will occur prior to the end of the employees one hundred eighty (180) day probationary period.

Each employee shall receive a copy of the job description for his/her specific position and, after completing the probationary period, generally will have a review of their job performance on an annual basis. The review covers the employee's performance for the period of time following the date of their last review. Each employee will have their performance reviewed during the anniversary month of their date of hire. The performance review may be extended beyond one year if the employee has been on a leave of absence.

Performance reviews, attendance, job description, job goals and objective, corrective actions, records and any other supportive material will be considered for promotions and for salary merit increases. The supervisor will discuss the review with the employee allowing he/she to ask questions, provide supportive documents, express concerns and have corrections made. The employee has the right to file his/her own remarks or comments as part of the final performance review.

Performance reviews become a part of the employee's permanent personnel file.

Performance may include recommendations for additional training to assist employees in achieving the required level of competency and or to improve their current skill levels.

Additional intermittent performance reviews may be requested to ensure the required level of competency and /or performance is being achieved.

Seniority: Is based on the length of continuous service of employment with HFH LLC, beginning with an employee's most recent date of hire.

Staff Development Training

HFH, provides opportunities and supports staff development and training. HFH will facilitate learning both by budgeting funds to attend external events and by hosting events internally. These training opportunities should enhance development in the position the employee is currently holding and support the employee’s and HFH’s annual goals.

Seminars and Conferences: Any staff person registering for a seminar or conference outside of HFH, a copy of the certificate of attendance must be forwarded to HFH. If a certificate wasn’t provided, the schedule, confirmation of completion notice, or some other documentation of attendance is required in order to receive training credit. The employee may keep the original. The attendance will be recorded in an in-service file and a copy of the certificate will be placed in the employee’s personnel file.

UI and MUI	<p>Over view of Basic Principles and requirements of providing HCBS Waiver Services Including:</p> <p>Person-Centered Planning Community Integration Self –Determination Self-Advocacy</p>
Tasked based Instruction to provide ADL, and IADL-ADHC	
Over view of Serving Individuals with Disabilities	
Universal precautions for infection control	
Rights of Individuals with Disabilities	

Mandatory Meetings: Management reserves the right to call meetings and require attendance. Unless unavoidable , a (7) day notice will be given. Failure to attend a mandatory staff meeting or in-service program may result in corrective action.

Mandatory Training: It is *mandatory* for direct or indirect service staff to complete 8 hours of training during their annual review on the following:

It’s also mandatory for indirect or direct service staff to attend monthly educational training provided by the agency the first week of every month which includes but not limited to the following:

- Health and Welfare Alerts
- CEU
- Policy and Procedure updates and changes
- MUI and UI Trends and Patterns

In Service Education: it is the responsibility of the employee to continually attend education workshops and keep informed on the most current methods for job performance. Employees who attend an in-service workshop must be present for the entire in-service to receive credit for attending unless prior approval to leave a minimum of three-quarters of the session is given by their supervisor.

Tuition Reimbursement: HFH does not offer tuition reimbursement.

Corrective Action

HFH aims to hire competent, reliable, professional client focused individuals. Employees are expected to:

- Report to work on time each day
- Complete their assignment in its entirety
- Maintain a satisfactory performance level
- Behave in an ethical and professional manner
- Comply with HFH policies and guidelines.

It is the policy of HFH to take corrective action to address attendance, job performance, or conduct when necessary. The following will be considered: the severity of the offense, how often they have occurred, the employee's performance, disciplinary record and any mitigating circumstances.

Depending on the severity of the issue, the company is not required to implement each step. Most corrective actions will be progressive. Below are the progressive steps typically taken;

1. **Verbal Warning:** this is for the first time minor offenses
2. **Written Warning:** issued for repeated or more serious offenses.
3. **Suspension:** issued for infraction of rules or history of warning that have failed to correct behavior. An employee may be suspended pending an investigation of a serious performance or conduct issue. Gross misconduct, including improper care of a client, may be grounds for immediate termination of employment.
4. **Termination:** Suspended or terminated employees may be required to leave company or client premises immediately.

After deciding on the appropriate corrective action, management will explain the outcome with the employee. All corrective action will be documented in the employee's file, and a copy provide to the employee.

HFH reserves the right to delay planned actions(increases, promotions, transfers etc.) based on progressive discipline issues.

Employees are to take all of these steps seriously. Behavioral and performance issues that are not corrected in a sustained, satisfactory manner may result in termination of employment.

- Certain acts represent behaviors that cannot be tolerated and needs to stop immediately. Some behaviors may warrant suspension and/or immediate termination without progressive corrective action. The following list is not exhaustive, but it provides examples of unacceptable behavior infractions that may warrant a final warning or immediate termination:

- Fighting either verbally or physically, or engaging in any other act of violence/assault or threat of such on company premises.
- Harassment of any kind in accordance with related policies.
- Making malicious, false, or derogatory statements that may damage the integrity or reputation of the company, its employees or customers.
- Use of obscene language or gestures.
- Intimidation of other employees or management.
- Discourteous or otherwise unprofessional treatment of customers, co-workers, and management.
- Theft, attempted theft, allowing a theft or unauthorized removal of company property.
- Negligent, careless, usage, or inefficient performance of duty.
- Intentional falsification of payroll records, personnel records, or other records required in the transaction of company business.
- Any act of fraud.
- Excessive absenteeism, absence without proper notification to immediate supervisor, unauthorized absence from work or insufficient reasons for absenteeism.
- Job Abandonment – Failure to report to work for three consecutive days without contacting a supervisor and reporting the absence.
- Insubordination, including refusal or failure to perform assigned work.
- The carrying/bringing of firearms or deadly weapons of any kind into the company or on company properties or at a company-sanctioned/sponsored event.
- Behavior that results in repeated corrective action related to either performance and/or attendance issues.
- Personal use of Company property, supplies, or equipment without prior approval.

