

Faithful Companions

Employee Handbook

Christian In-home Living Assistance

“Loving Your Family, as Our Family”

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Office Hours: Mon-Fri. 8 AM – 4:30 PM

www.FaithfulCompanions.com

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Section I.

WELCOME

WELCOME ABOARD!

We are pleased that you have decided to join our team. We would like to take this opportunity, through the use of this Employee Handbook, to personally welcome you and introduce you to some of our policies and procedures.

Being part of the non-medical home care industry cannot be compared to any other kind of working experience. We do not sell a product; we give of ourselves and provide a much needed

service. In doing so, our goal is to improve the health and well-being of the people in our community. Our work environment is dynamic and stimulating. The demands and responsibilities placed upon us by our community will challenge our ability to respond. Flexibility, perseverance, and compassion are qualities that each of us must have to be able to meet this challenge.

We hope that you'll see your new position as not only a job, but also an opportunity to cheerfully assist others.

Again, welcome to our family. We value all our employees and are proud to have you with us.

The Staff of Faithful Companions

EMPLOYEE HANDBOOK

This employee handbook has been prepared to help familiarize new employees with some of Faithful Companions (hereafter known as **FC**) guidelines, policies and procedures. It also outlines many of the benefits and services provided to you as an employee. This handbook does not include all company guidelines, policies and procedures. Should you have any questions, please discuss them with management.

FC reserves the right to revise its policies, programs and benefit plans at any time, without advance notice. **FC** also reserves the right to make individual exceptions to these policies and procedures. Any exception granted by **FC** is not intended to prevent and does not restrict its right to insist on adherence to the policy or practice in the future. Violation of any of **FC** policies and/or procedures may result in disciplinary action up to and including termination.

EMPLOYMENT STATUS

We recognize that you have voluntarily joined **FC**. Your employment is "at will", and you are free to discontinue your employment at any time and for any reason. **FC** reserves a similar right. Therefore, both you and **FC** have the right to terminate your employment at any time, with or without advance notice and with or without cause.

EVALUATION PERIOD

The first 3 months of employment is considered an evaluation period. During this time a manager will evaluate the employee's performance, attendance, attitude, and conduct to determine compatibility with the requirements of the position. This helps the new employee by assuring management is focused on the new staffs' needs for information, feedback and training. In the same token should an employee's performance, attendance, attitude, or conduct not meet the standards, they will be released from employment. Release or voluntary resignation during this period will not have an adverse effect on an employee's records.

Section II.

OPERATIONS

FC is committed to conducting its business affairs honestly and with integrity.

Each employee is expected to report dishonest activities by other employees to their manager. Failure to report such activities is considered a violation of the Standards. Knowingly submitting false information is also considered a violation of the Standards.

Initiating or encouraging reprisal action against an employee or other person who, in good faith, reports known or suspected Standards violations is prohibited.

EMPLOYEE-CLIENT RELATIONSHIPS AND EMPLOYEE CONDUCT

Employees are expected to conduct themselves in a professional manner at all times, demonstrating a positive attitude, respect for co-workers, clients and their property.

Employees are not to suggest or make changes in a client's schedule. All client scheduling and schedule changes need to be communicated by the client to **FC** management. This may be grounds for termination.

PROFESSIONAL BOUNDARIES

Employees should never discuss personal information with clients. Personal information may include, but is not limited to, health issues, problems, personal phone numbers, inability to perform job description, or concerns about **FC**.

Employees are expected to provide their own lunch when meal times are included in work hours. Employees are never to help themselves to clients' food or drink.

Unprofessional behavior weakens employee-client relationships and causes concern over employee reliability and dependability and may result in disciplinary action up to and including termination.

SCHEDULING AND AVAILABILITY FOR WORK

Employees are hired, in part, based on their availability to work. Scheduling our employees, so that we are available to serve our clients is the most important part of our business. If, for any reason, there is a change in an employee's availability, **FC** should be notified in writing as soon as possible. Any desired days off should also be requested by the 12th of the previous month. **FC** will make all reasonable efforts to modify the employee's work schedule.

Once management has created monthly scheduling, under no circumstances is the schedule to be altered, unless authorized by the office.

NO-SHOWS, ABSENTEEISM AND PUNCTUALITY

FC devotes much effort and many hours building relationships and goodwill with our clients. No shows cause a serious setback in the relationship established and will not be tolerated. If a companion does not show up for an assignment, **FC** will consider it job abandonment and will be grounds for termination.

