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**GANT FAMILY HOME CARE LLC**

**EMPLOYEE HANDBOOK**

**POLICIES AND PROCEDURES**

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*Welcome to Our Family*

You are embarking on a challenging and rewarding career. It is my pleasure to welcome you as a new staff member. You have become a part of an organization that prides itself on honesty, integrity, and compassionate service to our patients. With the commitment of hardworking staff like you, we have been able to successfully serve the home care needs of our communities. We look forward to a long and mutually beneficial relationship with you, providing exemplary, patient-centered healthcare in a home environment.

Our employees are this company’s most valuable assets. This handbook is a guide that will help you understand how you and Gant Family Home Care LLC can work together toward a shared success. We ask that you take the time to read it and familiarize yourself with our company philosophy, policies, and procedures.

Your continued success depends on open communications. Please feel free to call me if I can

help you in any way to make your career with Gant Family Home Care LLC successful.

I look forward to working together with you.

Sincerely,

A person in a black jacket

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Brittney Gant, MSN, APRN, FNP-C

Chief Executive Officer/Administrator

Gant Family Home Care LLC

**A Message from the CEO**

# ORGANIZATION DESCRIPTION

Gant Family Home Care LLC is independently owned and operated. As such, decisions regarding business operations, including employment and employee management decisions are the sole responsibility of Gant Family Home Care LLC. Established in December/2020 in Indianapolis, IN. We are a licensed, Non-Medical Personal Service Agency serving the entire state of IN.

# LOCATION AND CONTACT INFORMATION

Physical Address: 5845 Sunnyside Rd Suite 800-B, Indianapolis, IN 46235

Mailing Address: 5845 Sunnyside Rd Suite 800-B, Indianapolis, IN 46235

Email Address: gantfamilyhomecarellc@gmail.com/info@gantfamilyhomecarellc.com

Website Address: www.gantfamilyhomecarellc.com

Office Telephone Number: 317-448-0271

Fax Number: 317-593-0007

Emergency Telephone Number: 317-448-0271

Agency Manager's Telephone Number: 317-448-0271

# OFFICE HOURS

|  |  |
| --- | --- |
| Office Hours | Monday through Thursday 9:00 A.M. – 4:00 P.M. (EST) |
| After Hours | Emergencies will receive a response as soon as possible. All other calls will be returned the next business day. **Please do not identify your message as an emergency unless it is!** |

# GOVERNING BODY

The legal structure of Gant Family Home Care LLC is a

* Limited Liability Company.

The person or group of persons that has full legal authority for the operation of the Agency is:

* Brittney Gant (Administrator) has legal authority for Gant Family Home Care LLC business operations.

# ORGANIZATIONAL STRUCTURE

Gant Family Home Care LLC organizational structure delineates what positions are utilized in the Agency, the roles and responsibilities of each position, the lines of communication and who is to be consulted on specific issues. It also clearly defines the responsibilities, accountability, and relationships of all the employees. Its Organizational Chart defines relationships and lines of authority within the Agency. You will be given the details of the Agency's Organizational Chart during Orientation and updates will be provided when changes occur. A diagram of the Agency’s Organizational Chart can be found in the Forms Section of the Agency’s Policies and Procedures Manual

# LEADERSHIP TEAM

The members of the Leadership/Management Team are the following:

* CEO: Brittney Gant
* Administrator: Brittney Gant

**COMMUNICATIONS**

Gant Family Home Care LLC values good communication to prevent mistrust and misunderstandings between management and employees. Not only does effective communication improve relations between the two groups but also it has demonstrated that employees’ input improves management decisions. Furthermore, employees' morale, performance and job satisfaction are enhanced when effective communication measures are available and utilized. Some of the communication methods that the Management Team may utilize to communicate with you involve face-to-face interactions, suggestion boxes, bulletin boards, staff meetings, written memorandums, texting, telephones, zoom, skype, and email.

## **OUR MISSION**

Our mission is to provide high quality patient care that is affordable and professional, and that is delivered with respect and compassion for every person we provide in home care assistance to through all stages of life within the state of Indiana.

## **OUR VISION**

Our vision is to provide high-quality care to our clients so that they can enjoy a safe and enriched life within the comfort of their own home.

## **OUR VALUES**

* **Dignity-** we will always treat every client and employee with respect and privacy.
* **Integrity-** an individual with integrity is honest and keeps their word even when it is difficult. Honor your commitments. Act to preserve and enhance our reputation.
* **Open and Effective Communication-** We believe that clear communication and openness are critical to building and maintaining positive relationships and creating exceptional experiences for others.

* **Positive Attitude-** We believe that to be successful in a challenging and competitive business-like home care, we need to maintain positive habits of thought in all that we do and encourage our team members to think and act positively even in times of difficulty.
* **Compassion-** noticing, feeling, and responding.
* **Respect-** we treat each other and those we always serve with equal and high-level respect.
* **Teamwork-** recognizing that we can only achieve our mission and vision by working together. Work together, value, and respect each other’s skills and ideas.
* **Accountability-** responsible for our actions that influence the lives of our customers and fellow staff members.
* **Celebrate Life-** We believe in the sanctity of human life, and in celebrating the joy of life. We will model this by living our lives to the fullest, and by creating opportunities for our clients, caregivers, and employees, to live a life that they can celebrate.

## **HIRING PROCEDURES**

Equal Employment Opportunity: It is Gant Family Home Care LLC policy to provide equal employment opportunity without regard to race, color, religion, sex, national origin, age, sexual-orientation, or handicap. It is Gant Family Home Care LLC practice to further the principle of equal employment opportunity. All recruiting, hiring, and employment decisions shall be made on the basis of individual merit and objective job qualifications. Job training determined by the management to be necessary shall be provided on a non-discriminatory basis.

**Employment Compliance Policy**

Application for employment: prior to making an offer of registered employment, Gant Family Home Care LLC requires all candidates to provide to the company with the following current information (some of this information will be provided to Gant Family Home Care LLC after a conditional offer of employment has been made)

* Completed application for employment
* Completed reference/ Employee Reference Check requests;
* Copy of all state nursing licenses and/or certifications;
* Copy of annual TB test results;
* Copy of current BLS / ACLS certification(s) or other specialty certifications as necessary;
* Criminal background check;
* Exclusions (OIG) Check
* Professional License Check
* Drug screening
* Caregiver Training Video
* Personal Care Aide Exam- PCA Exam
* Skills Competency Assessment;
* I-9 form; (2) Forms
* And etc. complete list on employee onboarding checklist

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

Qualifying Examination: Depending on an applicant’s specialty, certain applicants for registered employment will be tested, either before or after the applicant’s in-person interview. Multiple exams can be given and taken by any applicant for registered employment if the applicant has demonstrated or requested placement in specialty assignments.

Qualifying Offer of Employment: At this point of the interview process, if the company’s recruiter reasonably believes that the applicant for registered employment could be a good fit for Gant Family Home Care LLC, a conditional offer of employment may be extended to the applicant.

Review of Completion of Employment File: The Company’s professional recruiter checks three (3) professional references. Three (3) supervisory references are requested and two (2) are mandatory checks, licensure verification(s) and good standing with the State agencies where the

applicant has practiced within the past five (5) years. Medical Questionnaire is reviewed, examination scores are reviewed a second time, all employment records are reviewed to ensure that they are complete and in full compliance with company policy.

Employee Information: After an applicant has been conditionally hired for the registered employment, he/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 employee’s personnel file and will be regarded and kept confidential.

Offer of Assignment(s): Once all hiring condition precedents have been met, the registered employee MAY BE offered assignments to serve in Gant Family Home Care LLC client facilities and /or residences. The company retains complete discretion over all assignment decisions. If an assignment is accepted, the registered employee is obligated to arrive on time and fully complete their assigned shift. Gant Family Home Care LLC expects all assignments to be professionally completed.

Employment Records (JACHO): Gant Family Home Care LLC strives to meet and/or exceed the same compliance standards required (by states or accreditation agencies (e.g., JCAHO)) of our clients for the operation of their facilities. Therefore, the company has incorporated quality assurance policies and procedures that conform with or exceed those standards. These policies require all registered employees to provide all information to Gant Family Home Care LLC that the company may deem necessary to enforce this policy.

## **ORIENTATION**

Orientation: Every registered employee receives a full orientation to Gant Family Home Care LLC. Orientation shall include a discussion of this orientation guide and any questions that the registered employee may desire to ask.

Facility Specific Orientation: Gant Family Home Care LLC works with clients to have its caregivers properly prepared to deliver home care services in accordance with its clients’ policies and procedures. This may be accomplished in a number of ways:

➢ Gant Family Home Care LLC maintains a client library of policies and procedures that are delivered to Gant Family Home Care LLC employees prior to commencing an assignment.

➢ Any caregiver assigned to a client’s home or facility for the first time may be

requested to arrive an hour or two prior to his/her shift to be oriented by the client’s staff.

➢ Gant Family Home Care LLC staff that have been previously assigned to mentor any employees assigned to a client’s home or nursing center for the first time.

➢ Gant Family Home Care LLC managers can work with the client to orient newly assigned caregivers to the facility.

## 

## **C.A.R.E. PROGRAM**

Home care is a very personal business that focuses on service. If those services are completed on time and with a smile, the client is going to feel like they have received good service. We want all our employees to have a fresh approach with each of their clients. Gant Family Home Care LLC employees can solve problems and keep a positive attitude on even a bad day. The following Customer C.A.R.E steps must be completed at every shift.

|  |  |
| --- | --- |
| **C** | **CHEERFUL GREETING.** It is important to come to work with a positive attitude. In general, people are much happier to be around cheerful people than ones who walk around with a frown on their face. You must greet the client warmly at each visit. For example, “Good morning Mrs. Jones, it is nice to see you today!” When you are talking with the clients, try to make each of them feel like they are your favorite. Ask a couple of open-ended questions, such as “How are you feeling today?” or “What did you have for breakfast?” |
| **A** | **ASK-LISTEN-ACT.** You will use the Service Plan for the basic job responsibilities that will be completed during each shift. But it is also important to ask the client if they have any specific needs or task items that they would like to do. For example, “Mrs. Jones, I am scheduled to do your laundry, clean up the bathroom, and make lunch for you today. Is there anything else you would like me to do?” Listen to what the client is saying and to what they are not saying. Some clients may not come right out and tell you what they need. You may have to pay attention to their nonverbal communication, such as their body language, to figure out what they expect from you. Once you agreed on a plan for the day, it is time for action. Try to keep a balance between staying on schedule and getting your work done on time and being flexible so that you can respond to each client’s needs. If you run out of things to do, go back, and ask the client what else you can help them with today. |
| **R** | **RECORD ACTIVITIES & OBSERVATIONS**. Our employees are responsible for documenting information about their clients and noting the tasks that are completed on each shift. You serve as the eyes and ears of the H2N Home Care LLC team. Your observations help us make the necessary changes in each client’s plan of care. Use the timesheet to record tasks that were completed that day. Use the documentation log to record observations of the facts and events you notice as you go about your daily work. This can include any safety hazards in the client environment. Making observations involves using four senses: sight, smell, hearing, and touch. If you see any major changes in the client, call the office right away. |
| **E** | **END ON A POSITIVE NOTE**. First impressions are important, but so are last impressions. Before you leave your shift, share the household tasks you completed that day. Make sure you ask the client if there is anything else you can do for them. For example, if you and the client had a pleasant time together in the morning, but right before you are ready to leave, she asks for help to move her chair, you tell her you do not have time and leave. Do you think that client will remember how you spent lots of time helping her with her bath and hair? No, she will remember that you refused to help her with the chair. So, every time you are ready to end your shift, always leave on a positive note. Wish your client a good day and tell them the next date and time you will see them. |

**If you follow these four steps each time you visit your clients, you will be giving great customer service!**

# Working with Clients

## The Client Bill of Rights

Our clients have the right to:

* Be fully informed of all their rights and responsibilities.
* Be informed about the plan for services and be involved in the development of the plan.
* Be advised of any change in the services before the change is made.
* Accept or refuse services.
* Be fully informed of company policies and charges for services, including eligibility for third-party reimbursements.
* Be informed of the contact number(s) of supervisory personnel.
* Be informed of complaint procedures.
* Privacy, including confidential treatment of records and to refuse release of records to any individual outside the company except in the case of the client's transfer to a health care facility, or as required by law or third-party payment contracts.
* Have property and residence treated with respect.
* Receive a timely response from the company to requests for service.
* Written notice of the contact information for the state licensing authority.
* A copy of the most recent licensure inspection.
* Voice grievances and suggest changes in service or change in care assignment without fear of recrimination or discrimination.
* Be informed of what to do in the event of an emergency.

Client Responsibilities are to:

* Inform the office of any major changes in health status or condition.
* Cooperate with personnel without discrimination as to color, religion, sex, national or ethnic origin or any other protected characteristic as established by law.
* Make a family member or substitute available who will assume a primary caregiver role when Gant Family Home Care LLC employees are not in your home.
* Give relevant information to Gant Family Home Care LLC about care needs.
* Build mutual trust and cooperation with their caregiver.

## **Scope & List of Services**

Gant Family Home Care LLC is a non-medical in-home care provider, providing caregivers to its clients so that they may maintain their independence and to assist them with household and family support services and the activities of daily living. Gant Family Home Care LLC provides services from as little as one hour per day to 24-hour care. Most of the clients are over the age of 65.