Progressive Discipline: It is the policy of HFH to administer equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

- HFH’s own best interest lies in ensuring fair treatment of all employees and in making certain that corrective actions are prompt, uniform, and impartial. The major purpose of any corrective action is to remedy the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.
- Although employment with HFH is based on mutual consent and both the employee and HFH have the right to terminate employment at will, HFH may use progressive discipline at its discretion to assure satisfactory performance.
- Progressive discipline means that, with respect to most performance/behavioral problem, these steps will normally be followed: a first occurrence may call for a verbal warning; the next occurrence may be followed by a written warning; subsequent occurrence may lead to suspension or termination of employment.

- HFH recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or in extreme situations, termination of employment, without going through the usual progressive discipline steps.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and HFH.

Employee Conflict Resolution

HFH LLC, is dedicated to making fair, honest, prompt and objective determination regarding each employee's problems, complaints, or suggestions. Each employee shall follow these steps to express and resolve problems, concerns and disagreements:

1. An employee shall discuss the problem with his or her immediate supervisor. This may be done privately or with the President, Vice President, or Office Manager.
2. The supervisor shall try to resolve the situation as quickly as possible. The supervisor shall make a decision based on the facts and company policy, and may consult with the President, Vice President, or Office Manager. If the supervisor cannot resolve the problem to the employee's satisfaction, the employee can refer it to the President, Vice President, or Office Manager for consideration.
3. The President, Vice President, or Office Manager will investigate the employee's problem, gather all relevant facts and opinions, review company policy, and render a decision concerning the problem.
4. If the problem directly relates to the employee's immediate supervisor the employee may go directly to the President, Vice President, or Office Manager, and request a meeting with the President, Vice President, or Office Manager, with or without the supervisor present to review the problem.
5. The decision rendered by the President, Vice President or Office Manager will be final.

Employee Grievance Policy

It is generally the policy of HFH LLC, that employees be provided an appropriate avenue for the resolution of issues, concerns, and grievances. If a grievance process has been established in an employment or labor agreement then that process should be followed. Otherwise, the following procedure should be employed when a grievance, dispute, or misunderstanding regarding the application of personnel policies and or employment conditions, exists. Days indicated are working days. Time frames indicated may be extended based on mutual agreement in writing and signed by the employee and the President or designee or the Vice President or designee.

Procedure

An employee should attempt to resolve their issue or concerns with their immediate supervisor. Within (7) days of the action to which the employee takes exception, he/she shall submit in writing to their immediate supervisor the nature of the grievance, the date and time the grievance arose or was to have been purported to have arisen, the date the grievance was filed with the supervisor, the specific policy or practice that is claimed to have been violated, resolution requested, and signature of the employee.

- Within (7) days of receiving the complaint the Supervisor shall hold step 1 meeting with the employee. This meeting must be documented and included as part of the employee's original written grievance statement. The supervisor shall respond in writing with the decision concerning the grievance stating what has been decided and the reason behind the decision.
- Grievances that are not resolved through step 1 with the employee's immediate supervisor must be appealed in writing by the employee to the Vice President of HFH within (7) days of receiving the Supervisor's decision; otherwise the grievance is considered to be waived.
- The Vice President or designee generally will have (10) days after receiving the appeal to meet with the employee. The immediate supervisor, and other staff as appropriate in a step 2 meeting. The employee may at their discretion, ask to bring witnesses and /or request another staff member to represent them. If the grievance is not resolved at this meeting, generally within (7) days from the time this meeting is held, the Vice President or designee will issue a written decision.
- If the employee is still not satisfied, they may appeal through step 3 their grievance in writing to the President of HFH. The President or designee will review the facts of the issue and may or may not hold a hearing. Generally within 14 days from the time the grievance is reviewed or, if a meeting is held, heard, the President will provide in writing a decision regarding the grievance which will be considered, as far as HFH is concerned, the final resolution of the issue unless otherwise specified in an existing employment or labor contract.
- Discipline or termination of employee during probationary period is not applicable to the grievance Policy and Procedures.
- Oral or Written reprimands may be appealed through Step 2 or the Grievance Procedure but are not subject to Step 3.

COMPANY RULES AND TERMINATION

Consistent with the Standards of Conduct that each registered employee agrees, in writing to observe. Below is a list of rules that should help guide your conduct. Violation of the following rules will be the subject to termination of employment at the sole discretion of HFH LLC.

- Unacceptable job performance, which may be identified through Q&A reporting.
- Suspension, revocation or other legal impairment to employee's professional license.
- Insubordination or immoral conduct of any kind.
- Theft or dishonesty.
- Falsifying application for employment; or falsifying time records.
- Behavior inconsistent with company policy; or fighting or horse playing.
- Intimidation or coercion of the other employees.
- Revealing or discussing confidential information with non-employees.
- Revealing or discussing confidential patient information of any kind unless required by law.
- Illegal possession of controlled substances
- Using company/facility time for personal use.

Termination Agreement: During employment with HFH and upon termination of employment, whether voluntary or involuntary, the caregiver agrees at no time to approach a client unless so directed by the agency.

Upon termination of employment, whether voluntary or involuntary, the employee agrees to leave the office or client's premises immediately and agrees under no circumstances to further contact the client, client's family or representatives, neighbors, or other contacts. This includes contact in person, by phone, fax, email, or any other form of communication.