Employees must notify the proper management personnel when they will be absent from or late to work. Please call with at least 12 hour notice, so we are able to schedule someone else to cover your absence. Failure to do so can result in immediate termination.

In the event of an unexpected emergency, management should be notified as early as possible. **An emergency is a situation that poses an immediate risk to health, life, property or environment.**

An employee's first priority when arriving at a client's home is to call and report their arrival through the Time Card Line. Calls from individuals other than the employee will not be accepted as appropriate notice unless approved by management.

PERSONAL APPEARANCE

Employees are expected to dress appropriately for their position and work environment. No midriffs, no tube tops and no flip flops are to be worn at any time or for any reason to a client's home. If you have any questions concerning appropriate attire, contact your manager.

The following guidelines are intended to assist the employee in meeting Company standards for cleanliness and personal appearance:

- All employees are required to maintain the highest standards relating to personal hygiene including regular bathing, clean hands and fingernails.
- A clean-shaven appearance is required. Facial hair is permissible in the form of a mustache, closely groomed beard and sideburns.
- Visible jewelry that may be offensive to some of our clients may not be worn. This includes tongue rings, nose or eyebrow piercing, etc. Other jewelry is permissible when it will not interfere with your safety or job performance.
- Because of frequent contact with clients, personal items such as pins, badges, emblems or buttons may not be worn on work attire during business hours unless they are Company issued.
- The use of colognes or perfumes for both men and women, and cosmetics for women (including hair coloring, nail polish, face makeup) should be subtle and in good taste. If the client has sensitivity to perfumes, they should not be worn at the client's home.
- Vehicles used by the companion to transport clients, must also be kept neat and safe. Please, no distasteful bumper stickers.

If you have any questions about these standards or difficulty in meeting them, you are encouraged to discuss your concerns with your manager.

NEATNESS

It is **FC's** policy to keep all areas of the business neat, clean and professional in appearance. Inappropriate or distasteful pictures, posters or calendars provided by the companion are not permitted on Company or client property. Each employee is responsible for keeping the client's home uncluttered with personal belongings. Vehicles used by the companion to transport clients must also be kept neat and safe. Please, no distasteful bumper stickers.

COMMUNICATION - PROBLEM RESOLUTION

The cornerstone of effective communication is the employee-manager relationship. If an employee has a problem or concern, they should discuss it with their immediate manager. **Never** communicate your problems or concerns with the client.

EMPLOYEE RELATIONS

FC is confident that its management staff and employees will handle any issues that arise in the work place will be fairly and professionally without the intervention of outside parties.

Management personnel are not obligated and will not discuss with an outside party any matter or issue between **FC** and an employee. **Additionally, employees of FC shall not discuss employee-employer concerns with a client.** This act shall be considered unprofessional and may result in disciplinary action up to and including termination.

DISCIPLINARY GUIDELINES

An employee's failure to follow these rules, practices, policies, guidelines or other Company standards or policies not specifically mentioned in this Handbook will result in disciplinary action. Any action taken will be at the sole discretion of **FC**. Disciplinary action may include informal or verbal counseling, written counseling, suspension and termination of employment.

USE OF PERSONAL VEHICLES

All employees must retain a personal vehicle for transportation and have it available for any necessary errands during scheduled work hours. Employees using their personal vehicle for company business including transportation of clients will be reimbursed at the standard mileage rate at that time.

Proof of insurance is required for all new employees and must be maintained in our files for all employees. Please update your insurance records with us when you receive a proof of insurance card from your insurance company.

CONFLICTS OF INTEREST

A conflict of interest exists when an employee engages in any activity that may compromise him/her, another employee, **FC** or **FC's** relationship with a client, vendor, or competitor. Potential conflicts of interest with a client, vendor, or competitor may include working for a competitor, soliciting business for personal gain, accepting gifts* other than those of nominal value, requesting favors, discounts or services.

Conflict of interest also occurs when an employee inquires about, performs or accepts work from a client outside the scope of employment with **FC**. Both the employee and the client have signed agreements not to accept or offer work to employees outside their employment with **FC**. If you are contacted by a client to work "under the table", this must be reported to management immediately.

Failure to disclose a potential conflict or engaging in a practice determined to be a conflict of interest may result in disciplinary action up to and including termination.

Employees are not to conduct any outside business from a client's home or at **FC's** offices.