Gant Family Home Care LLC provides two types of service - Homemaker and Personal Care. The following is a list of services each may perform. However, it is not exclusive of other reasonable requests. Always check with the management of Gant Family Home Care LLC if you are unsure about whether you can perform a service.

## **Prohibited Services**

State licensing regulations dictate what services are considered “medical” in nature and cannot be performed by our company. Always check with Gant Family Home Care LLC management if you are unsure of whether a task can be performed. As a rule, unless otherwise indicated, we cannot perform the services listed below.

****

**SERVICES THAT**

**CANNOT BE PERFORMED**

|  |  |
| --- | --- |
| **SKILLED CARE** | We cannot perform services that only can be performed by a registered nurse such as: wound care, injections, enemas, therapy (speech, physical, occupational, etc.,) and other medical procedures. |
| **HEAVY LIFTING** | We can assist clients who use walkers or wheelchairs and do transfers, but we cannot lift dead weight without assistance. |
| **MASSAGE** | We can escort the client to a certified massage therapist or physical therapist.  We cannot give full body massages. |
| **MEDICATIONS** | We can only remind clients to take prescribed medications. We cannot administer medications to clients. |
| **NAIL TRIMMING OR**  **HAIR CUTTING** | We can escort the client to a manicurist or hair salon. |
| **SHAVING** | We can help clients shave with electric shavers.  We cannot shave them with a bladed razor. |
| **HEAVY HOUSEWORK** | We cannot performheavy housework such as window cleaning, floor scrubbing, or lawn maintenance.  We can only perform light housekeeping. |
| **MEDICAL EMERGENCIES** | We can only call 911 and stabilize the surroundings to avoid further injury. We can perform CPR if client is a full code. |

## **Starting Service with a New Client**

Gant Family Home Care LLC will complete an assessment and create a Service Plan for each new client. This information is stored in the client file and is communicated to the caregiver prior to starting services.

Typically, when the caregiver begins his/her first day with the client, the family primary caregiver will be there to review the needs of the client. Occasionally, the family will want to meet with the caregiver prior to implementation. The office will notify the caregiver if this is the case.

## **Client Etiquette**

Gant Family Home Care LLC strives to maintain a positive work environment where caregivers, supervisors, and office employees treat each other and their clients and the clients’ families with respect and courtesy. Gant Family Home Care LLC encourages all employees to keep an open mind and graciously accept constructive feedback.

The following guidelines, along with the C.A.R.E. Program, provide a solid basis for excellent customer service and the opportunity for an associate to make a difference in a senior’s life.

### Working with Clients

* Always arrive on time! Five Minutes Early
* Refer to senior clients as "Mr." or "Mrs." and their last name, unless otherwise directed by client.
* Take the time to get acquainted with your client.
* Always be pleasant, courteous, and supportive to your client.
* Review the Client’s Care Plan and Care Log with the client and decide where to keep it in the house.
* Sit with the client during meals, even if you are not eating.
* Keep all client information confidential.
* Be neatly groomed.
* Never smoke in a client's house, even if the client smokes.
* Review your time sheet with the client weekly.
* Never tell your client this is your first time doing this type of work.
* Do not communicate your personal problems with the client.

# Introduction to Employment

## About This Handbook

This handbook is designed to acquaint you with Gant Family Home Care LLC and provide you with information about working conditions, procedures, and the policies affecting your employment. For reading ease it may use “the Company” when referring to Gant Family Home Care LLC.

It also contains training material that can be referred to as needed. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee. One of our objectives is to provide a work environment conducive to both personal and professional growth.

No handbook can anticipate every circumstance or question about policy. As Gant Family Home Care LLC continues to grow, the need may arise and we reserve the right to revise, supplement, or rescind any policy or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you and Gant Family Home Care LLC to end our relationship for any reason at any time with or without prior notice. Employees will, of course, be notified of such changes to the handbook as they occur. No one has the authority to modify the at-will relationship or enter into any employment contract except the Owner, and then only by written agreement signed by the owner and yourself.

Throughout this handbook, the term “workplace” is used often and is meant to convey any environment where you are working as an employee of Gant Family Home Care LLC. That includes the office, the clients’ homes, at a senior living facility, in a hospital and/or anywhere you may travel to perform the duties of your position.

## **Nature of Employment**

Employment with Gant Family Home Care LLC is at-will, which means that it can be terminated at any time, for any reason, by either the employee or Gant Family Home Care LLC with or without prior notice. The language used in this Handbook is not intended to create an employment contract between the employee and Gant Family Home Care LLC. No one other than the agency Owner shall have the authority to enter into such a contract or agreement on behalf of Gant Family Home Care LLC, and then only by written agreement signed by the owner and yourself.

This handbook is intended to provide employees with a general understanding of our personnel policies. This handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind.

The Company reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those authorized in writing and signed by the Owner.

## **Equal Employment Opportunity**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Gant Family Home Care LLC will be based on merit, qualifications, and abilities. Gant Family Home Care LLC does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, genetic information or any other characteristic protected by law. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Owner. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to corrective action, up to and including termination of employment.

## **Non-Discrimination & Anti-Harassment**

Gant Family Home Care LLC is committed to a work environment in which all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. The Company expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice, and harassment.

Gant Family Home Care LLC has ZERO TOLERANCE for and will not condone or tolerate any form of discrimination or harassment in the workplace by any employee or any third parties on our premises over which we have control.

### Definitions of Harassment

* Sexual harassment constitutes discrimination and is illegal under Federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (iii) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.  
    
  Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances**, these PROHIBITED BEHAVIORS may include**, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; sex-oriented verbal "kidding,” or "teasing,"; commentary about an individual's body, sexual prowess or sexual deficiencies; foul or obscene language or gestures; display of foul or obscene printed or visual material; physical contact such as patting, pinching, or brushing against another's body; leering, catcalls or touching, insulting or obscene comments or gestures, display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail) and other physical, verbal or visual conduct of a sexual nature.
* Employees should understand that their intentions are irrelevant when evaluating whether their behavior constitutes harassment. Just because an employee believes that he or she intends to be “funny” or inoffensive does not mean that the person’s behavior is acceptable. Instead, the question is how the behavior is perceived by others.
* In addition, employees should know that harassing behavior need not be directed at another employee for the conduct to violate our policy. The behavior need only occur in front of another employee who is reasonably offended by the behavior. Thus, sexual discussions or comments in the workplace between two employees still violate this Policy because a third employee could overhear the conversation.
* Harassment based on any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, sex, age, national origin, disability or any other characteristic protected by law and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.
* **Harassing conduct that is PROHIBITED** includes, but is not limited to epithets, slurs or negative stereotyping, threatening, intimidating or hostile acts, denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail)

### Individuals and Conduct Covered

These policies apply to all applicants and employees of the Company and persons engaging in business activities with the Company, and prohibit harassment, discrimination and retaliation whether engaged in by fellow employees, by a supervisor or by someone not directly connected to Gant Family Home Care LLC (e.g., an outside vendor, consultant, or customer). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

**Harassing behavior based on one’s protected traits, on social media sites is expressly prohibited.**

### Retaliation Is Prohibited

Gant Family Home Care LLC prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to corrective action.

### Reporting an Incident of Harassment, Discrimination or Retaliation

Gant Family Home Care LLC requires the reporting of all incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct that they believe is contrary to the Company’s policy or who have concerns about such matters must file their complaints with their supervisor if they are comfortable doing so, an authorized Human Resource representative, an alternate supervisor, or any executive team member. Individuals should not feel obligated to file their complaints with their supervisor first before bringing the matter to the attention of one of the other Gant Family Home Care LLC designated individuals identified above. This reporting procedure also includes individuals who believe they are being subjected to harassing conduct after advising the offender that his/her behavior is unwelcome and requesting that it be discontinued.

### Investigation of Harassment, Discrimination or Retaliation

Any reported allegations of harassment, discrimination or retaliation will be investigated and responded to promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have another relevant knowledge.

Confidentiality will be maintained throughout this process whenever possible to the extent consistent with adequate investigation and appropriate corrective action, but confidentiality cannot be guaranteed.

Individuals who have questions or concerns about these policies should talk with a Human Resource representative.

## **Americans with Disabilities Act Policy**

Gant Family Home Care LLC is committed to complying with all applicable provisions of the Americans with Disabilities Act (“ADA”) and the Americans with Disabilities Amendments Act (“ADAAA”). It is the Company’s policy not to discriminate against any qualified employee or applicant about any terms or conditions of employment because of such individual’s disability or perceived disability so long as the qualified individual can perform the essential functions of the job. Consistent with our policy of nondiscrimination, Gant Family Home Care LLC will provide reasonable accommodations to a qualified individual with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship for the Company.

For the Company to provide a safe work environment we require all employees to comply with our safety standards. When determining our ability to offer and implement an accommodation, we must take into consideration if an applicant or employee’s disability could cause harm to themselves or others in our workplace. Gant Family Home Care LLC reserves the right to deny an accommodation request when a disability may unnecessarily put others in harm’s way, unless an alternative accommodation has been identified that would not cause undue hardship on the Company and would avert harm.

**What is generally not a “Disability”?**

Temporary, non-chronic impairments of short duration with little or no residual effects that usually will not substantially limit a major life activity are not considered a “disability”. Some examples include but are not limited to common cold, seasonal, or common influenza, sprained joint, minor, and non-chronic gastrointestinal disorders, a broken bone expected to heal completely, appendicitis, and seasonal allergies.

### Procedure for Requesting an Accommodation

Employees who feel they need an accommodation should contact their supervisor or an authorized Human Resource representative. When a supervisor or an authorized Human Resource representative is notified of an accommodation request, he or she will respond within an appropriate timeframe as to what the next steps are. If a request has been pending for longer than the employee is comfortable with, the employee is asked to seek a status update from the person the request was submitted to. The Company reserves the right to ask for additional information if both the disability and the need for the reasonable accommodation are not obvious, or the documentation already provided is not enough information to substantiate that the individual has an ADA disability and needs the reasonable accommodation requested.

When a supervisor or an authorized Human Resource representative receives an accommodation request, the employee’s supervisor will analyze the purpose of the job and the essential duties/functions. The supervisor will consult with the requesting employee to determine the precise job-related limitations imposed by the disability and how those limitations would be overcome with a reasonable accommodation. The employee and supervisor will work together to identify potential accommodation options that will enable the employee to perform the essential functions of the position. The goal is to select and implement an accommodation that is appropriate for both the employee and the Company. In some instances, further and detailed “individual assessment”, may be necessary. Such an assessment will help to determine the essential functions that an accommodation must enable an individual with a disability to perform. Or an individual assessment may help determine the accommodation(s) that could alleviate or remove barriers.

The Company will inform the employee of its decision on the accommodation request or on how to move forward with the implementation of the accommodation. If the accommodation request is denied, employees will be advised of their right to appeal the decision by submitting a written statement, to an authorized Human Resource representative, explaining the reasons for the request. If the request on appeal is denied, that decision is final.

The ADA and the ADAAA do not require Gant Family Home Care LLC to make the best possible accommodation, to reallocate essential job functions or to provide personal use items (i.e., eyeglasses, hearing aids, wheelchairs etc.).

An employee who has questions regarding this policy or believes that he or she has been discriminated against based on a disability should consult an authorized Human Resource representative.

## **Employee Relations**

Gant Family Home Care LLC believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

## **Immigration Law Compliance**

Gant Family Home Care LLC is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate based on citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with the Company within the past three years, or if their previous I-9 is no longer retained or valid. Employees who fail to satisfy Form I-9 requirements within the legally allowed time will not be eligible for continued employment.

## **Employee Categories**

**Generally, Caregivers are considered “Non-Exempt” under the Fair Labor Standards Act (FLSA).** Non-Exempt employees may be eligible to be paid at an overtime rate for hours physically worked in excess of forty (40) in a standard seven-day period. Work by non-exempt employees in excess of forty (40) hours per week must be authorized in advance and approved by their supervisor.

Gant Family Home Care LLC also uses the following categories of employment beyond the Non-Exempt status. The Company has the authority to determine the eligibility and waiting periods for participation in certain employee group benefits.

**Introductory Employees** – Newly hired employees who are typically in their first 90 days of service.

**Regular Full Time Employees** – Employees who are regularly scheduled to work a full work week, usually forty (40) hours per week or more and have successfully completed the introductory period of employment.

**Regular Part-Time Employees** – Employees who are regularly scheduled to work less than forty (40) hours per week and have successfully completed the introductory period of employment.

## **Introductory Period**

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Gant Family Home Care LLC uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or the Company may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If Gant Family Home Care LLC determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee’s performance, the introductory period may be extended for a specified period.

As is always true during an employee’s employment with Gant Family Home Care LLC, employment is not for any specific time and may be terminated at any time for any reason by either the employee or the Company.

## **Employment Applications**

Gant Family Home Care LLC relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## **Employment Reference Checks**

To ensure that individuals who join Gant Family Home Care LLC are well qualified and have a strong potential to be productive and successful, it is the policy of the Company to check the employment references of all applicants. Some positions require that Motor Vehicle record checks, TB tests, and Criminal Record investigations be conducted. Background Checks records will be provided by the employee and conducted at the employee’s expense.