Separation from Employment

Resignation: Resignation is voluntary act initiated by the employee to terminate employment with HFH LLC, although advance notice is not mandatory, HFH request at least two weeks' written resignation notice from all employees. Prior to an employee's departure, an exit interview will be scheduled to discuss the reason for resignation and the effect of the resignation on any benefits.

Health and Safety

Drug-Free Workplace

Drug and Alcohol Use: It is the policy of HFH to provide a drug free, healthful and safe workplace. To promote this environment, employees are expected to report to work in appropriate mental and physical condition to perform their job in a professional and productive manner.

While on HFH's premises, providing services to HFH's clients, or while conducting business-related activities off HFH's premises, employees cannot use, possess, distribute, sell, or be under the influence of alcohol, medical cannabis or illegal drugs. The use of prescribed drugs (except medical cannabis) is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger others individual in the workplace.

Violation of this policy may lead to corrective action, up to and including immediate termination of employment, and or required participation in a substance abuse rehabilitation or treatment program. Such violation may also have legal consequences.

Employees with questions or concerns regarding substance dependency or abuse are encouraged to discuss these matters with management to receive assistance or referrals to appropriate resources in the community. All discussions or inquiries are kept in strict confidence. Employees with questions on this policy or issue related to drug or alcohol use in the workplace should raise their concerns with management without fear of reprisal.

Smoking Policy: It shall be the policy of HFH that all agency work sites are considered to be smoke free environments. Smoking is not permitted in agency offices, vehicles, or at any service site. This includes e-cigarettes and any other smoking mechanism.

1. Individual consumers who choose have the right to smoke in their residences. Where more than (1) consumer lives at a particular site, staff shall be sensitive to ensuring the other consumers who do not smoke have their rights protected and that compromises are worked out among the consumers as to how this potential issue get resolved.
2. With the consumers' permission as clearly indicated in their ISP that the consumer authorizes to do so, staff may smoke in the consumer's home.

Workers Compensation

All employees of HFH are covered by Ohio workers compensation for injury, illness, disability, or death which results from and arises in the course of employment.

The procedure of a work related injury is as follows:

- The employee shall seek immediate medical attention;
- The employee shall report the incident to a Hands from Heaven LLC. representative within 24 hours of seeking medical attention;
- The employee shall be required to complete a Hands from Heaven incident report;
- All bills for medical care must be sent to Hands from Heaven LLC. when received by the employee;
- The employee should not pay the physician directly.

Claims not certified by HFH may be sent for hearing. Notices of the date, time, place, and reason for the hearing will be mailed both to the employee and HFH. Staff may be required to testify at Worker's Compensation hearings or give signed statements regarding the incident. HFH, in conjunction with our workers' compensation consultant, will determine which employees will be required to testify.

Time off for work related injury may be designated as approved time. Employees will be provided notice of such designated.

Question regarding workers' compensation should be directed to the President/Vice President.

Keys and HFH Property

It is the policy of HFH that the provision of keys to employees be based on the nature of the position, consumer needs, or job site.

Keys assigned to HFH employees are the responsibility of each individual. Staff will only be given keys when the nature of the position, consumer needs, or job site require it.

- A** Keys to living sites are the responsibility of the consumer/guardian unless consumer needs require that staff assigned to the site be given a key. This will be done only with signed consent of the consumer or guardian.
- B** Employees who are assigned keys will be responsible for the cost of replacement if lost. Should lost keys demand that locks be changed, employees will be held responsible for the cost involved.

- C** Any keys that are issued to an employee shall be returned upon termination or resignation. Final paychecks will not be released until all assigned keys are returned to the appropriate individual.
- D** Tools, beepers, cellular phones, etc. are the responsibility of the employee to whom they are assigned and damage or loss of HFH property, owned or leased, due to negligence or mistreatment shall be the responsibility of the employee.
 - a. HFH property, owned or leased, shall be for the sole purpose of providing consumer support/services or for conducting agency business and is not to be utilized for personal use without expressed written permission from the President/ Vice President or designee or as indicated in an employment agreement.
- E** HFH vehicles are to be utilized only for the provision of consumer support/services or agency business. Unless otherwise authorized through an employment agreement or contract, employee are not permitted to use agency vehicles for personal use without the expressed authorization of the President/Vice President. For authorized work related activities, HFH vehicles are to be utilized whenever possible. Site supervisors are responsible for ensuring that agency vehicles assigned to their site are properly maintained and in good working condition.
- F** Employees will be held responsible for willful damage to or theft of HFH or consumer property at any HFH work site.

Transportation

It is the policy of HFH to hire and use the best, dependable and most reliable drivers to transport individuals with mental retardation and developmental disabilities. All drivers must be at least eighteen (18) years of age, have a valid license as specified by the Ohio Law, and be insured as specified under section 4509.101 and 4509.47 of the Revised Code. Each driver must have the referenced information on file with HFH, prior to providing any transportation services.

- Any driver who is not properly licensed and/or insured will not be permitted to use HFH's vehicles or their personal vehicles in providing transportation services for HFH and its clients.
- All drivers shall, on a continuance basis, inform HFH of any traffic citations received, traffic fines paid, or traffic accidents, which they were involved in using HFH's vehicles, their personal vehicles or other vehicles used by them in conjunction with providing transportation services for HFH and or during off duty activities.
- Each driver will complete testing for controlled substances by a laboratory certified for such testing and be determined to be drug free prior to initially providing non-medical transportation.