** If a gift is insisted upon by a client, ALWAYS document the details in the client's binder and notify management.*

CONFIDENTIALITY OF COMPANY INFORMATION

Confidential information obtained as a result of employment with **FC** is not to be used for personal gain. Unauthorized use or disclosure of confidential information can result in civil and/or criminal penalties, for both the employee and **FC**.

Inquiries regarding current or former employees should be referred to Management.

SAFETY

Each employee is responsible for remaining aware of and following safe working practices/procedures. Failure to follow safety and health rules may result in disciplinary action up to and including termination.

A brief review of these guidelines:

- No family members or friends are to accompany or visit you while on assignment;
- When using any vehicle for business purposes, driver and all passengers must be in a seatbelt;
- Report any unsafe conditions or practices immediately to your manager;
- Report all personal injuries to your manager immediately;
- Alert your manager if you become sick while at work;
- Employees are required to keep their work area clean and free from hazard;
- Employees must never allow the client to drive.

SMOKING

FC is a 100% smoke free company. Smoking is prohibited while on assignment! Smoking, while transporting clients, is also prohibited. If you smoke, you should refrain from smoking on the way to a client's home. This is due to a client's possible sensitivity towards smoke and/or deficiency affecting breathing.

VIOLENCE AND WEAPONS POLICY

Any and all acts or threats of violence by or against any Company employee, client, Vendor, other visitor to **FC** facilities are strictly prohibited. This policy applies to all Company employees whether on or off Company or client property.

Possession or use of any and all weapons, including but not limited to, knives, handguns and martial arts weapons, regardless of licensure or concealment, is prohibited on client or Company property. The exceptions to this policy: contracted, licensed security officers and law enforcement officers.

Company employees are prohibited from possessing or using a weapon of any type while conducting off-site business on behalf of **FCI**.

SUBSTANCE ABUSE

FC has a no tolerance policy for use of drugs or alcohol while on assignment. **FC** may conduct pre-employment screening examinations designed to prevent the hiring of individuals who use illegal drugs.

FC will also conduct drug and alcohol testing if and when there is reasonable cause to suspect an employee is under the influence of drugs and/or alcohol while on company property or a client's home. An employee's refusal to submit to the test at the time requested may result in disciplinary action up to and including termination.

Employees convicted of drug or alcohol involvement may be considered to be in violation of **FC** Substance Abuse Policy.

SOLICITATION AND CONTRIBUTIONS

Solicitation and distribution of materials on client or Company premises is prohibited without the prior approval of management. Employees may request permission to solicit other employees during non-working hours and in non-working areas of **FC**.

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PERSONAL PROPERTY

FC assumes no liability for personal property brought onto Company premises or client's homes.

MANDATORY MEETINGS

Employees are required to attend periodic employee meetings or training. These meetings are held to discuss performance, policies, procedures, new services, events, promotions, etc. Meetings will be scheduled with multiple sessions so that all employees have the opportunity to attend. If you cannot attend your scheduled session, you must inform the office and schedule a time you can attend.

Meetings are mandatory and employees will be paid at their hourly rate for attendance.

PERSONAL TELEPHONE CALLS

Employees should not give the client's phone numbers to anyone outside **FC**. Likewise, companions are not to give their personal phone numbers to the clients. Client telephones should not be used for personal telephone calls except in cases of emergency. No personal phone calls are to be made or received during scheduled hours. No wireless phone accessories, including a headset or Bluetooth, are to be worn. While on assignment, the client must come first at all times. If you receive a personal call, you need to inform the caller that you are working and return the call after your scheduled hours.

In the event that the office calls you, it is **VERY** important to answer or to call or email us right away. We understand you may be with your client and may not be able to return the call promptly, so it is imperative that you have your voicemail set up.

If possible, cellular phones should be available when transporting clients in the event management needs to contact you or in case of an emergency.

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SEVERE WEATHER

FC is open for business 24 hours a day, 365 days a year, regardless of weather conditions. Every attempt should be made to report to work. Our clients expect us to be available, regardless of weather conditions. We understand if weather conditions cause you to be late, just let the office know your status so we may inform the client.

MEDICATION AND NON-MEDICAL SERVICES

As a non-medical home care provider, **FC** prohibits the following services to clients by its employees.

An employee may only assist in dispensing medication to a client. All medicine (i.e. pills, cough syrup, topical ointment, patches, etc.) must be authorized by a licensed professional such as a Physician, Registered or Licensed Practical Nurse, and given with the client's consent. A companion is not to measure dosage or offer medical advice
A massage should not be administered by a companion as a license is required to perform this service.