Your employment with Gant Family Home Care LLC is treated as “Company Confidential.” This means that authorized Company representatives will only verify certain information about your employment, such as whether you are or were an employee, current or most recent job title, and your dates of employment. Other information such as your salary and earnings require your written authorization for the release of this information.

## **Access to Personnel Files**

Gant Family Home Care LLC maintains a personnel file for each employee. The personnel file includes such information as the employee’s job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records. Personnel files are the property of Gant Family Home Care LLC, and access to the information they contain is restricted. Generally, only supervisors and management personnel of the Company who have a legitimate reason to review information in a file can do so. With reasonable advance notice, employees may review their own personnel files in the Company’s office and in the presence of an individual appointed by the Company to maintain the files.

## **Personnel Data Changes**

It is the responsibility of each employee to promptly notify Gant Family Home Care LLC of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should always be accurate and current. If any personnel data has changed, notify the office.

## **Background Investigation Policy**

Gant Family Home Care LLC strives to provide a safe and secure business environment for its clients and its employees. Third parties help to limit the Company’s liability exposure. It is our policy to conduct a thorough background investigation, medical physical, and/or a drug screening on all applicants who will be receiving an offer of employment from Gant Family Home Care LLC. Such offer of employment will be contingent upon satisfactory completion of background check(s), medical physicals, and/or drug screening. Furthermore, the applicant will not be permitted to begin employment with Gant Family Home Care LLC until all required background, medical, and/or drug checks are completed and reviewed.

We will evaluate background information consistently, according to non-discriminatory criteria. Any criminal conviction or other negative information will be evaluated in relation to the position for which application was made. This evaluation may result in disqualification for consideration for employment at Gant Family Home Care LLC. In addition, any falsification or omission of information on any application form (including the background authorization, medical or drug authorization screening, and the employment application form) may disqualify the applicant from consideration. If an employee is found to have intentionally falsified any information gathered during the pre-employment stage, they will be subject to termination of employment.

## **Business Ethics & Conduct**

Gant Family Home Care LLC reputation is built upon the principles of fair dealing and ethical conduct of all our employees. Our reputation for providing excellent customer service requires stringent adherence to federal, state, and local laws, as well as the ethical conduct of all employees (supervisors, internal office, and caregivers). The continued success of Gant Family Home Care LLC is dependent upon our clients' trust and we are dedicated to preserving that trust. If a situation arises when it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Franchise Owner for advice and consultation. Compliance with this policy of business ethics and conduct is the responsibility of every Gant Family Home Care LLC employee.

## **Non-Disclosure & Confidentiality**

The protection of confidential business information and trade secrets is vital to the interests and success of Gant Family Home Care LLC. Such confidential information includes, but is not limited to, the following examples:

* pending services and proposals
* referral source lists
* computer processes
* computer programs and codes
* client lists
* client preferences
* financial information
* labor relations strategies
* marketing strategies

All employees are required to sign a Non-Disclosure agreement as a condition of their employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to corrective action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information. Gant Family Home Care LLC will use all legal means it has available to recover losses due to theft or misuse of any Company property, including intellectual property.

## **Conflicts of Interest**

The purpose of these guidelines is to provide general direction such that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the management for more information or questions about conflicts of interest.

A conflict of interest can occur when an employee is able to influence a decision that may result in a personal gain for that employee or for a relative as a result of Company business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with an employee is like that of persons who are related by blood or marriage. No "presumption of guilt" is created by the mere existence of a relationship with outside clients or senior care firms. However, if employees have any influence on transactions involving senior care agreements, it is imperative that they disclose to an officer of Gant Family Home Care LLC as soon as possible.

Any and all time worked for the client must be put on the time sheet. Employees must notify the office if a client offers any type of gift, monetary or otherwise.

Employees are specifically prohibited from making private arrangements with or provide care independently to any Gant Family Home Care LLC client during their employment with the Company and for one year after leaving the employment of Gant Family Home Care LLC.

Any violation of this policy will result in the employee’s financial liability to Gant Family Home Care LLC in accordance with the Non-Competition Agreement signed at hire.

Finally, employees are reminded that we are here to provide support and companionship. Discussing personal challenges, including financial hardships and details about personal relationships may significantly diminish your professional credibility and/or the credibility of Gant Family Home Care LLC. It may also pose undue stress on our client. Employees must always maintain appropriate professional boundaries. Those who violate this standard may be subject to corrective action, up to an including termination.

## **Personal Relationships in the Workplace**

Gant Family Home Care LLC strongly believes that a workplace where employees respect boundaries between personal and business interactions is important to maintain. Although this policy does not prevent the development of friendships or romantic relationships between co-workers, it does establish boundaries as to what kind of behavior will be allowed during working hours and within the workplace. The following guidelines are not an exhaustive list:

* During non-work time, including lunches, breaks and before and after work periods, employees should maintain appropriate personal conversations and in no way should engage in conversations or behaviors that could be perceived as offensive or uncomfortable to a reasonable person.
* Employees are strictly prohibited from engaging in physical contact that would in any way be deemed inappropriate by a reasonable person while anywhere on company premises, whether during working hours or not.
* Employees who allow personal relationships with co-workers to affect the working environment will be subject to corrective action.
* **Manager/Supervisors.** Individuals in supervisory relationships or other influential roles are subject to more stringent requirements due to their status as role models, their access to sensitive information and their ability to influence others. Supervisors, managers, executives or anyone else in sensitive or influential positions are prohibited from participating in any romantic or sexual relationship with any subordinate employee, whether there is a direct reporting relationship or not. If any such relationship develops beyond a platonic friendship, the supervisor must promptly disclose the relationship to his/her manager or authorized HR Representative. The Company will then determine appropriate action to take.
* Off-duty conduct is generally regarded as the employee’s personal business, if such conduct does not create problems within the workplace. However, an exception to this is a romantic or sexual relationship between managers and subordinates, which are strictly prohibited.

# Compensation, Timekeeping & Payroll

*Pay Period*

The Agency's pay period covers a 7 day timeframe, which starts at 12:00 Midnight on Monday and ends at 11:59 P.M. on Sunday. Payday is every Friday. Time sheets for work performed during these periods must be signed by client and submitted no later than 10:00 AM that following Monday. Pay checks will be ready for pickup at the Agency Office after 9:00 A.M. on the following Monday for employees electing not to have direct deposit. If you have direct deposit, CashApp, Zelle, or PayPal, your paycheck will be deposited on Fridays.

Paychecks are direct deposited (mandatory) or will be mailed to the last known address we have on file for the employee if necessary. If the paycheck becomes lost in the mail, the employee will be required to pay a check cancellation fee of $35.You will receive your first paycheck three weeks after you enter on duty and weekly moving forward.

## **Rounding Off Hours**

Hours worked are tracked in 15-minute increments. Time ranging from 1 - 7 minutes is rounded down whereas time ranging from 8 - 14 minutes is rounded up, in accordance with, *Fair Labor Standards Act* (FLSA) regulations. Employees are paid only for the hours they work.

## **Timekeeping**

Accurately recording time worked at is the responsibility of every employee. Federal and state laws require Gant Family Home Care LLC to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time spent on the job performing assigned duties. Caregiver employees are required to accurately record the time they begin and end their work. If a Caregiver employee takes any type of break that lasts 30 minutes or longer, that time span should also be documented on the timesheet.

* There are entries that must be made by caregivers on each shift about the client progress and delivery of services in accordance with the client’s service plan. Prior to leaving for the day, the caregiver needs to update the weekly time sheet with events that happen during the shift, like when food was eaten, activities done, etc.
* All hourly employees are required to sign their time records to certify the accuracy of all time recorded. Caregivers must get the client or client contact to review and sign the timesheet. The supervisor will review and then initial the time record before submitting it for payroll processing.
* Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in corrective action, up to and including termination of employment.

TIME SHEETS MUST BE SUBMITTED TO THE OFFICE VIA FAX, MAIL, DROP OFF, OR EMAIL EACH MONDAY BY 10:00 AM FOR THE PREVIOUS WEEK ENDING SUNDAY NIGHT.

Late timesheet submissions will not be tolerated. It is not fair to hold up our entire payroll because an employee fails to submit their hours on time. Late timesheet submissions require us to estimate hours worked, usually resulting in a need to adjust or correction during the next pay cycle. If a timesheet is received late the employee will be subject to corrective action and will be paid the following pay period (NEXT). Continued late timesheet submissions will result in further corrective action, up to and including termination.

## **Regular Compensation**

Gant Family Home Care LLC pays its employees at rates, which meet or exceed the amounts stipulated by federal, state and/or other jurisdictional laws for hours worked up to and including 40 in each work week. Wages are competitive in today's market and are based on hours worked and the type of work being performed. Compensation is generally based on, but not limited to, one or more of the following:

♦ experience;                                                                   ♦ industry wage standards.

♦ regulated pay rates;                                                      ♦ challenging clients.

♦ task difficulty;                                                              ♦ statutory holidays.

♦ requirement for a second language;                       ♦ shift differentials; and,

♦ days of week worked;                                                  ♦ education

Your wages will be reviewed annually to coincide with your Performance Appraisal. Should you assume a different position, or should you be promoted between Performance Appraisal periods, a wage review will be conducted at that time. Wage increases are based on performance; adherence to Agency policies & procedures; meeting or exceeding job requirements; and prosperous business levels. Increases are not given to augment cost-of living increases.

The Agency keeps all remuneration information confidential and expects its employees to do the same. Wage specifics must not be disclosed to, or discussed with, others, as per the Agency's Non-Disclosure of Information Policy.

## **Non-Exempt Overtime Pay**

Depending on company work needs, Caregivers may be required to work overtime when requested to do so. Prior approval of a supervisor, however, is required before any employee may work overtime. Depending upon duties performed and applicable federal, state, or local law, a Caregiver may be eligible for overtime after the Caregiver has worked forty (40) hours in a workweek.

## **Statutory Holidays**

Employees have the option of working on Statutory Holidays, with Regular pay. In accordance with Gant Family Home Care LLC Statutory Holidays Policy, the Agency recognizes the following statutory holidays:

♦ New Year's Day

♦ Juneteenth                                                      ♦ Memorial Day

♦ Independence Day                                       ♦ Labor Day

♦ Veterans Day                                                  ♦ Thanksgiving Day

♦ Christmas Day

## **Pay Advances**

Gant Family Home Care LLC does not offer pay advances on unearned wages to employees.

## **Pay Corrections**

Gant Family Home Care LLC takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the office so that corrections can be made as quickly as possible.

## **Pay Deductions**

The law requires that Gant Family Home Care LLC make certain deductions from every employee’s compensation. Among these are applicable federal, state, and local income taxes. The Company also must deduct Social Security taxes on each employee’s earnings up to a specified limit that is called the Social Security "wage base." The Company matches the amount of Social Security taxes paid by each employee. Deductions can also include wage garnishment due to legal judgments or miscellaneous deductions that are written, specific, and voluntarily authorized by the employee.

## **Garnishments**

Gant Family Home Care LLC may be required by law to accept legal garnishments or liens attached to employee wages. These garnishments and/or liens require us to withhold a portion of the employee’s disposable earnings for the satisfaction of a debt and to remit the withheld amount to the court or other entity as mandated. If Gant Family Home Care LLC receives a garnishment order, the employee subject to the garnishment will be notified of the actions we are required to take.

## **Employee Referral Bonus**

Gant Family Home Care LLC will award a $150 bonus to a current employee who refers another employee to the Company. This bonus will be processed through payroll as a supplemental wage. The referred employee must:

* Be hired by Gant Family Home Care LLC
* Put the referring employee’s name on the application.
* Work for at least 90 days in an employee capacity for Gant Family Home Care LLC
* The Referring employee must be currently active and in good standing with Gant Family Home Care LLC to receive the bonus. (Management may at any time revoke this privilege if caregiver’s behavior and attitude are in question)

When these three criteria are met, the referring employee will receive $150.

## **Scheduling Time Off**

Caregivers can request unpaid time off from their assignment provided they provide a minimum two-week written notice to the office. The notice needs to include the dates that they will not be available to work. Requests will not be taken over the phone or text. Caregivers are discouraged from making a habit of requesting frequent time off because it interrupts the continuity and level of service to the client. It also causes extra internal work and resources to find a replacement for the time off period.

**Requests for time off with less than a two-week notice will most likely be denied.**

**Tip:** When giving up an assignment or leaving the employment of Gant Family Home Care LLC, please give the office a two-week notice. We will find a replacement caregiver who can go to the client's house with you at least once. This way you can introduce the new caregiver to your senior and show your replacement how your client likes things done.

**Holiday Requests:** Holiday services are sometimes required. IN order to maintain care for our clients you cannot ask for more than three holidays off per year. No consecutive Holidays will be given.

* Caregiver is sick and/or concerned about spreading infection to the client. To be considered excused you must provide us with a doctor’s note.
* Caregiver has a personal or **immediate** family emergency.

*The following are NOT acceptable reasons for calling out:*

* Car broke down/do not have a ride/got lost.
* Conflict in caregiver’s schedule with another appointment, activity, etc.
* Other reasons that do not qualify as a true emergency or sickness.

**Caregivers who call off without valid reason are subject to immediate dismissal.**

## **Call OFF Policy**

Gant Family Home Care LLC strives to maintain a safe environment for our clients and a pleasant work experience for our employees. Considering this, we have developed a call-off procedure that we expect our caregivers to acknowledge.