- Each driver will complete testing for controlled substances by a laboratory certified for such testing within thirty-two (32) hours and completes testing for blood alcohol level by entity certified for testing within eight hours of a motor vehicle accident involving the driver while he or she was providing non-medical transportation when:
 - a. The accident involves the loss of human life; or
 - b. The driver receives a citation under state or local law for a moving traffic violation arising from the accident, if the accident involved:
 - i. Bodily injury to any person who, as a result of the injury, immediately receives medical treatment away from the scene of the accident; or
 - ii. One or more motor vehicles incurred disabling damage as result of the accident, requiring the motor vehicle to be transported away from the scene by a tow truck or other motor vehicle.

Vehicle Maintenance: HFH will maintain its vehicles in a good and operating order as required by the State of Ohio, Ohio Department of Mental Retardation and Developmental Disabilities (ODMRDD) and County Board of Mental Retardation and Developmental Disabilities (CBMRDD). All of HFH's vehicles will be serviced according to the owner's manual and/or based on daily inspections (i.e., tires, head/tail lights, windshield wiper, brakes, heat/air, etc.) by HFH and its drivers.

- Any vehicle which is not road worthy as required by ODMRDD/CBMRDD will not be used by HFH in providing transportation services.
- HFH will maintain on file, for review by ODMRDD/CBMRD, the maintenance history for each of its vehicles used to provide transportation services.

Training: Drivers are required to complete training related to incidents which adversely affects the health and safety of the individuals who they are transporting in accordance with rule 5123:2-17-02 of the Administrative Code.

HFH will take all reasonable steps necessary to prevent the occurrence or reoccurrence of incidents adversely affecting the health and safety of individual receiving transportation services. Such steps shall be subject to limitations in applicable law and may include, but not limited to, giving notice of the occurrence or reoccurrence of the incident to the SSA or the individual's family, or a legally responsible person.

- Each Driver must have a valid CPR Certification.

Other Requirements: Drivers shall implement transportation services at the frequency and duration which HFH has agreed to provide as set forth in the Table One of Appendix B of Rule 5123; 2-8-10 of the Administrative Code which is attached to the ISP.

- No driver, during transportation assignments for HFH, shall provide transportation services to his/her and/or another employee's minor child and/or spouse, in conjunction with providing transportation assignment for HFH, unless he/she is a client.
- No driver, who is listed on the abuser registry pursuant to section 5123.50 to 5213.54 of The Revised Code, may be permitted to transport any individual who is mentally retarded and developmentally disabled.

Driver's Licenses Checks/Notification:

HFH will conduct a periodic Driver's licensed check on its drivers through Ohio Department of Public Safety (ODPS). Drivers will be required, on scheduled basis, to complete Attachment A, which provides HFH with the authorization to conduct the necessary license check through ODPS.

Any driver who is not properly licensed based on the license check through ODPS, will be immediately terminated from transporting employees, clients, and delivering services, until proper privilege is restored.

Drivers are required to immediately notify HFH, in writing if the driver accumulates six (6) or more points on their driver record and if his or her driver's license are suspended or revoked. HFH will immediately notify ODMRDD, as required, in writing of any drivers whose license is suspended or revoked.

Client Services

General Client Services Policy and Procedures

Office Hours: Hands from Heaven LLC. offices are open Monday through Friday from 8am to 6pm.

On Call Services: Hands from Heaven LLC. has a phone-service available to receive calls twenty four hours per day. After regular business hours, you will be able to contact Hands from Heaven LLC. on call supervisor directly.

Telephone Usage: Clients telephone lines are not for personal use except for urgent and important reasons. Your family and friends can call Hands from Heaven LLC. At any time, and Hands from Heaven LLC. will get a message to him or her.

Solicitation: There will be no solicitation of fellow workers in the assigned client's home during work hours.

Grievance Procedure: Any employee who feels that he/she has been the victim of discrimination because of race, color, religion, national origin, sex, age, handicap, or a victim of sexual harassment within the assigned client's home or with a client should contact Hands from Heaven LLC.

Purchasing goods from a client: Any employee purchasing goods from a client after work hours must obtain a receipt of purchase to protect both the client and the company. The receipt must have the date, cost of goods, amount paid and some identifiable stamp or signature that the sale has been finalized with no money due. Employees should not go into a payment arrangement with clients/vendors as it may cause a conflict of interest and influence.

Reporting missing and misplaced items: In an effort to protect both the client and the employee, there must be an incident filed if the client states they are unable to locate money or an item and/or ask the employee if they touched, seen or took said item more than once. The report must be filed within 24 hours of the event.

Physical Exam: All employees must receive an annual physical examination BLS and if required ACLS active.

Licensure: Employees are required to maintain a license in good standing in the state of Ohio.

Revisions: This Registered the Orientation Guide may be revised from time to time as Hands from Heaven Inc. deems necessary and appropriate. Any revised editions of this Orientation Guide will be delivered to all employees.

Family Care: It is policy of HFH, to prohibitive any direct service worker from providing direct services to a FCSO client who is a family member of the direct service worker. HFH shall assure that the direct service worker will not be related to the FCSO client for whom they are assigned to provide care.

Purchase and Merger: It is the policy of HFH LLC, that if it merges with or is purchased by another Franklin County Senior Options Provider all rates and terms will remain in effect for the life of the current contract with Franklin County Senior Options Program. HFH shall immediately notify Franklin County Office of Aging Quality Improvement Manager in writing should this occur.

In the event HFH merges with or is purchased by an entity not affiliated with Franklin County Senior Options, regulations governing Franklin County's Competitive bidding process will determine whether or not the clients shall be transferred. HFH shall immediately notify the FCOA Quality Improvement Manager in writing should this occur.