The employee may not cut finger or toe nails. Many clients receive blood thinners and are at a risk of increased bleeding.

No heavy lifting of a client. If a client cannot stand and assist in transferring, you may not under any circumstances pick up the client or transfer the client. Contact management if an assistive device becomes necessary for the safe transfer of a client.

EMERGENCY PROTOCOLS

All emergencies must be reported in a timely manner to allow for immediate intervention. Assess the nature of the emergency and stabilize the situation to the best of your ability.

Medical Emergency

Call 911 (or Hospice when indicated in the care plan)

- Give the Client's name.
- Give the Client's address.
- Give the Client's telephone number.
- Explain the emergency.
- Give your name.
- Emergency contact form is located in the front of the white binder and may be given to EMS personnel.
- Notify the Office Manager of the situation.
- Report all emergencies regarding Clients/Companions to the **FC** office

Client Emergency

No Answer at the Door When You Arrive at Client's House

- Call the office or emergency phone number immediately.
 1. Do not leave the area until the Client is located.
 2. Use your cell phone, borrow the neighbor's phone, or use a pay phone; call collect if necessary.
 3. After reporting to the office by phone, return to the Client's residence.

- Check the doors and windows for sight or sound of the Client.
 1. If in an apartment building, check with the Manager's Office to see if they can open the door for you. **FC** will call the Client's phone, power of attorney, responsible party or emergency party.
 2. If neighbors or family cannot be reached to determine safety of the Client, **FC** will contact the Client's local 911 emergency line for them to gain entrance into the residence.

- **You may not leave the area of the residence until the safety of the Client has been determined.**

- In the event the Client is found by EMS to be in the residence and is injured or sick, you must notify **FC** immediately and accompany the client to the hospital and stay with the client until the emergency contact for the client releases you.
- In the event of death in the residence, you must stay until either the responsible party or the police relieve you from the case.

Client fall, injury or illness

- **Call 911** and sit by the Client and reassure him/her.
- Call the office immediately to notify the family for further instructions.
- If Client is also a Hospice Client, call the hospice number listed in your folder (provided by Hospice).
- **Never** pick up or assist a Client to get up after a fall. Call 911 to allow emergency medical personnel to determine the medical needs of the Client. You may further injure the Client by picking them up.
- You must accompany or stay with the Client until a family member/responsible party or the office releases you from the case.
- Notify the office of updates.
- An Incident Report will be completed by FCI management and included in the Client's and Employee's folders.

Fire and safety

The Companion will be aware of Fire and Home Safety in regards to their activities within the Client's home.

- Companion will be aware of exits in the event of a fire or emergency.
- Companion will evacuate Client and self in the event of fire once safety is assured.
- Call 911 and report the fire from outside the home.
- Stay with the Client. Keep calm.
- Notify Faithful Companions, Inc. as soon as possible.

REFERRAL AWARDS

Employees will be rewarded a \$500 bonus for referring companions (employees) and clients according to the following schedule:

For each referral of an employee, the referring employee will be given a referral reward after the new employee has worked 100 hours.

For each referral of a new client, the employee will receive a referral reward after the client has received 100 hours of care from **FC**.

Management of **FC**, may at it's discretion, reward an employee for exceeding **FC's** expectations of care performed for the client.

Section III.
EMPLOYMENT

ORIENTATION

New employees will receive a copy of the Employee Handbook. They are to be given the opportunity to read the entire handbook and once completed, sign the Acknowledgment of Receipt and Understand Form. The signed Acknowledgment of Receipt and Understanding Form will be placed in their personnel folder.

Instruction will also be given with regard to use of the white binders and emergency contact information found in every client's home.

EQUAL EMPLOYMENT OPPORTUNITY

FC is an equal opportunity employer and is committed to equal opportunity without regard to race, religion, color, sex, age, national origin, citizenship, disability or any other basis of discrimination prohibited by applicable local, state or federal law.

In addition to compliance with federal Equal Employment Opportunity statutes, **FC** complies with applicable state and local laws governing nondiscrimination. This policy applies to all terms and conditions of employment, including but not limited to the following:

- Recruitment, hiring, placement, transfer, promotion, and demotion;
- Training, development, and educational assistance;
- Compensation and benefits;
- Educational, social, and recreational programs;
- Discipline;
- Termination of employment.

Employment decisions, subject to the legitimate business requirements of (**FC**) are based solely on the individual's qualifications, merit, behavior and performance.