* If you call off after hours to the answering service, you must be available for a return phone call from the on-call supervisor. Do not consider yourself off the shift until you have verbal confirmation from a Gant Family Home Care LLC staff member.
* When calling off, you must speak with a live person. You cannot call-off to a voice mail, text or email.
* When calling off you must be specific about which clients, the shift times, and date/dates you are calling off for.
* If you need to be out for longer than expected, you must continue to call and update us 24 hours before any shifts that you need off.
* A NO CALL, NO SHOW is an immediate reason for dismissal from Gant Family Home Care LLC.
* As stated in your handbook, car trouble is not an acceptable excuse to call off.
* You may NOT call off from the hours of 12am-5am
* YOU MUST CALL OFF (4) FOUR HOURS BEFORE YOUR SHIFT START
* You may not call off during your 90-day introductory period without a note from the doctor.
* Texting is NOT a form of calling off. You must get someone on the phone to call off.

**The call-off policy works on a three-strike system.**

1. The first call-off will be a verbal warning noted in your file.
2. The second call-off will result in a written warning, possible Probation.
3. The third call-off will result in loss of employment.
4. The call-off policy is based on 1-6-month intervals. After 6 months you are given a clean slate.

Due to the nature of our work, it is imperative that you notify the office of any unexcused absence as soon as possible to not disrupt the client’s schedule. We are asking for an 8-hour advanced notice when possible, but at least a minimum of 4 hours notice.

## **Personal Appearance & Dress**

Dress, grooming, and personal cleanliness standards contribute to company morale and affect the business image Gant Family Home Care LLC presents to clients and visitors.

Each employee will be given a (1) Uniform, (1) T-shirt, and badge upon hire. You are required to be in uniform everyday/time you are on the clock. You may purchase an extra shirt for $10.00. (Mandatory in facilities) or $20 uniform if need.

In accordance with Gant Family Home Care LLC Identification Badge Policy, you are required to wear the Identification Badge, which is provided to you by Gant Family Home Care LLC, whenever you are delivering services on behalf of Gant Family Home Care LLC. These badges display your name, your photo and the Agency's name. It must be clipped to the front of your clothing in a manner that makes it visible to onlookers. Identification Badges are issued once a year. If you lose yours, you will be charged a replacement fee. If it is lost or stolen, you must advise your supervisor immediately. Upon Termination of Employment, you are required to return your Identification Badge to Gant Family Home Care LLC. If not, there is a $50 fee that will be taken out of your last paycheck.

**Lost or Missing ID Cards**

• Employees must keep their badges at their designated job site. Any lost badges must be immediately reported to the responsible supervisor or site manager who will report the loss to Department management and request a new card for $5 to be issued as soon as possible.

• Excessive loss or forgetting of card by an employee may result in disciplinary action.

**Smart Casual is company-wide standard dress.**

If your personal appearance is inappropriate, you may be asked to leave your assignment until you are properly dressed or groomed. Under such circumstances, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. When necessary, reasonable accommodation may be made to a person with a disability.

The following personal appearance guidelines should be followed:

* Conservative athletic or walking shoes, loafers, sneakers, boots, flats, and leather deck-type shoes are acceptable for work. Must have a rubber sole.
* Office Staff ONLY: Casual shirts, dress shirts, sweaters, tops, polo shirts, and turtlenecks are acceptable attire for work.
* Office Staff ONLY: Casual Pants or Capris must be solid black, tan, grey (Solid Color). NO JEANS!
* Shorts may be worn in hot weather, 8 inches or longer.
* Scrubs are acceptable when a client is receiving personal care.
* NO tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; and tops with bare shoulders.
* Hair must be neatly groomed and out of your face. Extreme hairstyles and unnaturally colored hair are not acceptable. (No head wraps, bonnets, bandanas or hats permitted) Ponytails, Buns and Braids are acceptable.
* Please keep nails short, and perfume to a minimum.
* Makeup and jewelry should be in good taste. Remove visible body piercing.
* Offensive body odor and poor personal hygiene are not professionally acceptable. Employees may not have the smell of tobacco smoke on their person during work hours or while on company business sites.
* Visibly excessive tattoos and similar body art must be covered.
* Always dress modestly.
* **WHEN WORKING AT A FACILITY, OR CLIENT HOME WE ASK THAT YOU WEAR**

Top: scrubs (royal blue or royal purple)- more information in orientation power point.

Bottom: Scrubs (royal blue, or royal purple)-more information in orientation power point.

Friday- Company T-shirt & Jeans (Black, Blue, or Khaki)

## **Rest & Meal Periods**

• Employees who are under the age of eighteen (18) and who are working a full schedule, are also under a “Restricted Punch,” rule for lunch break purposes. These employees must take a one-half (1/2) hour meal break after five (5) hours of work. After five (5) hours of work, the employee must “clock out” for lunch and “clock back in” after the appropriate one-half (1/2) hour lunch period. If the employee tries to clock in early, the punch will be restricted. The employee must clock back in between thirty (30) and thirty-five (35) minutes after punching out. The meal break will then “round back” to thirty (30) minutes. If the employee clocks back in thirty-six (36) minutes or longer, after punching out, the meal break will extend to the exact time the employee punches back in.

• Employees over the age of eighteen (18) will be entitled to a 30-minute unpaid lunch break and are required to “clock in” and clock out” for the lunch break. If the employee clocks back in twenty-one (21) minutes or longer, after punching out, the meal break will extend to the exact time the employee punches back in. If an employee clocks back in between thirty-one (31) and thirty-five minutes after punching out, the meal break will “round back” to thirty (30) minutes. If the employee clocks back in thirty-six (36) minutes or longer, after punching out, the meal break will extend to the exact time the employee punches back in. If an employee comes back to work within twenty (20) minutes, the system will mark the punch as an exception, and it is the responsibility of the supervisor to review the employee’s time in Axis Care.

Caregivers are not allowed to eat any of the client’s food or drink at any time, unless the caregiver is on a live-in assignment (in which case the office will instruct the caregiver on the meal requirements). If the caregiver is preparing a meal for the client, the caregiver should sit with the client while he/she is eating unless otherwise instructed by the client or office. Caregivers should bring and prepare their own meals.

## **Use of Client’s Phone**

Personal use of telephones, including cell phones, is prohibited while on duty. **Use of a client's home phone should be restricted to client-specific, work-related issues or emergency personal use.** Caregivers who use their mobile phone while at a client’s home are required to follow our Mobile Phone Policy, listed below.

## **Mobile Phones**

Due to the nature of our work, we ask certain employees to utilize mobile phones so that they are accessible if an urgent issue arises when they are out of the office. While at work employees are expected to exercise the same discretion in using personal mobile phones as is expected for the use of Company phones. **All cell phones must be silenced during work hours. Excessive personal calls or texting during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others.** A reasonable standard is to limit personal calls during work time to no more than one per day as needed. Employees are therefore asked to make any other personal calls on non-work time and to ensure that friends and family members are aware of Gant Family Home Care LLC policy. Flexibility will be provided in circumstances demanding immediate attention. Gant Family Home Care LLC will not be liable for the loss of personal mobile phones brought into the workplace. Some facilities that Gant Family Home Care LLC employees may work at have their own specific policy on cell phone usage policies. We must obey their policies first and ours second. Make sure you are aware.

### Protecting Company Information & Property

Gant Family Home Care LLC requires that employees exercise good professional judgment when using the camera feature on their mobile phones in the workplace. Company information, such as items listed in our non-Disclosure policy, or Company or customer information or property that is proprietary or subject to privacy rules should be protected and never distributed as public unless authorized to do so. This includes information that comes in paper, digital, sound, photo, or video form.

Taking unauthorized pictures or video of proprietary (such as trade secret) Company or customer business information or taking unauthorized pictures or videos that breach privacy standards, on Company property is prohibited. Taking videos or pictures in a customer or client’s place of business or home requires their written approval to do so.

### Personal Use of Company-Provided Mobile Phones

Where job or business needs demand immediate access to an employee, Gant Family Home Care LLC may issue a business-owned cell phone to an employee for work-related communications. To protect the employee from incurring a tax liability for the personal use of this equipment, such phones are to be used for business reasons only. Phone logs will be audited regularly to ensure no unauthorized use has occurred.

Employees in possession of Company equipment such as mobile phones are expected to protect the equipment from loss, damage, or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the phone for return or inspection. Employees unable to present the phone in good working condition within the time period requested (for example, 24 hours) may be expected to bear the cost of a replacement. Deletion of any information from the phone prior to its return will be considered theft or loss of Company information.

Employees who separate from employment with outstanding debts for equipment loss, data loss, or unauthorized charges will be considered to have left employment on unsatisfactory terms and may be subject to legal action for recovery of the loss.

### Safety Issues for Mobile Phone Use

Employees whose job responsibilities include regular or occasional driving and who are issued a cell phone for business use are expected to refrain from using their phone while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees should never text or use any type of manual communication device. Gant Family Home Care LLC **has ZERO tolerance for texting while driving.**

In situations where job responsibilities include regular driving and accepting business calls, hands-free equipment will be provided to facilitate the provisions of this policy.

Employees whose job responsibilities do not specifically include driving as an essential function, but who are issued a cell phone for business use, are also expected to abide by the provisions above. Under no circumstances are employees allowed to place themselves at risk to fulfill business needs.

Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

Employees who violate this policy will be subject to corrective action, up to and including termination.

### Special Responsibilities for Supervisors

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As with any policy, management employees are expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

## **Texting During Work Hours**

Although Gant Family Home Care LLC realizes that there are times during a normal workday when a Caregiver may need to use their mobile phone for personal reasons, it is expected that good judgment will be used in limiting the use of your mobile to text for personal reasons. Mobile phone ringing can be disruptive to the work environment. The need to constantly check a vibrating phone for text messages can be equally disruptive and unprofessional. Personal cell phones should always be turned to silence during work hours.

## **Social Media/Social Networking/Blogging**

Gant Family Home Care LLC recognizes the importance of the Internet in shaping public thinking about our company and our current and potential products, employees, partners, and customers. Gant Family Home Care LLC also recognizes the importance of our employees joining in and helping shape industry conversation and direction through blogging and interaction in social media. However, we also understand that use of social media presents certain risks and carries with its certain responsibilities. To assist employees in making responsible decisions about their use of social media, we have established these guidelines for appropriate use of social media. Consequently, the guidelines of the social media and blogging policy will help you make appropriate decisions about your work-related blogging and the contents of your blogs, personal Web sites, postings on wikis and other interactive sites, postings on video or picture sharing sites, or in the comments that you make online on blogs, elsewhere on the public Internet, and in responding to comments from posters either publicly or via email. Our internal email and internet policies (below) continue to remain in effect in our workplace.

These guidelines will help you open a respectful, knowledgeable interaction with people on the Internet. Keep in mind that the same principles and guidelines found within other Company policies and guidelines such as protecting the privacy, confidentiality, and interests of Gant Family Home Care LLC and our current and potential products, employees, partners, customers, and competitors apply to your activities online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any conduct that adversely affects your job performance, the performance of your co-workers or colleagues, or otherwise adversely affects members, suppliers, customers, and people who work on behalf of Gant Family Home Care LLC or our business interests may result in corrective action up to and including termination. Carefully read the guidelines and ensure posting are consistent with the following policies in this handbook:

1. Non-Discrimination and Anti-Harassment
2. Business Ethics and Conduct
3. Non-Disclosure & Confidentiality
4. Protecting Company Information and Property (Mobile Phones)
5. Voicemail, Email, and Internet Acceptable Uses

Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to corrective action up to and including termination. Gant Family Home Care LLC **has ZERO tolerance for harassment or discrimination of any kind.** Work related complaints should be resolved by speaking directly with your co-workers or by utilizing our Open-Door Policy rather than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticisms, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, that disparage customers, members, employees, or suppliers, or that might constitute unlawful harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone’s reputation or posts that could contribute to a hostile work environment based on race, sex, disability, religion, or any other status protected by law or company policy.

Guidelines:

* If you are developing a Web site, writing a blog, or posting comments on websites that will mention our Company and / or our current and potential products, employees, partners, customers, and competitors, identify that you are an employee of our company and that the views expressed on the blog or Web site are yours alone and do not represent the views of our/the Company. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of Gant Family Home Care LLC.”
* Unless authorized by your supervisor, do not use social media while on work time or on equipment we provide, unless it is work-related as authorized by your supervisor and consistent with the Company’s Information and Property Policy and/or Internet Acceptable Use.
* Do not use your company email addresses to register on social networks, blogs or other online tools utilized for personal use.
* Respect all copyright and other intellectual property laws. Do not infringe on Company logos, brand names, taglines, slogans, or other trademarks.
* All employees are expected to promptly report any violation or suspected violation of this Policy to their supervisor or an authorized Human Resource representative. Gant Family Home Care LLC prohibits taking negative action against any employee for making any such report or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible violation from this policy or for cooperating in an investigation will be subject to corrective action, up to and including termination.
* Do not speak to the media on Gant Family Home Care LLC behalf without contacting the Owner or another designated official. All media inquiries for the Company’s position or statement should be directed to that person. Unless given permission by an authorized official, you are not authorized to speak on behalf of the company, nor represent that you do so.
* Always be fair and courteous in your postings to fellow co-workers, colleagues, customers, members, suppliers, or people who work on behalf of Gant Family Home Care LLC.
* Be respectful of, and never disclose information about our customers or customer financial information.
* Make sure you are always honest and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Gant Family Home Care LLC, co-workers, colleagues, members, customers, suppliers, people working on behalf of Gant Family Home Care LLC or competitors.
* Do not create a link from your blog, website or other social networking site to Gant Family Home Care LLC website without identifying yourself as a Gant Family Home Care LLC employee.