In the event HFH desires to be released from the terms and conditions of the FCSO contract HFH will submit this request in writing to the FCOA Quality Improvement Manager. HFH will comply with FCOA's requirements of 30 days' notice of Intent to terminate contract.

Service Delivery Procedure

Every time a new consumer is awarded to Hands From Heaven LLC, the RN/Case Manager designated will analyze the Service Plan/ISP to make sure that all specifications are well understood, and coordinate with the case manager any adjustments or changes.

The RN/Case Manager will assess the consumer and elaborate a care plan, for every consumer to be followed.

All the documents will be given to the scheduler in order to assign an aide to the new client

New client will be contacted to provide him/her with the start date for service and the aide information.

The aide assigned to the new client will be called into the office to be provided with the Plan or Care/ISP, directions to the clients place, time sheets, specific schedule and the client's preference, if any.

Service will be monitored thru random calls, to ensure that the client is receiving services as planned.

Supervisory visits will be conducted if outlined in care plan/ ISP every 60 days in order to ensure that the client is satisfied with service and to review the Plan of Care/ISP in case it needs to be modified.

In the event that the aide is unable to deliver the service to the client, office staff will contact the client to notify him or her of the change and will offer a replacement. If the client refuses the replacement, the case manager will be notified, about the missed visit, via phone or email.

As soon as the aide realize that she or he will be unable to service a client he or she will call the office and or RN to inform him or her about the situation.

The time sheet will be used to document the service delivery (see Time Sheet Procedure) Each week time sheets will be filed in the client's chart as prove of service delivery and for billing purpose.

It is HFH policy that consumer's parents, spouse, step-parent, legal guardian, power of attorney, or authorized representative is not allowed to be hired to provide service for that consumer.

Changing a Client's Service Unit/ Service Schedule: It is the policy of HFH LLC, to request approval from the FCSO case Manager or supervisor to increase or decrease a clients' service unit, or change a service schedule (i.e., day of the week care is provided). Therefore, all employees providing services (i.e., Homemaker, Personal Care, Respite) for clients under the FSCO program, must have prior approval for the Management of staff of HFH to increase or decrease a client's service unit, or change a service schedule.

Service documentation (Time Sheet and Documentation Log): State and local laws require that ***every client*** have detailed documentation of the services HFH provided. You must use the (2) approved forms (*Time Sheet and a Documentation log*) required by HFH. Each form must be completed in its entirety or they will not be accepted by the Office Manager and may delay the processing of your payroll.

1. **TIME SHEET**

The Time Sheet must include:

- A. Client's Name
- B. Aides Name
- C. Week Period
- D. Every Week Day
- E. Space for the date and time provided
- F. Time in and time out
- G. Space for client's signature for every day of service received
- H. Space for the Aide's signature for every day of service provided
- I. Total hours worked for the week
- J. Task preformed, according to Plan of Care and or ISP

2. SERVICE DOCUMENTATION LOG

The Service Documentation Log must include:

Type of service.

Date of service.

Place of service.

Name of individual receiving service.

Medicaid identification number of individual receiving service.

Name of provider.

Provider identifier/contract number.

Written or electronic signature of the person delivering the service or initials of the person delivering the service if a signature and corresponding initials are on file with the provider.

Group size in which the service was provided.

Description and details of the services delivered that directly relate to the services specified in the approved individual service plan as the services to be provided.

Number of units of the delivered service or continuous amount of uninterrupted time during which the service was provided.

Begin and end times of the delivered service.

3. Client and aide must sign the Time Sheet upon completion of every shift.
4. Client must agree to the services provided before he or she signs for the shift.
5. Aide is responsible for following the Plan of Care/ISP
6. At the end of the week, times sheets must be completed and ready to be dropped off at the office Monday by Noon.
7. Office staff will verify Time Sheets in order to make sure that everything is well documented.
8. Signatures will be verified to avoid fraud
9. If the Time sheets are approved, they will be submitted for payroll and if applicable information will be transferred to the Service Documentation Log.
10. If there is a mistake on the time sheet, the aide will be called in to the office for corrections.

11. Fraudulent time sheets will not be processed
12. Time Sheets will be processed for payroll and posted with Documentation logs for billing.

After payroll and billing are processed, Time Sheets and or Documentation logs will be filed in Documentation Binder to be filed in clients charts at the end of each month.

Billing Procedure

The following list details the weekly billing process.

1. At the beginning of each week, office staff assigned to billing will review all timesheets and Documentation logs to ensure that all are correctly filled out and according to schedule established by the case manager.
2. Office staff will initiate the billing process by assessing the DDE/EMBS system with the User ID and Passwords assigned.
3. The offices biller will input all billable units into the system. When the units are in the system, the biller will submit the billing, generate a cover sheet and print a report for the agency Records and comparison against payment for reconciliation.
4. All billing information will be filled in a Billing Log Book and stored in a confidential place.
5. The biller will cross check unites billed against units paid, by printing a remittance report from the DDE/EMBS System.
6. If there is a discrepancy with billing and payment, the biller will analyze the report until the error is found.
 - i. If the discrepancy is DODD or Passports fault, the biller will contact the consumer's case manager and discuss the solution, and rebill.
 - ii. If the discrepancy is the biller's fault, he or she will document it file a report with the findings and corrections with the billing report for future reference.

Record Retention:

It is the policy of HFH LLC, to retain all records supporting services delivery to Franklin Count Senior Options clients for a period of six (6) years or until initiated Fiscal audit is completed, whichever is later.