HARASSMENT

Harassment is conduct focused on a person or group of persons including, but not limited to, physical or verbal abuse, unwelcome activity of a sexual nature, retaliation, as well as any behavior or action which interferes with an individual's ability to perform assignments or which creates a hostile or intimidating work environment.

The following, though not all-inclusive, is a list of various types of harassment.

1. Verbal Abuse - any language that degrades or berates others, including, but not limited to, racial, religious, or sexual comments, jokes, sexual innuendoes, or threats of any kind.
2. Physical Abuse - includes touching, hitting, slamming, throwing, kicking or threatening another person, including restraining by force or blocking the path of another.
3. Interference or Hostile Environment - any behavior or action which interferes with an employee's ability to perform work assignments or which results in or creates a hostile or intimidating work environment.
4. Sexual Harassment - includes, but is not limited to, sexual advances, requests for sexual acts or favors and other physical conduct of a sexual nature when:
 - (a) Submission to such conduct is made either explicitly or implied as a term or condition of an individual's employment;
 - (b) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or
 - (c) Such conduct is severe and pervasive, and has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.
5. Retaliation - any adverse action or threat of adverse action taken or made because an individual has exercised or attempted to exercise any rights under

state or federal employment laws or under the policies of Retaliation includes, but is not limited to:

- (a) Verbal abuse;
- (b) Threats of withholding or withdrawal of pay, promotions, training or other employment opportunities.

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In addition to the above forms of harassment, any behavior or action which interferes with an individual's ability to perform job duties or which results in or creates a hostile or intimidating work environment is considered harassment.

FC will not tolerate the discrimination or harassment of employees and/or applicants. Comments, conduct, off color jokes and innuendoes that may be perceived as offensive or harassing are strictly prohibited and will not be tolerated.

In addition, **FC** will not tolerate the harassment of Company personnel by non-Company personnel on Company premises. Non-Company personnel include, but are not limited to, clients, boyfriends, girlfriends, husbands or wives, vendors, guests and regulators.

Any employee who feels he/she is the victim of discrimination or harassment has a responsibility to report this to Management. Reporting of the incident should be made verbally or in writing to the employee's direct manager immediately. A written complaint should include the specific nature of the incident, date and place of incident, names of all parties involved as well as a detailed report of all pertinent facts. Complaints of harassment will be promptly and carefully investigated. Investigations will include interviews with all relevant persons, including the accused and other potential witnesses.

Any employee, who, in good faith, files a complaint of harassment, will be free from any and all reprisal or retaliation as a result of filing the complaint. Investigators will make every effort to strike a balance between the parties' desires for privacy and the need to conduct a fair and effective investigation.

Harassment shall subject an employee to disciplinary action up to and including termination. Likewise, there will be disciplinary measures if it is determined that, in fact, the incident and accusation were fabricated.

BACKGROUND CHECKS

FC and the State of Ohio require all employees working with the elderly be subject to background checks. To comply with these laws, **FC** will require both a driving record check with the Ohio Bureau of Motor Vehicles and a civilian fingerprint check with the *Ohio* Bureau of Criminal Investigations.

CRIMINAL CONVICTIONS

FC reserves the right not to employ or retain in employment anyone convicted of any criminal offense as defined under Ohio law. Conviction of a crime will not automatically result in a rejection of employment. All relevant circumstances, such as the crime involved and Ohio law regarding employment eligibility of people convicted of certain crimes will be considered in relation to specific job requirements.

PERSONNEL FILE

The information contained in personnel files is considered confidential information. No information will be placed in an employee's personnel file unless there is a clear business reason to do so.

Due to the confidential nature of personnel files, Management is responsible for controlling all access to them. Personnel files are not to be copied or removed from the premises.

An employee may review his/her personnel file in the presence of Management during normal business hours. Under no circumstances may an employee alter or remove any document in the file.

It is the sole responsibility of each employee to inform FCI of any changes in personal status that may alter their payroll or benefits status.

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EMPLOYMENT REFERENCES

Information concerning former or current employees is considered confidential. All mail and telephone inquiries are to be directed to Management. Employees are strictly prohibited from providing any information regarding former or current employees.

Information released by Management will include dates of employment and position(s) held only. Unless required by court order or subpoena, the employee must provide a signed release to Management before additional information will be disclosed.

Section IV.