Employees found to be in violation of our Social Media policy will be subject to corrective action, up to and including termination. If an employee has any questions about this policy, they should contact their supervisor or an authorized Human Resource representative.

## **Service Plan Book & Documentation Log**

A Service Plan is a written form documenting the types of services the caregiver will be performing for the client. The caregiver will receive a Service Plan prior to starting with a new client and is required to perform the functions indicated on the Service Plan. The Client Service Supervisor will review the Service Plan with the caregiver before commencing services. If the client asks the caregiver to perform functions not indicated on the Service Plan, the caregiver is required to call the office for authorization.

Gant Family Home Care LLC will create a Service Plan Book that resides in the client’s home. Within the book are the Client Service Plan, Documentation Log, extra time sheets, and potentially some other documents (such as DNR, special instructions, etc.). There are entries that must be made by each caregiver on each shift; examples of these are in the Service Plan Book. The caregiver is expected to check the Documentation Log upon arrival for the shift. Prior to leaving for the day, the caregiver needs to update the Documentation Log with events that happen during the shift, like when medication reminders were given, foods eaten, activities done, etc. The Service Plan will note additional information that needs to be documented.

## **New Assignment Driving Times**

Remember, showing up late to a client’s home is unacceptable. If necessary, we can provide you with directions from your house.

## **Client Problems**

If the client is not having an emergency, but is behaving abnormally, contact the office right away so they can notify the primary caregiver. Do not contact the primary caregiver directly. Caregivers are required to notify the Client Service Supervisor or other supervisor **immediately** upon any substantial change in the client’s condition. A Client Status Change Form is to be initiated when the client has an increase in care needs or “change” in normal routine.

## **Complaint Resolution Procedure**

Gant Family Home Care LLC encourages all feedback from clients, positive or negative, and is committed to providing superior levels of service. The Company will not disrupt service due to a complaint but will do its best to ensure quality services are still provided.

The *Complaint Resolution Form* is included in the Welcome Packet given to clients upon engagement of services. Clients can notify the office in verbal or in written format (using the Complaint Resolution form) of any complaints or problems they have experienced with the service. Upon receipt of the complaint, the office will respond within 24 hours to the complaint filer to acknowledge receipt.

All employees who receive a complaint are required to report them to their supervisor, the supervisor of client care coordinator or office **immediately.**

Gant Family Home Care LLC expects the relationship between all employees and the client to be friendly and courteous. If an employee has any issue with the client or the client’s environment, they should call the office at their earliest convenience to determine how to resolve the issue.

## **Problem Resolution**

Gant Family Home Care LLC is committed to providing the best possible working conditions for our employees. The Company encourages an open atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Gant Family Home Care LLC supervisors and management. Employees are encouraged to offer positive and constructive suggestions. If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with Gant Family Home Care LLC in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs in which employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to contact a member of the Management Team. Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.

## **Open Door Environment**

Gant Family Home Care LLC promotes an atmosphere in which employees can talk freely with members of management. Employees are encouraged to openly discuss with their supervisor any issues or concerns so appropriate action may be taken. If the supervisor cannot be of assistance, the owner is available for consultation and guidance. The Company is interested in all our employees' success and wellbeing. We therefore welcome the opportunity to help employees whenever feasible.

### EMPLOYEE SUGGESTIONS

We believe that employees contribute to our future success and growth. We value your input and appreciate your daily contribution to our success, and would like to hear your ideas for improvements, which will enhance our workplace, save time, or reduce costs.

If you have a suggestion for solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making Gant Family Home Care LLC a better or safer place to work, submit your idea, in writing, on paper or a company suggestion form. Your suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for assistance.

Submit suggestions to your supervisor. You will be notified of any plans for adoption of your suggestion, or other similar options being considered, within thirty (30) days of our receipt of your suggestion.

## **Use of Company Equipment**

Equipment essential for accomplishing job duties is expensive and may be difficult to replace. When using equipment, employees are expected to exercise care, follow all operating instructions, safety standards, and guidelines.

Loss, damages, or theft of Company property should be reported at once. Please notify your supervisor if any equipment, machines, tools, or other equipment appear to be damaged, defective, or need repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or clients. Gant Family Home Care LLC equipment, such as telephone, postage, fax, and copier machine, is intended for business purposes. An employee may only use this equipment for non-business purposes in exceptional circumstances and only with the permission of his/her supervisor. Employees are expected to reimburse the Company for personal usage of Gant Family Home Care LLC equipment that results in a charge to the Company. Upon termination of employment, the employee must return all Gant Family Home Care LLC property, equipment, work product and documents in his/her possession or control to their supervisor. The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in corrective action, up to and including termination of employment.

## **Voicemail, Email, Internet Acceptable Use**

Gant Family Home Care LLC computer system, including access to the Internet and voice mail, is for business purposes only. The Company reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over the system. The employee is hereby given notice that Gant Family Home Care LLC will exercise this right periodically, without prior notice and without the prior consent of the employee. Usernames, logins, and passwords are for the use of the individual employee only and will not be shared. **No employee has an expectation of privacy in their usage of the Company’s computers, Internet, e-mail, or voicemail system.** **The employee should not interpret the use of a password protection as creating a right or expectation of privacy for the employee.**

Gant Family Home Care LLC computer system is the private property of and is intended only for the use by individuals authorized by the Company. Access to and use of the system by anyone not authorized by Gant Family Home Care LLC is strictly prohibited. Although this list is not exclusive, employees are not permitted to display, transmit or receive, or retain from the system, communications such as those that:

* Contain obscene, profane, abusive, or threatening language or graphic representations.
* May be construed as discriminatory, harassing, or offensive by reference to race, national origin, gender, religion, age, disability, sexual orientation, or other legally protected criteria.
* Contain references to any sexual acts, sexual relationships, or personal relationships.
* Promote any illegal activity.
* Contain Gant Family Home Care LLC proprietary or classified information, without prior approval of the Company.
* Reveal client sensitive information without the prior consent of the client.
* Are used to solicit or approach others for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations without permission from Gant Family Home Care LLC.

Employees must follow the Company’s security policy on the secure use of voicemail, email, Internet, and information processing systems at all times.

Violations of the Gant Family Home Care LLC policy on acceptable voicemail, e-mail, and Internet use are grounds for corrective action, up to and including termination. Questions regarding appropriate use of the system should be directed to the owner or your supervisor.

## **Use of Personal Vehicles for Business**

* In the course of performing caregiving duties, a client may request the caregiver use the client's vehicle for errands and incidental transportation. It is the caregiver's responsibility to review the client's vehicle registration and insurance card prior to vehicle usage. In addition, the caregiver **MUST** have current driver's license and personal auto insurance. If the caregiver has any concern over the safety or legal status of the client's vehicle, the caregiver will decline its usage and is to report that concern to the office.
* The caregiver may use his/her own vehicle for errands on the client's behalf providing the caregiver has proven full and current license and insurance coverage to the office prior to that service. The office **MUST** authorize use of a caregiver’s personal vehicle.
* Only vehicles that are properly maintained, operationally safe, and appropriate for business use will be authorized. Management reserves the right to request regular maintenance records on any personal vehicle approved for company business use. Management also reserves the right to deny authorization of use of a personal vehicle for business use.
* Drivers must be able to provide evidence of valid vehicle insurance coverage at least in the minimum amount required by law. Gant Family Home Care LLC will not assume any responsibility or liability for any loss or damage that occurs to the vehicle or personal items in or on the vehicle when used for company business.
* Excessive or avoidable traffic and parking violations can result in corrective action, up to and including termination of employment.

### Running Errands or Transporting Clients - Caregivers

In certain cases, the caregiver may be asked to run errands on a client’s behalf or transport the client somewhere (only if authorized by the office).

## **Conduct & Work Rules**

To provide the best possible work environment Gant Family Home Care LLC expects employees to follow rules of conduct that will protect the interests and safety of clients, employees, and the organization. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in corrective action up to and including termination of employment, including termination for a first-time offense:

* Theft, embezzlement, or inappropriate removal or possession of property.
* Falsification of timekeeping records.
* Working under the influence of alcohol or illegal drugs.
* Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment.
* Fighting or threatening violence in the workplace.
* Boisterous or disruptive activity in the workplace.
* Negligence or improper conduct leading to damage of employer-owned or client-owned property.
* Insubordination or other disrespectful conduct.
* Violation of safety or health rules.
* Smoking in prohibited areas.
* Sexual or other unlawful or unwelcome harassment.
* Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
* Excessive absenteeism or any absence without notice.
* Unauthorized absence from workstation during the workday.
* Unauthorized use of telephones, mail system, computers, or other employer-owned equipment.
* Unauthorized disclosure of business "secrets" or confidential information.
* Violation of personnel policies.
* Unsatisfactory performance or conduct.
* Providing false, misleading or inaccurate information to the Company, on any Company document, including employment applications, resumes, and time records, or in response to any inquiry by the Company, including in any Company investigation.
* Violation of any other Company Policies and Procedures.

Employment with Gant Family Home Care LLC is at the mutual consent of Gant Family Home Care LLC and the employees, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

## **Substance Use**

Gant Family Home Care LLC promotes a drug-free, healthy, and safe workplace. Employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. While on duty and conducting business-related activities, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of drugs **prescribed to an employee** 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 other individuals. Employees are expected to report any violation or suspected violation of the Substance Abuse Policy to their immediate supervisor.

Violations of this policy may lead to corrective action, up to and including immediate termination of employment. Such violations may also have legal consequences.

## **Substance Abuse/Drug Testing**

Gant Family Home Care LLC is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. The unlawful manufacturing, distribution, dispensation, possession, or use of a controlled substance is strictly prohibited in our workplace. Employees who violate this policy will be subject to corrective action, up to and including termination of employment.

Gant Family Home Care LLC may require employees who it believes with reasonable suspicion of reporting to work in violation of this policy and/or following an on-the-job accident to submit to immediate testing by a state certified laboratory if our workers’ compensation carrier requires it. Employees are required to report for such testing within one hour of the request. Testing will be done at the company’s expense.

Reasonable suspicion includes, but is not limited to: observation of behavior, other than as attributed to certain medical conditions, such as slurred speech, unsteady walking, abrupt mood swings, breath (alcohol), or odor; observation of physical manifestations frequently associated with some form of substance abuse, *e.g.,* needle marks and sudden nosebleeds; accidents; injuries; excessive absenteeism; declining productivity; observed use or possession of drug paraphernalia and/or suspicious activity indicating possible involvement with prohibited substances or alcohol. Refusal to submit to drug testing may result in corrective action, up to and including termination of employment. Questions concerning this policy, or its administration should be directed to the owner. All staff that perform direct patient care is subject to annual and random drug testing.

## **Smoke Free/Tobacco Free**

In keeping with the Company’s intent to provide a safe and healthful work environment, smoking and/or the use of smokeless tobacco products is prohibited while on duty. Every effort will be made to avoid assigning non-smoking caregivers to smoking clients. “Tobacco products” means any lit or unlit cigarette, cigar, pipe, and any smokeless tobacco, dip, chews and snuffs in any form. This includes electronic cigarettes, any device that emits nicotine vapor, cigarette packages, smokeless tobacco containers, lighters, and any other items containing tobacco.

**Smoking by caregivers is never allowed in the client’s home.** If you need to smoke during your shift, it must be scheduled on a break. Smoke outdoors and ALWAYS asks the client for their permission of where you can smoke. Make sure you fully extinguish your tobacco product, clean up, and properly dispose of matches/butts when you are finished; this means placing the extinguished tobacco product in the proper trash receptacle, preferably one that you will take with you.

**If a client has made it clear there is no smoking, then there is no smoking.**

**Excessive breaks, regardless of their reason, cause disruptions to our workplace. Any employee found to be taking excessive breaks will be subject to corrective action, up to and including termination.**

Employees may not have the smell of tobacco smoke on their persons during work hours or while on company business. In general, employees should not use or consume any substance, the effects, or traces of which could interfere with the employee's presentation of a clean and professional appearance to clients and the public in general.

## **Solicitation**

Gant Family Home Care LLC recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities to the client or other employees.

Examples of impermissible forms of solicitation include:

* The collection of money, goods, or gifts for community groups.
* The collection of money, goods, or gifts for religious, political, or charitable groups.
* The sale of goods, services, or subscriptions outside the scope of official organization business.
* The circulation of petitions.
* The distribution of literature not approved by the employer.
* The solicitation of memberships, fees, or dues.

If employees have a message of interest to the workplace, they may submit it to the office for approval. The office will post all approved messages.

## **Clients Gifts**

No gifts of any kind, that are offered by a client, family member, neighbor, friend, or etc.—no matter the value—will be accepted by any employee, at any time, on or off the work premises or assignment.

By “gift,” Gant Family Home Care LLC means any item including pens, hats, t-shirts, mugs, calendars, bags, key chains, portfolios, or etc. As well as items of greater value.

* This no-gift policy includes client, family member, neighbor, friend, or etc. -provided food, beverages, meals, or entertainment such as sporting events.
* This no-gift policy includes any business courtesy offered such as a product discount or any other benefit.