Requirements for Handling Consumer Funds

Providers who assist Service recipients with the handling of their funds may or may not be a payee. Those that are payee must adhere to the payee guidelines set forth by the Social Security Administration. All providers who assist Service recipients with the handling of their funds- whether they are payee or are assisting the service recipient as described in the individual's ISP must adhere to Franklin county Board of Mental Retardation and Developmental Disabilities (FCBMRDD) requirements that follow:

HFH will maintain all documentation. HFH will have a method for filing and storage of information regarding Service Recipients fund. Provider must have a tracking system and HFH will follow up with FCBMRDD Service Coordinator and or parent/guardian for all financial concerns.

If a bill paying assistance is specified in the ISP, provider agrees to have a system to secure prompt, and accurate payment of monthly bills. If HFH is responsible for maintaining Medicaid eligibility per the ISP, then HFH will guarantee maintenance of eligibility for the ISP then HFH will guarantee maintenance of eligibility, i.e., staying below asset level, maintaining re-determination appointments, and communicating concerns with the department of Human Services and FCBMRDD.

The provider will maintain copies of all forms sent to HFH used for tracking finances and food stamps, and HFH will submit the Actual monthly cost to live report to the Consumer Funds Specialist at FCBMRDD for all individuals for whom this applies, at least quarterly. This shall be on a form approved by HFH and FCBMRDD

Client Safety

Consumer Rights Policy

Consumer Rights:

it is the policy of HFH LLC that each employee providing services for individuals with mental retardation or other developmental disabilities, shall prior to providing any services, read, and sign a written statement acknowledging their understanding, respect and compliance with section 5123.62 of the Ohio Revised Code (i.e., Bill of rights for persons with mental retardation or a developmental disability).

Complaint Procedures:

HFH supports and respects the rights of individuals with mental retardation and other developmental disabilities to file a client rights violation complaint with this office, the Licensee, the Ohio Department of Mental Retardation and Development Disabilities (ODMRDD) or the County Board of Mental Retardation and Development Disabilities (CBMRDD).

Upon receipt, by HFH, of a verbal complaint from a client/designee alleging a client rights violation committed by HFH and/ or its staff, the complaint will be reduced to writing by HFH's Quality Assurance Officer (QAO) or other designated staff of HFH. The written complaint must be signed off by the client/designee, acknowledging that the written complaint is an accurate accounting of the alleged violation.

The QAO or other designated staff of HFH will investigate the complaint within twenty-four (24) hours from the receipt of the written complaint. A written finding of the complaint along with a recommendation shall be submitted, within five (5) working days from the receipt of the written complaint, to HFH's President or other designated staff for review and approval. A copy of the finding and recommendation shall be provided to the licensee and the client/designee. Upon request, copies of the complaint and findings shall be provided to the ODMRDD or CBMRDD for their review.

If the complaint is investigated by licensee, ODMRDD or CBMRDD, HFH will make its staff available to answer any question and/or render any assistance.

Any HFH employee, who is alleged to have violated the rights of a client, shall respond to the complaint verbally and in writing, and may be terminated, suspended, reprimanded (i.e., verbal or written) , placed on administrative leave or temporarily reassigned from the community facility, until exonerated by the investigation.

HFH shall maintain on file all information pertain to its investigation of a client rights violation in accordance with the rules and regulations as issued by ODMRDD/CBMRDD.

Consumer Incident Reporting Procedure: In the event of a theft the consumer/or his/her representative must contact the local authorities and file a police report within 24 hours and a written report must be submitted to HFH in the same time frame. HFH will then begin an internal investigation into the alleged events. The employee will be removed from the providing services with the said consumer until the investigation is concluded and the employee is exonerated. It is the responsibility of the agency to contact the insurance carrier within 72 hours to set up a claim file. An internal investigation will be initiated to determine if there is any liability on behalf of HFH or its representatives. Written statements must be provided and submitted with the claim information. A proof of purchase and or receipt of purchase must be made available to the insurance adjuster including the depreciation amount to determine proper claim reimbursement amount. Any employee found to be associated with this act would be terminated at once. Any verifiable claims under \$1000.00 will be settled directly by the agency within 30 days of completed investigation and proper documentation for claim reimbursement.

Conflict Resolution

It is the policy of HFH LLC, to resolve complaints between clients and staff in a timely and professional manner using the following procedures:

All complaints shall receive prompt attention.

Initial resolution will be attempted directly between the client and service provider.

If the complaint is not resolved at the initial level, the client and his/her representative will meet with the service provider and a designee of HFH.

If the complaint is still unresolved the client and his/her representative shall use the Grievance Complaint form to submit their complaint to the Office of HFH.

HFH shall within 72 hours of receipt of the grievance form, schedule a formal meeting with the consumer and whomever the client and representative, if requested. The meeting shall occur within seven days from receipt of the complaint.

During the meeting the client and designee shall have the opportunity to express his/her complaint, discuss possible alternatives, and make recommendations for resolution. HFH will keep minutes of this meeting and furnish a copy of the minutes to the client and designee.

Within seven (7) days after this meeting, HFH will notify the client/designee of the actions that will be taken by HFH in response to the complaint.

If the client/designee is not satisfied by the response, the client/designee may request a second meeting with HFH within five (5) days after receiving the response. HFH shall, within 72 hours of receiving this request, schedule a meeting with the client/designee. This meeting shall be held within seven (7) days after it is requested. An additional designee of the client may accompany the client. All parties shall reach a viable solution during the meeting. One solution may be that the client/designee request a new provider or that HFH choose to no longer serve the client.