COMPENSATION

EMPLOYMENT CLASSIFICATION

FC categorizes all employees with respect to position and federal / state regulations. Summary definitions are:

- Exempt Employee - any salaried executive, administrative, professional, or contracted position. These employees are exempt from both the minimum wage and overtime provisions of the Fair Labor Standards Act (FLSA).
- Nonexempt Employee - any salaried or hourly employee who is not exempt from the minimum wage or overtime provisions of FLSA.
- Salaried Employee - employee whose wages are computed on an annual basis.
- Hourly Employee - employee whose wages are computed on an hourly basis.

Employees are also classified as one of the following three:

- Full-time - any employee who is regularly scheduled to work 35 or more hours per week.
- Part-time - any employee who is scheduled to work less than 35 hours per week.
- Temporary - any employee scheduled to fill a temporary job assignment that has a predetermined beginning and ending date.

HOURS OF WORK

The standard work week for full-time employees is 35 or more hours (70 hours in a pay period). Work schedules are based on the needs of **FC** and its clients.

BREAKS

Due the nature of the work, breaks are not normally available for employees.

RECORDING TIME

Companions are required to call in their attendance upon arrival at the client's home through our **Time Card Line** 440-255-4326 and at departure. This call must be made upon arrival via the client's phone and before leaving .

If the hours worked, vary from the scheduled hours, this change must be called into **FC's** office (440-255-4357) when leaving the client's home. This is the only way to insure that employee payroll and client billing will be correct.

OVERTIME

Nonexempt employees will be paid time and one-half (1½) for work time that exceeds 40 hours during a scheduled workweek. Exempt employees are not eligible for overtime.

Vacations are not considered time worked for the calculation of overtime pay. However, nonexempt employees will be paid one and one-half time (1½) their hourly wage for all hours worked on a holiday. If a scheduled day prior to a holiday or after a holiday is missed, your holiday pay will be calculated at your hourly wage instead of one and one-half time (1½) your hourly wage.

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PAYROLL

Per federal and state laws, withholding and social security tax will be withheld from each employee's pay or wages. If you have any questions regarding deductions from your pay, contact management.

All employees are required to participate in automatic deposit of payroll in their checking or savings accounts. In the case a payroll check must be issued, it will not be released to anyone other than the employee without prior or concurrent written authorization to Management. This includes the employee's family members.

Pay and compensation should only be discussed with members of management.

PERFORMANCE REVIEWS

Management continually monitors employee performance, based on observation and client comments. Written performance reviews are not possible on an on going basis, however, when necessary or at an employee's request they will be performed.

OVERNIGHT AND SUNDAY SHIFT DIFFERENTIAL

Employees working overnight or late night shift, on or after 10:00 pm, will be paid an additional \$1.00 per hour. A \$1.00 per hour shift differential will also be paid for working Sunday.

Section V.

BENEFITS

BENEFITS ELIGIBILITY

Full-time employees (scheduled 70 or more hours per pay period) are eligible for the vacation program. If an employee works more than 70 hours in any 2 week period during the year, they are eligible to prorated vacation pay in the year subsequent to their anniversary date.

HOLIDAYS

FCI observes the following holidays each year:

- New Year's Day
- Easter Sunday
- 4th of July
- Memorial Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Employees must work the holiday and the scheduled work day prior to and following the holiday to be eligible for holiday pay.

VACATION COMPENSATION

Vacation compensation policy is applicable to all full-time periods worked by hourly employees. Non-exempt (hourly) employees will receive vacation pay at their current hourly rate of pay, based on the average hours worked in the payroll quarter preceding their anniversary date.

Earned vacation time will be calculated based on date of hire and length of service:

<u>Years of Service</u>	<u>Annual Vacation Time</u>
One Year	One Week
Two – Five Years	Two Weeks
Five + Years	Three Weeks

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For hourly employees, vacation earned will be calculated based on payroll periods with over 70 hours worked divided by a total of 26 periods. For example, if an employee with one year of service works one half of the year at over 70 hours per pay period, they will earn $\frac{1}{2}$ the annual vacation time.

Vacation pay accrues starting with the first day worked by the employee (the anniversary date), but does not vest (is not payable or earned) until after one year of service. Due to the nature of the business and the employee's right to request time off with proper notice, vacation compensation will be given when earned.

SOCIAL SECURITY

The Social Security Administration and **FC** require your current name and correct social security number. If you have a name change or notice an incorrect social security number, please notify both parties.

MILITARY LEAVE

Members of the U.S. Military Service will be granted time off (unpaid) for the performance of their service duties, including initial training, active duty, inactive duty training and full-time National Guard and Reserve Military duty.

Failure to report back to work immediately after reserve duty or your military discharge will be regarded as a voluntary resignation.