“Gift” means all the above and any bestowal of money, any item of value, service, loan, thing or promise, discount, or rebate for which something of equal or greater value is not exchanged. Payments for travel, entertainment and food are gifts.

**Employees are reminded that we are here to provide support and companionship. Discussing personal challenges, including financial hardships and details about personal relationships may significantly diminish your professional credibility and/or the credibility of Gant Family Home Care LLC. It may also pose undue stress on our client. Employees must always maintain appropriate professional boundaries. Those who violate this standard may be subject to corrective action, up to an including termination.**

## **Corrective Action**

Counseling and corrective actions are intended to provide employees an opportunity to improve and correct performance or, as circumstances warrant, for Gant Family Home Care LLC to terminate the employment relationship. The corrective action process may include counseling, coaching, verbal warnings, written warnings, or termination of employment. These are not progressive steps that the Company is obligated to follow in any prescribed order. Gant Family Home Care LLC maintains the sole authority, right, and responsibility to respond to the issue, conduct, or event that may lead to the application of corrective actions in the manner it deems appropriate. Use of any corrective action measure does not in any way negate or supersede the established employment-at-will relationship.

## **Performance Evaluations**

Supervisors and employees are strongly encouraged to discuss job performance and goals on a regular, informal basis. Additional formal performance evaluations may be conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage, and recognize strengths, and discuss positive, purposeful approaches for meeting goals. Performance evaluations and compensation reviews are two separate processes**.** Performance reviews do not always require compensation action. Compensation increases at Gant Family Home Care LLC are based on numerous factors, such as an employee’s superior performance, position, level of current pay, client feedback and company budgets. There are no set, scheduled compensation increases. Additionally, employees who receive below average performance reviews are ineligible for compensation increases.

# Benefits & Time Off

Gant Family Home Care LLC reserves the right, in its sole and absolute discretion, to amend, modify, or terminate, in whole or in part, any or all the provisions of the benefit plans described herein, including any health benefits that may be extended to employees, former employees, and their dependents. Gant Family Home Care LLC reserves the right, power, and authority, in its sole and absolute discretion, to administer, apply, and interpret the benefit plans described herein and to decide all matters arising in connection with the operation or administration of such plans.

## **Workers’ Compensation**

To provide for payment of employee medical expenses and for partial salary continuation in the event of work-related accident or illness, employees are covered by workers' compensation insurance based on state regulations. Workers’ Compensation laws protect you against lost wages and cover reasonable medical expenses resulting from injuries sustained while performing your job. All injuries and accidents that occur in the workplace must be reported immediately to your supervisor whether or not medical attention appears necessary. A first report of accident form may be obtained from your supervisor and must be completed and returned for further evaluation and completion. Gant Family Home Care LLC does not tolerate retaliation against any employee for sustaining a work-related injury or exercising their Workers’ Compensation rights. Supervisors, or authorized Gant Family Home Care LLC representatives, are required to be familiar with and to abide by all guidelines regarding workplace injuries. Questions regarding workers' compensation insurance should be directed to the on-site supervisor, the worker’s compensation broker, or the workers’ compensation insurance carrier.

## **Gant Family Home Care LLC Training Program**

Gant Family Home Care LLC provides a continual education program to help you to improve your skills, make you better at your job, and earn recognition through our certification program. According to state licensing, caregivers will need to complete additional training consisting of a **minimum of eight hours of training or instruction annually for each caregiver** after the first year of employment. The training modules can be checked out at the office and reviewed at your own pace. A test is taken at the office when you have completed your training module. After every sixth training module completed, you will receive a certificate that recognizes the level of completion of Gant Family Home Care LLC certification program. Personal time for studying or test taking is generally unpaid.

## **Caregiver Time Off**

Caregivers can schedule unpaid time off from their assignment provided they provide a minimum two-week written notice to the office. The notice needs to include the dates that they will not be available to work. Caregivers are discouraged from making a habit of requesting frequent time off because it interrupts the continuity and level of service to the client. It also causes extra internal work and resources to find a replacement for the time off period. Requests for time off with less than a two-week notice will most likely be denied.

**Tip:** When giving up an assignment or leaving the employment of Gant Family Home Care LLC please give the office a two-week notice. We will find a replacement caregiver who can go to the client's house with you at least once. This way you can introduce the new caregiver to your client and show your replacement how your client likes to have things done.

## **Holidays**

Gant Family Home Care LLC recognizes, and our office is generally closed for the holidays listed below:

* New Year's Day (January 1)
* Memorial Day (last Monday in May)
* Independence Day (July 4)
* Veteran Day (November 11)
* Labor Day (first Monday in September)
* Thanksgiving (fourth Thursday in November)
* Christmas (December 25)

Holidays for Caregivers only if working a (private paid client), if a scheduled day to work, are considered normal workdays. Caregivers are not eligible to receive Holiday Pay when we are closed, and they are not scheduled to work. Gant Family Home Care LLC does not offer premium pay to those Caregivers who are scheduled to work during a holiday for which our office may be closed.

## **Jury Duty and Other Court Required Appearances**

Gant Family Home Care LLC will permit employees in all categories to request time off to perform jury duty and other court-ordered appearances if summoned. All Gant Family Home Care LLC employees are responsible to provide their supervisor notice of required attendance immediately upon receipt of such notice or summons, and confirmation of length of duty performed upon your return to work.

Caregivers will be granted time off without pay to serve on jury duty or to satisfy any other court-ordered appearances, including witness duty pursuant to a subpoena.

When returning from duty, the employee must submit to their supervisor a signed Certificate of Jury Service indicating the number of days served. If the jury duty falls at a time when the employee cannot be away from work the Company may request that the court allow the employee to choose a more convenient time to serve if he/she makes a request in accordance with the court's procedures.

## Voting

Gant Family Home Care LLC encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees can find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their nonworking hours, they should speak with their supervisor to make alternate arrangements or seek a temporary change in schedule if available. If time off is necessary, employees should inform their supervisor at least two working days prior to the Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift; whichever provides the least disruption to the normal work schedule. Employees must submit a voter's receipt on the first working day following the election to qualify for paid time off if available, or to document the need for unpaid leave.

## Military Leave

Military leave is granted by Gant Family Home Care LLC in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA). Employees are required to give thirty (30) days advance notice of their need to take military leave unless military necessity prevents such notice. Military leave is generally taken without pay, but the employee may use any accrued vacation leave during a military leave of absence. The employee’s right within the law regarding return to work, reemployment and benefit continuation or resumption is in accordance with the USERRA regulations.

### Continuation of Health Benefits

During a military leave of thirty (30) days or less, an employee is entitled to continued group health plan coverage under the same conditions as if the employee had continued to work. For military leaves of more than thirty (30) days, an employee may be eligible to continue his/her health coverage for up to twenty-four (24) months but may be required to pay all or part of the premium for the continuation of coverage.

### Leave for Active or Reserve Duty

Upon receipt of orders for active or reserve duty, an employee should notify their supervisor as soon as possible, and submit a copy of the military orders. A Reservist or National Guard member is entitled to up to 17 days of unpaid leave per year to participate in training or reserve duty activities.

### Military Family Leave

An employee who is the spouse of a qualified member of the military are granted up to 10 days of unpaid leave during a qualified leave period to spend time with their qualified military spouse’s leave from deployment. Upon receipt of orders for military family leave, an employee should notify their supervisor as soon as possible.

## **Religious Observances**

Gant Family Home Care LLC provides reasonable time away from work for Caregivers requesting time for religious observance. Based on business needs, the Company will reasonably accommodate such requests that are made in advance and approved by your supervisor. This time off is unpaid; see Caregiver Time Off above. Under some circumstances, your work schedule may be adjusted to accommodate your request for time away from work for religious observances.

## **Leave under the Family and Medical Leave Act (FMLA)**

If Gant Family Home Care LLC employs 50 or more employees within 75 miles, the Company will grant unpaid family and medical leaves of absence to “eligible employees” for the following:

1. The birth of an employee’s child or to care for the newborn child.
2. The placement of a child with the employee for adoption or state-approved foster care.
3. The care of an employee’s spouse, child, or parent (“family member”) who has a serious health condition.
4. The employee’s serious health condition which prevents the employee from performing any one essential function of the employee’s position.
5. For qualifying exigencies (see below) arising out of the fact that the employee’s spouse, son, daughter or parent is on active duty or called to active duty as a member of the National Guard or Reserves in support of a contingency operation; or for
6. Military caregiver leave; eligible employees who are family members of covered service members are entitled to take up to 26 workweeks of leave in a single 12-month period, to care for a covered service member with a serious illness or injury incurred in the line of duty on active duty. Caregivers leave also applies to veterans who are undergoing medical treatment, recuperation or therapy for serious injury or illness that occurred any time during the five years preceding the date of treatment.

**Qualifying exigency** leave is also in place to assist family members of the National Guard, Reserves and Active-Duty military in managing their affairs while the member is on active duty in support of a contingency operation. Up to 12 workweeks of FMLA job protected leave is available for eligible employees to use for any qualifying exigency, such as short notice deployment; military events; childcare and school activities; financial and legal arrangements; counseling; rest and recuperation; post deployment activities; other activities not mentioned but agreed to by Gant Family Home Care LLC management and the employee.

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider, within 30 days of the first day of incapacity, unless extenuating circumstances exist, or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition.  Other conditions may meet the definition of continuing treatment.

### Eligible Employee

An active full-time or part-time employee is eligible for family and medical leave under The Family and Medical Leave Act of 1993 (“the Act”) provided that on the date the employee requests leave:

1. Has been employed by Gant Family Home Care LLC for at least 12 months; and
2. Has worked 1,250 hours during the 12-month period immediately preceding the commencement of leave.

### Length of Leave

An eligible employee is entitled to a total of 12-work weeks of unpaid leave within a 12-month period, except for military caregivers (see above). The amount of leave available to an employee will be calculated by looking backward at the amount of leave taken within the 12-month period immediately preceding the first date of leave. Leave taken for the care of a newborn child or placement for adoption or foster care must be taken as an uninterrupted, continuous leave of absence and must be taken within 12 months of the birth or placement of the child. If both a husband and wife are employed by Gant Family Home Care LLC and are eligible for leave, except for leave due to the employee’s serious health condition, the two may take a combined total of 12-weeks. Intermittent leave or a reduced schedule may be approved for the employee’s serious health condition or a family member’s serious health condition where medically necessary and where the need for such leave is best accommodated through such scheduling. Leave due to qualifying exigencies may also be taken on an intermittent basis. An employee requesting intermittent leave/reduced schedule may be transferred temporarily to an available alternative position with equivalent pay and benefits, or to a part-time position if such a position better accommodates the need for intermittent leave/reduced schedule. Employees are required to make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Company’s operations.

### Employee Notification Requirements

If an employee expects to take family and medical leave, the employee must notify the Gant Family Home Care LLC Benefits Administrator of the intention to take leave at least 30 days in advance of the expected leave. Following proper notification, the employee must complete a Leave of Absence Request form and provide any required medical certification. If the need for leave is not foreseeable, the employee must provide notification of leave to the Gant Family Home Care LLC Benefits Administrator as soon as is practicable under the circumstances. An employee’s failure to provide 30 days’ advance notification for foreseeable leave may result in a delay of leave.

Employees must provide sufficient information for Gant Family Home Care LLC to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to the perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform Gant Family Home Care LLC if the requested leave is for a reason for which FMLA leave was previously taken or certified.

### Medical Certification

An employee who takes leave for the employee’s serious health condition or to care for a family member with a serious health condition must submit to the Gant Family Home Care LLC Benefits Administrator written medical certification of the need for such leave from the applicable health care provider. Failure to provide the certification in a timely manner may result in a delay of leave. Gant Family Home Care LLC may request a second or third medical opinion at the Company’s expense for verification of an employee’s serious health condition. The opinion of the third health care provider, who is selected approved jointly by Gant Family Home Care LLC and the employee, shall be final and binding on Gant Family Home Care LLC and the employee. In addition, while the employee is on leave, the Company may require the employee to provide periodic recertification of the employee’s medical condition (not to exceed once every 30 days) and may inquire as to the employee’s intentions to return to work.

An employee on uninterrupted, continuous leave due to the employee’s own serious health condition will be required to provide a job-related medical certification of fitness before the employee can return to work. Failure to provide this certification may result in the delay or denial of job restoration.

### Job Restoration

An employee will be returned to the same or an equivalent position when the employee returns from family and medical leave, with no loss of benefits accrued prior to leave. An employee who does not return to work at the end of an authorized leave is subject to termination of employment. In the event an employee’s position with Gant Family Home Care LLC is affected by a decision or event not related to the employee’s leave of absence, e.g., job elimination due to a reduction in force, the employee will be affected to the same extent as if he/she were not on leave.

Certain “key employees” as defined under The Family and Medical Leave Act of 1993 may not be eligible to be restored to the same or an equivalent position after leave if doing so would cause substantial and grievous economic injury to the operations of our company. Gant Family Home Care LLC will notify such employees of their “key employee” status and the conditions under which job restoration will be denied, if applicable.

### Workers' Compensation and Family and Medical Leave

Generally, and when applicable, a leave of absence for Workers’ Compensation runs concurrently with an employee’s FMLA entitlement. In the rare instance that Workers’ Compensation leave extends beyond a full 12 weeks, FMLA leave will have been exhausted.