By mutual consent, any deadlines contained in this procedures may be extended.

Incident Reporting Procedures

Incident Reports: An incident Report is a tool used by health care agencies to record out-of-the-ordinary things that happen to clients or employees. Agencies are interested in knowing about anything that caused harm or could cause harm to clients or employees.

Incident reports are used by the Risk Manager of Patient Care to assess risk to clients or employee. The report are confidential and are not used for disciplinary purposes. That is not the intent of the Incident Report.

When an incident occurs, be sure and notify your supervisor immediately. It is important to complete an incident report when out-of-the-ordinary things happen while you are providing care and are in the workplace.

An incident is report is made for several reasons:

- ⇒ To determine if there is a pattern to work-related injuries or accidents
- ⇒ To protect the worker from being accused of abuse
- ⇒ To protect the client from poor practices
- ⇒ To meet governmental guidelines for tracking unfavorable events
- ⇒ To determine if the agency procedures need to be changed
- ⇒ To have documentation of an incident in case someone files a law suit

Incident reports need to be completed for such things as:

Any kind of injury the client may experience while you are in the home (for example, a client falls or cut himself while shaving)

Any injury you may experience while at work.

Any fall the client reports to you, even if you were not there to see it.

Any property damage that may have occurred while you were in the client's home (broken dishes, scorched shirt, your car was broken into)

Any malfunction of equipment (i.e. Chain on Hoyer Lift broke while transferring client)

Physical or verbal assault from the client or care giver

The Incident report needs to contain:

- ⇒ The date and time of the incident
- ⇒ Where the incident happen (i.e. client's kitchen)
- ⇒ A description of what happen
- ⇒ Who was there
- ⇒ What the client or caregiver did or said after the incident occurred
- ⇒ What you did or said after the incident occurred
- ⇒ Must be Objective (i.e. I feel)
- ⇒ Your signature

It is the responsibility of the agency to notify FCSO or ODA within 24 hours of any adverse incidents and documents the notification on an adverse incident report, which shall be forwarded to the FCSO or ODA.

Major/Unusual Incident Reporting: It is the policy of HFH LLC that employees working with individual with mental retardation and developmental disabilities and seniors, are required to immediately notify and report any major and or unusual incidents, which adversely affect their health and safety. Major incidents include, but art no limited, to the following:

- Abuse (i.e., physical, sexual, verbal)
- Misappropriation (i.e., depriving, defrauding, or taking the real or personal property of an individual).
- Neglect by failing to provide health, safety, care, or service specified in the service plan for consumers, on the IHP for individuals with mental retardation or other developmental disabilities.
- Changes in the status of the individual (i.e., health, mental health, or death).
- Any incident involving an individual that requires the involvement of the law enforcement and result in the arrest of, filing charges against, or incarceration of individual.
- Attempted suicide by the individual, regardless of whether any harm resulted.
- Fire, natural disaster, or mechanical failure at any place at which the individual receives service that results in overnight relocation of the individual or an inability to provide the individual with services for at least a twenty four hour period.
- An incident in which an individual with MR/DD cannot be located for a period of time longer than eight hours. Unless one of the following circumstances exists:
 - The ISP for individuals with MRDD specifies a different period of time;
 - Prior arrangements have been made for the individual to be gone for a period of time longer than eight hours; or
 - Other circumstance indicate that the individual is in immediate jeopardy, including notification to law enforcement.
- Use of restraints or time out for individual with MRDD in a manner that violates the Ohio Department of Mental Retardation and Developmental Disabilities (ODMRDD), the Count Board of Mental Retardation and Developmental Disabilities (CDMRDD) or applicable federal rules and regulations.
- Medical emergency which means that sudden onset of a medical condition that requires emergency medical intervention.
- Any unplanned or unscheduled admission to a hospital, nursing home, or rehab facility.
- Any injury of an unknown or suspicious origin that requires treatment that only a physician assistant, or nurse practitioner can provide, or any injury of a known or non-suspicious origin that has a significant impact on the individual's physical health.

- Any other violation stated in 5123.62 of the revised code that impact negatively or adversely affect the health of safety of the individual with MRDD.
- A series of similar unusual incidents regarding an individual with MRDD that may have an impact on the health and safety of the individual as determined during the weekly review conducted pursuant to paragraph (h) (2) of the administrative rule 5123; 2-17-02.

Unusual incidents may be service provided to an individual that are inconsistent with normal operations, policies, procedures or the ISP for an individual with MRDD

Notification and reporting Major Unusual Incidents

An employee who witness or identify a major unusual incident, is to immediately notify the supervisor, the home provider, HFH, and the service coordinator of the FCBMRDD if the individual is MRDD. In addition, the employee shall take all reasonable steps to ensure the health and safety of all the individuals served.

An employee, provided he/she is not alleged to have abused or neglected the client, shall complete the attached Major Unusual Incident/Unusual Incident Reporting Form, prior to the conclusion of his/her shift, a written report detailing the major or unusual incident.

The employee, who is alleged to have abused or neglected a client, will be provided with an opportunity, off the facility’s premises, to complete and submit a written report regarding the major incident.

HFH Responsibilities:

1. Ensure that the provider, other appropriate agencies (e.g., ODMRDD, CMBRDD, FCOA, etc.) and designated individual are immediately informed within 24 hours of any major/unusual incidents.
2. Remove from the residential facilities, pursuant to request by the provider, appropriate agencies and individuals, any employee who is alleged to have abused or neglected a client. Within a two hour time period, substitute or replace the accused employee with another qualified employee.
3. Make its office, staff and employees and records available to the appropriate provider/individuals agencies, or designees of agencies, to assist in the review and or investigation of major/unusual incident reports.