FAMILY MEDICAL LEAVE OF ABSENCE

Up to 12 weeks of leave, Family Medical Leave of Absence may be granted in any 12-month period. Family Leave of Absence may be granted for one or more of the following:

- Birth of a child;
- Placement of a child for adoption or foster care;
- Caring for a spouse, child or parent with a serious health condition.

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Maternity leaves are included in this policy. Extended maternity leaves that are not medically required will be considered personal leaves of absence.

Employees requiring Family or Medical Leave of Absence should consult Management for further details.

Employees on Family Leave of Absence are required to contact **FC** within three working days of Leave expiration.

FC cannot guarantee placement within the same position or availability of a position at the conclusion of a personal, family, or medical leave of absence. Every effort will be made to reinstate an employee into the position that he/she held prior to the leave. If the same position is not available upon their return, **FC** at its sole discretion may offer the employee another available position.

Employees who elect not to accept an alternative position after return from a leave of absence will be terminated. However, they will be eligible for rehire if their original position becomes available at a later date.

Engaging in gainful employment during a leave of absence will be considered a voluntary resignation.

WORKERS' COMPENSATION

All job-related injuries and accidents, regardless of the severity or lack thereof, must be immediately reported to management to complete the appropriate report.

All workers' compensation payments will be made directly to the employee. Employees are required to provide a copy of all workers' compensation payments to Management as soon after receipt as possible.

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Employees are expected to return to work immediately upon release by their doctor. Employees on workers' compensation leave who have completed one year of continuous service with FC will be allowed to return to the same or comparable position if released within 12 weeks after injury.

JURY DUTY AND COURT APPEARANCES

FC will grant an employee unpaid time off for mandatory jury duty. Employees will also be granted time off when required to appear as a result of a court order or subpoena. The employee must provide a copy of the court order, subpoena, or jury summons to their manager. FC will not compensate an employee that is a party to any civil or criminal litigation.

UNEMPLOYMENT COMPENSATION

Employees are eligible for unemployment compensation as specified by the state unemployment compensation laws. FC pays the entire cost of unemployment compensation coverage.

Section VI.

SEPARATION

GENERAL

Our employees are valuable to us and if something makes you uncomfortable, an “open door” policy is practiced to work through any problems or to discuss change desired.

Employment with **FC** is on an “at-will” basis. Employees are free to terminate their employment at any time, with or without cause. In addition, **FC** may terminate the employment relationship at any time, with or without cause.

JOB ABANDONMENT

Two consecutive days of absence without properly notifying **FC** will be considered a voluntarily resignation (abandonment). The effective date of termination will be the last day the employee reported to work. In the event an employee abandons their job, they will not be entitled to any accrued vacation pay and will not be rehired.

If a companion does not show up for an assignment, the employee will be terminated.

VOLUNTARY RESIGNATION

Employees are required to provide a minimum of two weeks written notice prior to the effective date of their resignation. **FC** may permit an employee to continue employment during the two-week notice period or accept their resignation immediately. In the event **FC** chooses to accept the resignation immediately, the employee will not be paid for the remaining portion of the two-week notice period.

PERFORMANCE-BASED RELEASE

A performance-based release is a separation initiated by **FC** for unacceptable job performance.

ACTS OF MISCONDUCT

A termination for misconduct is a termination initiated by **FC** for unacceptable conduct or behavior.

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OTHER FORMS OF SEPARATION

An individual's employment with **FC** may also be terminated for, but not limited to, any of the following reasons:

- Reduction in workforce;
- Elimination of the employee's position;
- Retirement;
- When deemed appropriate for reasons other than job abandonment;
- Performance based release;
- Act of misconduct.

TERMINATION PROCEDURES

Resigning and terminated employees will receive their final pay on the next regularly scheduled payday.

Section VII.

APPENDIX

JOB DESCRIPTION**JOB TITLE:** Companion

GENERAL FUNCTION: A companion is a non-medical person that can provide a variety of services to support the independence and quality of life of the client needing support. Services are intended to help the client maintain independence, but are in no way a replacement for medical personnel.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

The following are tasks that the Companion should be expected to perform if required:

1. Actively interact with the client as requested. Present a friendly demeanor, quickly responding to needs of the client.
2. Assist client with shopping and preparation of meals. Assist with feeding as needed and monitor meal intake. Encourage fluid intake, unless contraindicated. Wash dishes and appliances utilized in preparation and serving of client's meals.
3. Provide medication reminders for medication that is self-administered. Dosages should never be determined or measured by companion. Companion may dispense medication in medication reminder containers. Document all medication given.
4. Perform light housekeeping duties directly associated with client care: dust and vacuum client's living area; tidy bathroom and kitchen routinely, make client's bed and provide linen changes; wash client's laundry; clean client's bathroom.
5. Provide transportation for errands and shopping. Accompany or transport client to doctor, clinic or hospital in client's or companion's automobile.
6. Assist client with ambulation, whether they use a walker, cane, crutches, or ambulate independently.
7. Assist client with personal grooming (i.e. bathing, dressing, shampoo hair, brush teeth.).
8. Document everything done for client in the white binder.
9. Participate in educational programs that **FC** deems appropriate.
10. Always maintain a professional image.

RESTRICTIONS

1. A companion **Shall not** perform services that fall under professional health care services (i.e., nurse, nurse's aide, etc.). A companion **may NOT administer medication of any kind** (except as described above), **dress wounds, lift clients, or offer medical advice.**
2. May not perform heavy housework or cleaning such as: scrubbing walls and woodwork, washing windows, moving heavy objects or furniture, or laundering rugs.
3. May not perform outside tasks such as: yard work, gardening, sweeping walkways or shoveling snow.
4. Companions are **never** expected to: **sleep while on an assignment** (except while on live-in assignment); expect the client to provide meals or eat at the client's home on an assignment less than 5 hours; **borrow or loan money; accept gifts** of clothing or articles **without written consent and family approval; sell goods or services** to clients; **make toll phone calls** while at client's home (except in the case of an emergency); **change assignment without approval** of Office Manager or other authorized office personnel; **substitute another person as the caregiver** in place of FC staff; or **disclose confidential information** concerning client's condition or health.

I have read and understood both the responsibilities of the job and the restrictions. I accept the responsibilities and will not perform any of the restricted tasks.

Companion

Date

Acknowledgement of Receipt and Understanding

I hereby certify that I have read and fully understand the contents of the Employee Handbook. Furthermore, I have been given the opportunity to discuss any information contained therein or any concerns that I may have. I certify that my employment and continued employment is based in part upon my willingness to abide by **Faithful Companion's** policies, rules, regulations and procedures. My signature below certifies my knowledge, acceptance and adherence to **Faithful Companion's** policies, rules, regulations and procedures and that **Faithful Companion's** offer of employment was based on my promise to abide by and follow said policies, rules, regulations and procedures.

I further certify that my application and subsequent acceptance of employment is true and bona fide, and I am honestly interested in working in the position(s) for which I have been employed. Furthermore, I certify that I have sought and obtained employment with this company solely to provide me with the benefits of a job and for no other purpose.

I acknowledge that **Faithful Companions** reserves the right to modify or amend its policies at any time, without prior notice. These policies do not create any promises or contractual obligations between this Company and its employees. At this Company, my employment is at will. This means I am free to terminate my employment at any time, for any reason, with or without cause, and this Company retains the same rights.

If applicable to my employment, I have read and understood the notice regarding polygraph tests and my rights under this state's law.

AUTHORIZATION TO RELEASE INFORMATION: I authorize the references and/or employers listed on my employment application, or any other documents I have provided to this Company, to give **Faithful Companions** any and all information concerning my previous employment and pertinent information they may have, personal or otherwise, and release all parties from all liability for any

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damage that may result from furnishing such information to this company. I agree and understand that this company and its agents may investigate or seek information concerning my background and/or previous employment, whether of record or not. I further agree and understand that if employed, **Faithful**

Companions may at any time seek any information from whatever source, which in its discretion, it deems relevant to my employment. I also understand that any investigation or information sought regarding my previous employment or consumer records may not be completed or in possession of this Company and thus my continued employment may be affected by such information once received. I hereby acknowledge, confirm, convey, agree and grant this Company's right to act on any additional information received including, at **Faithful Companion's** sole discretion, termination of my employment.

NO DRUG USE POLICY: This Company does not hire persons who use illegal drugs. All persons seeking employment or employed with this Company may be required to take and pass a screen for illegal drugs, and may be subject to periodic tests for illegal drugs. I hereby voluntarily consent to provide a urine specimen (or blood specimen as required for alcohol testing only) at a collection facility designated by this Company, and further consent to have the specimen tested at a laboratory selected by this Company. I hereby certify that: (check one) I do _____ or do not _____ use illegal drugs.

Signature _____ Date _____

Keep this copy for your record