If an employee who was injured on the job and as a result suffered a "serious health condition" declines the offer of a medically approved "light duty" position, the employee should notify an authorized Human Resource representative that they choose to exercise family and medical leave rights, if so eligible.If the employee accepts the "light duty" position in lieu of any family and medical leave or returns to work within 12 weeks after the date of the injury, the employee will retain his right to be restored to the same or an equivalent position until 12 weeks have passed unless a decision or event not related to the employee's leave of absence occurs which results in the termination of the employee or the elimination of the job position.

Our Companies Responsibilities

Gant Family Home Care LLC will inform employees requesting leave whether they are eligible under FMLA, or if additional information is required to determine eligibility. In addition, Gant Family Home Care LLC will provide a notice of the employee’s rights and responsibilities. If they are not eligible, the Company will provide a reason for the ineligibility.

Gant Family Home Care LLC will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee’s leave entitlement. If the Company determines that the leave is not FMLA-protected, the Company will notify the employee.

Unlawful Acts

FMLA makes it unlawful for Gant Family Home Care LLC to:

* Interfere with, restrain, or deny the exercise of any right provided under FMLA; and
* Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against any company that violates FMLA.

FMLA does not affect any Federal or State law prohibiting discrimination or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

### Questions about Family and Medical Leave

If you have any questions about your rights or responsibilities under this policy, contact an authorized Human Resource representative or your supervisor. Gant Family Home Care LLC will comply with all applicable federal, state, and local laws in administering this policy.

# Safety & Security

## Safety

Maintaining a safe work environment requires the continuous cooperation of all employees. If an employee is injured on the job, Gant Family Home Care LLC provides coverage and protection in accordance with workers’ compensation laws. When an injury is sustained at work, it must be reported immediately to the employee's supervisor who will file the appropriate forms with an authorized workers’ compensation representative. Failure to report accidents is a serious matter, as it may preclude an employee's coverage under Workers’ Compensation Insurance. Employees must always exercise caution when working with the client and in their home. Every employee is expected to obey safety rules and exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees, who violate safety standards, cause hazardous or dangerous situations, or fail to report and/or remedy such situations, may be subject to corrective action, up to and including termination of employment. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

**Employees who sustain work-related injuries or illnesses should inform their supervisor immediately.**

No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible. To assist in providing a safe and healthy work environment for employees, clients, and visitors, Gant Family Home Care LLC has established a workplace safety program. This program is a top priority for the Company. Our office is responsible for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all. Gant Family Home Care LLC provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

## **Client Emergency Procedures**

If you are a caregiver and your client have an emergency, do the following:

1. Remain calm, take a deep breath, and gather your thoughts.
2. Dial 911 and give them the facts of the situation. Be as specific as you can:

* Did the client fall?
* Is the client breathing and if so, is it normal or not?
* Most of the information they ask for will be in the Client Service Plan.
* **Make sure you always have a copy of the Service Plan with you or in the client’s home.**

1. Contact the office at 317-448-0271.
2. Secure the area and await further instruction.

If the client is not having an emergency, but is behaving abnormally, contact the office.

**Tip:** In case of emergency, always have change handy, enough for two phone calls, even if you have a cell phone. Unexpected things happen. Tires go flat, cell phone batteries run out of power, road maintenance slows traffic. If anything, unusual comes up or if you have any questions, call the office. That is what the Supervisors are here for. Just like in school, the only dumb question is the one not asked. It is okay to have a question—we are here to help!

## **Guests & Visitors**

**Guest and visitors, including friends, family, and personal acquaintances are NEVER permitted to visit a caregiver in a client’s home.** Employees who violate this policy will be subject to corrective action, up to and including termination.

## **Use of Company Vehicles**

Vehicles owned, leased, or rented by Gant Family Home Care LLC may not be used for personal use without prior approval by company management and vehicles will be used solely for authorized company business purposes. The following outlines company rules regarding the use of company vehicles:

* All drivers must have a valid driver’s license. Only authorized company representatives may drive a company vehicle.
* Drivers must report any changes in their driving record immediately to their supervisor. Gant Family Home Care LLC reserves the right to obtain and review driving records obtained from BMV or other authorized government agency for any employee driver of a company-owned vehicle.
* Drivers must maintain the vehicle to which they are assigned which includes regular washing and waxing of vehicle. It is the driver’s responsibility to keep the interior of the vehicle clean and free of trash. The driver is responsible for regular maintenance of the vehicle including regular oil changes and maintenance of belts, hoses, brakes, tires, and fluids. Proper safety equipment must always be in the vehicle: glasses, hard hats, fire extinguishers, first aid kits, straps, etc.
* Vehicles are to be locked when unattended, including tool bins in or on the vehicle. Engines are to be turned off and the keys must remain in the possession of the driver. Whenever possible, a Gant Family Home Care LLC employee should remain within sight of the vehicle.
* A vehicle sheet must be completed prior to driving any company vehicle. Any existing damage on the vehicle must be reported on the vehicle sheet. The vehicle is to be re-inspected upon return of the vehicle by a designated inspector and recorded. The driver is responsible for the repair costs of any damage to the vehicle not reported on the vehicle sheet and any damage and or fines caused by misuse, abuse, or negligence on the part of the driver, including traffic accidents that are substantiated by police report or court decision to be the fault of the employee driver.
* Drivers must operate the vehicle in a safe and courteous manner and obey all traffic regulations. Seat belts must always be worn by all occupants of the vehicle.
* Drivers must immediately report to their supervisor any malfunctions in the operation of the vehicle or any accident, traffic or otherwise, that occurs to the vehicle when in their use or control.
* Excessive or avoidable traffic and parking violations can result in corrective action, up to and including termination of employment.

### Cell Phone Use While Driving

Employees who drive on company business are required to abide by any state or local laws prohibiting or limiting cell phone use while driving. Further, even if usage is permitted, employees should choose to refrain from using a cell phone while driving. “Use” includes but is not limited to talking, listening, sending, or receiving text messages.

Regardless of the circumstances, such as slowing or stopped traffic, if any usage is permitted while driving, employees should proceed to a safe location off the road, and safely stop the vehicle before placing or accepting a call. If accepting a call while driving is necessary, and permitted by law, the employee is required to use the hands-free option and advise the caller that they are unable to speak and will return the call shortly.

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Texting or any type of cell phone use that requires manual operation, or the use of a manual communication device, is strictly prohibited while driving. **Gant Family Home Care LLC has zero tolerance when it comes to texting or manual operation of a cell phone while driving.**

Since this policy does not require any employee to use a cell phone while driving, employees who are charged with traffic violations resulting from the use of their phones while driving will be solely responsible for all liabilities that result from such actions.

Employees found to be in violation of this policy will be subject to corrective action, up to and including termination of employment.

## **Infection Control**

Caregivers are required to maintain strict control over the possibility of spreading infection or contaminating a client environment. Basic personal hygiene should always be implemented. Thoroughly wash hands with warm water and soap before preparing food for the client. Ensure client’s utensils and dishes are clean prior to using them. If the client’s cookware appears to be unclean, wash it thoroughly before use.

If the client’s environment is unsanitary, clean the environment (e.g., bathroom, kitchen counters, etc.) with a standard disinfectant that is rated as being safe for that area. If the client’s clothes and/or linens are soiled, wash them using a standard laundry detergent. Dispose of any soiled (non-biomedical) items by placing them in a plastic bag and then into a trash receptacle.

When handling personal care duties for the client, the caregiver must use latex (or other suitable material) gloves at all times. The caregiver must wash his/her hands with soap and warm water prior to using the gloves and after they are finished using the gloves. **If the client does not have gloves available, please call the office.** Gant Family Home Care LLC does not work with any biomedical waste. If you encounter biomedical waste, do not touch the waste, and call your supervisor immediately.

## **Reporting Incidents**

In accordance with Gant Family Home Care LLC *Incident Reporting Policy*, the Agency requires that all incidents, which result in personal injury or illness and/or property damage, be properly reported and investigated. This is to ensure that incidents are reported in a timely manner, that all are thoroughly identified and that appropriate corrective actions are taken. If there is an incident in the client’s home, in the Agency Office or out in the community while you are performing services for/with a client, you must initiate an *“Incident Report”*, if you were involved in/were a witness to the incident. If more than one employee witnesses or is involved in, the incident, everyone is required to complete his/her own Incident Reports as soon as possible, but no later than the end of the regular work shift. If you are involved in the incident, you are required to provide an explanation and a rationale to the Supervisor, as to why the incident occurred.

## **Abuse of a client**

In accordance with Gant Family Home Care LLC *Client Abuse Policy*, the Agency does not tolerate any hint or form of client abuse by anyone and thus will document, investigate and/or report all suspected cases. Abuse includes various types of mistreatments, including physical emotional financial, neglect, abandonment, and self-neglect. If you suspect abuse, you must report it to the Supervisor. Try to get the client’s written consent to report the alleged abuse. If he/she is not willing to cooperate, you should still report it. In cases of immediate danger, you should call 9-1-1 the police emergency number or, the hospital emergency room. If you are suspected of client abuse, you will immediately be removed from the client's vicinity. An investigation will be launched, and, depending on the circumstances, local law enforcement may be contacted. Should you be found guilty of abuse, your employment with the Agency will be terminated.  Similarly, and in accordance with Gant Family Home Care LLC *Financial/ Property Exploitation Policy*, if you have been found guilty of having misused clients’ finances or property, you will be terminated immediately, and local law enforcement will be notified.

## **Death of a Client**

Gant Family Home Care LLC Death at Home Policy provides guidelines on what to do if a client dies at home, when you are in attendance. Basically:

* If there is Not a Do Not Resuscitate Order (DNR Order) you should all 9-1-1 and start CPR.
* If there is a DNR Order, Call 9-1-1. Then obtain or direct another individual to obtain the DNR Order so it is “in-hand” when Emergency Medical Services EMS arrives.
* If the death is not expected, Call 9-1-1. If the deceased’s wishes are DNR are not known, begin CPR immediately and continue until instructed to stop by EMS. If the deceased has a DNR Order and the documents are on the premises, either direct somebody to retrieve the documents or get them yourself to have on hand for EMS.
* If Hospice is Involved but the Hospice Worker is not in the home at the time of death, contact Hospice. EMS is not usually contacted when Hospice is involved.

You should provide information, as required, to EMS, Hospice, and/or local law enforcement. Assist the family, as requested with follow-up measures such as notifying others, contacting the funeral home, and obtaining religious support. If the client has an infectious disease, the Funeral Director should be advised. If you are the last Gant Family Home Care LLC employee on duty in a client's home, when death occurs, you are responsible for returning the client's record/chart to the Agency office.

## **Infectious/Communicable Diseases in the Community**

In accordance with Gant Family Home Care LLC *Infectious/Communicable Diseases Policy* in the Community, the Agency is committed to protecting your and others health and safety by educating you about infectious/communicable diseases and by establishing guidelines and procedures, which are in accordance with federal, state, and local law authorities. You are responsible for reporting any suspected infectious/communicable diseases to your Supervisor and for knowing and following all infection control policies and procedures. Additional and/or refresher training may be required.

## **Employees with Infectious/Communicable Diseases**

In accordance with Gant Family Home Care LLC Employees with Infectious/ Communicable Diseases Policy, if you acquire an infectious/communicable disease, you must follow strict procedures to minimize, as much as possible, susceptible persons being exposed to you. You will receive training on some of the more common communicable diseases in order to familiarize you with what actions are required; when you will not be permitted to provide direct client care: when working restrictions will be imposed; when a physician’s input is needed; as well as other stipulations. If you acquire an infectious/communicable disease, consult with your Physician for advice and advise your supervisor as soon as possible. Follow your Physician's orders; obtain the recommended immunizations; maintain strict personal hygiene; follow procedures for infection control; and obtain a doctor’s certificate stating when you are no longer contagious. Your supervisor will determine and follow any Center for Disease Control & Prevention (CDC) requirements to report the infectious/communicable disease to the local Health Authority. He/she will also ensure your privacy is protected.

## **Clients with Infectious/Communicable Diseases**

In accordance with Gant Family Home Care LLC *Clients with Infectious/ Communicable Diseases Policy*, if you become aware that one of your clients has acquired an infectious/communicable disease or is suspected of having contacted an infectious/ communicable disease, you are required to report it to your supervisor immediately. You must ensure that infection control measures are practiced; and you may be asked to demonstrate your ability to apply them. You must closely follow any special instructions. You may be advised to be immunized and you will be required to maintain strict, personal hygiene. Any, and all, recommended training must be taken. Infected clients are not to be discriminated against and their conditions must be kept confidential.

## **Blood-borne Diseases**

In accordance with Gant Family Home Care LLC *Blood-borne Diseases Policy*, the Agency attempts to minimize the chances of blood-borne diseases being transmitted to others by practicing Universal Precautions and other infection control measures when providing direct care to clients. Your responsibilities include:

* utilizing Universal Precautions in the performance of your duties;
* following the Agency's policies specific to personal protective equipment, blood-borne diseases;
* knowing your individual status regarding blood-borne diseases;
* understanding the Agency's policy on Immunizations;
* treating all body fluids and materials as if they are infectious;
* making every effort to protect yourself from splashes, sprays and other means that could exposure you to these diseases;
* adhering to work restrictions based on infection control concerns;
* reporting health symptoms and/or exposure to any blood-borne or infectious disease;
* ensuring food and beverages are not kept in areas where blood and other potentially infectious materials are present such as cabinets, refrigerators, countertops or benches; and,
* not handling blood or other potentially infectious substances, if you have skin sores, which are actively seeking.