The accused employee may not return to the facility until a full investigation has been completed and he/she is exonerated.

Staff Replacement: To ensure adequate staff coverage and delivery of program services for our client, it is the policy of HFH to do, but not limited, to the following:

- ⇒ Recruit, select and retain the best employees who are truly committed to reporting to work as scheduled; willing to provide quality care and service that are in compliance with the client's service plan; and who will promote and enhance through their care and service community based programming for clients.
- ⇒ Secondly, employee who are scheduled to provide client services are required to call the office of HFH, at least two (2) hours prior to the start of their shift, if they are unable to report to work as scheduled. This will provide HFH with the ability to notify the client/designee that the scheduled services provider will not be reporting to work and to request authorization from the client/designee to send another qualified service provider as a replacement, or reschedule the date of service.
- ⇒ Thirdly, HFH will retain a surplus of qualified service providers who are recruited for the purpose of responding to emergency assignment (i.e., call-offs, vacation, sick leave, etc.).

Personal Property Damage In the event of personal property damage the Incident Report should be filed within 24 hours with HFH. If the amount of damage exceeds \$1000.00 HFH must submit all information to its' insurance carrier for settlement consideration.

In addition, all reimbursement cost information must be completed before any reimbursement is made.

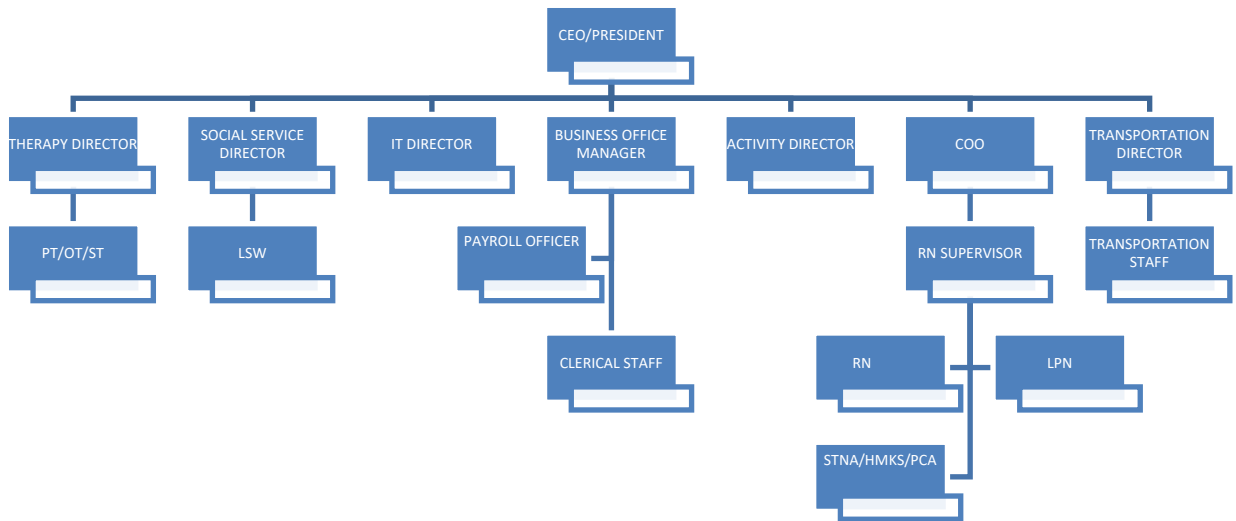
- Any amount under \$1000.00 will be reimbursed or replaced within 30 days of the alleged event.
- Any amount over \$1000.00 will be submitted to the insurance company outlined above and reimbursed within 10 day of receipt from the insurance carrier.

Liability Claims It is the policy of HFH LLC, to respond as expeditiously as possible to any and all liability claims filed by client against the agency. In order for this agency to respond timely and appropriately we are respectfully requesting strict adherence to the following procedures:

- Any client and or a representative on behalf of a client who wishes to file a liability claim against HFH due to lost or damages to personal property must complete the attached Liability Claim Form. The form must be notarized, accompanied by all appropriate receipts, where applicable and submitted to the Office of HFH.
- Upon receipt of the liability claim form HFH will contact appropriate staff of the Franklin Count Senior Options Program
- Within 48 hours from receipt of the referenced form a representative of HFH will contact the client and his/her representative to schedule an on-site visit to discuss and investigate the claim and gather and document any and all facts.

- The client and or his/her representative may request that HFH assign another caregiver until the claim is resolved.
- All claims under \$500.00 and found to be valid will be process for payment within thirty (30) days.
- All claims over \$500.00 will be forwarded to the HFH insurance carrier for review and resolution
- All adverse findings issued by HFH can be appealed by the client or his/her representative to the President of HFH within 24 hours from the issuance of the adverse findings.
- The President has five working days from receipt of the appeal to render a final decision.
- Copies of finding from HFH and its insurance carrier will be provided to appropriate staff FCSO program for review and possible resolution. FCSO's decision is binding for HFH.

Organization Chart



Employee Acknowledgement

The employee handbook describes important information about HFH LLC. And I understand that I should consult management regarding any questions not answered in the handbook.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur and that new information or circumstances may necessitate superseding, modifying or elimination existing policies. Changes will be made only after notification to staff, but I understand that management of HFH LLC, alone has the authority to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook and understand that I am responsible for reading and complying with the policies contained in this handbook and any revisions made to it.

Employee's Signature

Date

Employee's Name (Printed/ Typed)



Hands From Heaven LLC.