## **Exposure Plan for Blood-borne Diseases**

In accordance with Gant Family Home Care LLC *Exposure Control Plan for Blood Borne Diseases Policy*, if you are exposed to a blood borne pathogen you must follow the procedures outlined in this policy. In summary, be sure to wash any cuts and skin with soap and water; rinse your nose and mouth; flush your eyes with clean water, if you were not wearing goggles and remove any contaminated clothing. Report the incident to your supervisor immediately, as medical follow-up may be required. You must complete *A Post Exposure Incident Report for Blood-borne Diseases* anytime you are exposed to a bloodborne pathogen.

## **Personal Protective Equipment (PPE)**

* In accordance with Gant Family Home Care LLC Personal *Protective Equipment Policy*, the Agency requires that its employees, who are at risk for exposure to blood and other potentially infectious materials, wear Personal Protective Equipment (PPE), in accordance with *Occupational Safety and Health Administration* (OSHA) standards. You are responsible for wearing PPE to prevent infections in yourself and other individuals.
* Protective wear includes gloves, masks, eye protection, plastic aprons, shields, resuscitation bags and the like. The Agency has a number of policies on gloves, gowns, aprons, masks and goggles which detail how the protective equipment is to be utilized. In addition, you will be educated and trained on PPE usage including when PPE is to be used; what type of PPE is indicated; how to properly put on, take off, adjust, and wear PPE; what the limitations of PPE are; and the proper care, maintenance and disposal of PPE.
* You will be required to demonstrate your knowledge and ability to use PPE appropriately, before being permitted to conduct job duties, which require the use of PPE. You are not required to wear PPE when conducting routine client care providing you only conduct activities, which involve touching the client’s skin such as assisting a client to walk. You will be provided with PPE either before you get to a client’s home or when you arrive there.

## **Sharp Objects**

In accordance with Gant Family Home Care LLC *Sharp Objects Policy*, you are required to know how to handle sharp objects. Some clients may be receiving care that involves the use of sharp objects, such as syringes, IVs, etc. Unless you are a Registered Nurse or are otherwise qualified to administer/handle injections and IV needles, you must not administer or care for them. However, since you are in the home, you may come into contact with sharp objects and thus should know how to manage them. Syringes should be picked up by their barrels and discarded immediately into a puncture-resistant container. Caution must be taken in situations where sharp objects may be hidden somewhere such as in the laundry or garbage. Used, sharp objects should be handled with care to prevent accidental cuts or punctures. Contaminated, broken glassware or dropped sharp objects should be picked up by mechanical means such as with a broom and dustpan, tongs, or forceps. Hands should never be inserted into a container that contains sharp objects. All containers, with sharp objects, should be kept out of reach of children and pets. Whenever hazards, involving sharp objects, are noted, you should report the danger to the Supervisor who shall ensure the hazard is eliminated.

In the event that you receive a penetration injury from a sharp object that has been used on/in a client, you should immediately wash your wound with soap and water and encourage it to bleed. You must report the injury to your supervisor. A *“Post Exposure Incident Report for Blood-borne Diseases”* must be completed if your eye(s), mouth, other mucous membrane or non-intact skin has come in contact with a sharp object.

## **Health Requirements**

If caregivers are experiencing a minor infection that is deemed to be contagious or if they feel they are not able to perform their tasks as required, they are required to call off their shift until they have recovered. Notify the office as soon as possible so your shift can be covered.

## **Tuberculosis Test**

Caregivers are required to submit annual Tuberculosis Test.

## **License Renewal**

CNA, HHA, LPN and RNs are required to maintain the active status of their license and provide proof of current licensure to Gant Family Home Care LLC. Licensed caregivers who allow their license to expire will be converted from a Personal Care caregiver to a Companion Care caregiver and their pay structure will be reduced accordingly.

## **Violence in the Workplace**

Gant Family Home Care LLC provides a safe workplace for all employees. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of our workplace violence policy. We do not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities.

This list of behaviors, while not inclusive, provides examples of conduct that are prohibited:

* Causing physical injury to another person.
* Making threatening remarks that cause injury to another person or subjects another individual to emotional distress.
* Intentionally damaging Company property or property of another employee.
* Possession of a weapon while on Company property or while on Company business.
* Committing acts motivated by or related to sexual harassment or domestic violence.

Any potentially dangerous situations must be reported immediately to your supervisor. Reports can be made anonymously, and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled and the results of investigations will be discussed with them. Threats, threatening conduct, or any other acts of aggression or violence in the workplace are a violation of this policy. Any employee determined to have committed such acts will be subject to corrective action, up to and including termination. Non-employees engaged in violent acts on the Company’s premises will be reported to the proper authorities and prosecuted to the fullest extent of the law.

## **Weapons in the Workplace**

Gant Family Home Care LLC believes it is important to establish a clear policy that specifically addresses weapons in the workplace. Gant Family Home Care LLC prohibits all persons who enter our office, client homes or company worksites from carrying a handgun, firearm, or prohibited weapon of any kind onto the property regardless of whether the person is licensed to carry the weapon or not. Prohibited weapons include any form of weapon or explosive restricted under federal, state, or local regulation. This includes all firearms, illegal knives, or other weapons covered by the law. To be clear, this policy’s prohibition applies to: (1) all employee vehicles when parked in Gant Family Home Care LLC designated parking areas; (2) all employee vehicles when being driven or used for Company business, including parked at client homes; and (3) all Company vehicles at all times. This policy applies to all Gant Family Home Care LLC employees, contract and temporary employees, visitors on Company property, and customers and contractors on Company property, regardless of whether or not they are licensed to carry a concealed weapon. The only exceptions to this policy will be police officers, security guards, or other persons who have been given written consent by the Company to carry a weapon on the property.

Gant Family Home Care LLC employees are also prohibited from carrying a weapon while in the course and scope of performing their job for the Company, whether they are on Company property at the time or not and whether they are licensed to carry a concealed weapon or not. Employees may not carry a weapon covered by this policy while performing any task on the Company’s behalf. The only exceptions to this policy will be persons who have been given written consent by the Company to carry a weapon while performing specific tasks on the Company’s behalf. This policy also prohibits weapons at any Company-sponsored function such as parties or picnics.

If you have a question about whether an item is covered by this policy, please ask your supervisor. Failure to abide by all terms and conditions of the policy described above may result in corrective action up to and including termination from Gant Family Home Care LLC. Further, carrying a weapon onto Company property in violation of this policy will be considered an act of criminal trespass and will be grounds for immediate removal from Company premises, and may result in prosecution.

## **Inclement Weather & Office Closures**

Gant Family Home Care LLC is a service organization dedicated to our customers’ needs. As such, it is our policy to keep our offices open as long as we are able, even during periods of inclement weather, unless it is unreasonable to do so. Those employees who have been designated as “essential” may be expected to report to work to cover client work demands. Caregivers are expected to make their best effort to report to work. If they find it unsafe or impossible to report, Gant Family Home Care LLC reserves the right to arrange for the caregiver to be picked up and driven to and from the client site. When necessary, an emergency plan may be circulated outlining, who has been designated as “essential” and how to find out about office closures due to inclement weather.

## Privacy Policy & Practices

We respect the privacy of personal information and handle it securely. Our practices apply to all current and former employees.

### Why We Collect Personal Information

We collect personal information:

* To process payroll.
* To establish and maintain personnel files.
* To determine eligibility for health care coverage.
* To provide human resource and benefits administration services to our employees.

We may also be required to collect and keep certain information so that we meet legal and regulatory requirements. We keep this information after an employee's employment and/or health care coverage ends.

### Personal Information We Collect

We ask all employees to complete a new hire information packet. This information in this packet may include Name, Address and Phone Number, Birth Date, Gender, Social Security Number, Dependents, and Beneficiaries Information. Employees may also provide personal information when they fill out benefits enrollment’s forms, surveys, or contact an authorized third-party human resource or benefits representative.

We may also receive personal information about our employees from others, such as:

* Employers, insurance agents, and brokers.
* Health care providers (doctors, clinics, hospitals).
* Insurance companies that provide coverage to our employees.

The information we collect from others may include, for example, eligibility, claims, and payment information.

### How We Protect Personal Information

We use strict safeguards to protect the personal information of our employees. These safeguards include how we store personal information in workspaces and computers and how we transfer that information within our company. We only allow authorized representatives and employees to see personal information when it is part of their job to provide services directly to our employees. These employees are informed about the safeguards we have in place, our privacy policies, and the law that protects privacy.

### When We Disclose Personal Information

We may share personal information we collect (as described above) within our family of companies ("affiliates") as permitted by law. We do not share personal employee information outside of our affiliates except when the law allows or requires us to do so. For any other types of disclosures to third parties, we require an employee request or authorization. Some examples of persons to whom we disclose personal information include the following:

* Our attorneys, and auditors who need the information to provide their services to us
* authorized representatives given permission by the employee
* health care providers, insurance agents and brokers
* persons issuing a subpoena (or other legal process) covering the information
* law enforcement and regulatory authorities when requested

### Individual Rights

Employees can access the personal information we collect upon request. We may not share information that we collected for a lawsuit or legal claim. We try to keep employee information correct and current. If you believe that any personal information, we have about you is not accurate, please let us know by contacting your supervisor.

We may change our privacy policy and practices from time to time. Employees will be notified accordingly if appropriate and necessary.

# Leaving Gant Family Home Care LLC

## Employment Termination

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

* Resignation - voluntary employment termination initiated by an employee.
* Discharge - involuntary employment termination initiated by the organization.

Since employment with Gant Family Home Care LLC is based on mutual consent, both the employee and the Gant Family Home Care LLC have the right to terminate employment at will, with or without cause, at any time. An employee who intends to resign their employment with Gant Family Home Care LLC should do so in writing to their supervisor. It is customary for resigning employees to provide the Gant Family Home Care LLC with at least two (2) weeks’ notice of their intended resignation date. Supervisors should provide at least three (3) weeks’ notice of their intended resignation date. Failure to do so will mean forfeiture by you of any accumulated, but unused paid leave days/hours and other benefits, as permitted by state law. Employees will receive their final pay in accordance with applicable state law.

## **Job Abandonment**

If an employee is absent from work for two (2) consecutive workdays and fails to provide advanced notice or without properly reporting their absence(s) to their supervisor will be considered to have voluntarily resigned their employment with Gant Family Home Care LLC through job abandonment, unless prior to the beginning of the three days the employee has notified his/her supervisor of the reason for the absences, and if required, has obtained the supervisor's approval of such absences. Your licenses will be reported to the state and if an employee does a no call no show, failed to give a 2 week notice and workout that two weeks’ notice they would be paid only at minimum wage for their last paycheck.

## Q: Can an employer change an employee’s rate of pay? A: Unless covered by a collective bargaining agreement or other form of pay guarantee, an employer can change an employee's rate of pay as long as the reduction does not bring an employee's wage below the applicable federal or state minimum wage. To avoid potential liability, the employer should notify the affected employee prior to his/her working at the reduced rate.

For further information, contact the U.S. Department of Labor

* Call (317) 226-6801
* http://www.dol.gov
* Indianapolis District Office, US Department of Labor  
  Wage and Hour Division  
  135 North Pennsylvania Street, Suite 700  
  Indianapolis, Indiana 46204

An employee’s supervisor, an alternative member of the management team or the owner will speak with separating employees to ensure an orderly closure to the employment relationship. Near or on the employee's last day arrangement will be made for the return of Gant Family Home Care LLC property including:

* Gant Family Home Care LLC keys.
* Gant Family Home Care LLC company Phone, and or iPad
* Gant Family Home Care LLC parking passes.
* Gant Family Home Care LLC Handbooks.
* Gant Family Home Care LLC, Company-owned or issued property.

## **Return of Property**

Employees are responsible for all Gant Family Home Care LLC property, materials, or written documents issued to them or in their possession or control. Employees must return all Company property immediately upon picking up last paycheck or upon termination of employment. Gant Family Home Care LLC may also take all action legally available and deemed appropriate to recover or protect its property.

## **Final Paycheck**

The employee’s final paycheck will be available to the employee in accordance with state and Federal laws and regulations. If there are unpaid obligations to Gant Family Home Care LLC the final paycheck may reflect any appropriate and legally allowed deductions or adjustments that the employee has voluntarily agreed to in writing. The final check must be picked up at the Gant Family Home Care LLC business office at 5845 Sunnyside Rd Suite 800-B, Indianapolis, IN 46235 between 9:00am-4:00pm on the Friday of that pay week. If not, it will be mailed out that following business day. The final check will be available that Friday of the pay period at 3:30 PM. If you do not pick it up by the following Friday, it will be mailed out by certified mail (must be available to sign for check, make sure your address is updated and current at all times with the office). If the mail/check is returned for any reason, you must then come into the office within 90 days to sign off/ accept your check. If you were told not to come back on the premise, your check will be mailed.

Logo, company name

Description automatically generated

Gant Family Home Care LLC reserves the right to revise this handbook, as it deems necessary. When revisions are made, you will be advised of the changes and given copies or information on where you can get copies of the change details.

**Acknowledgment of Handbook**

I have been oriented to Gant Family Home Care LLC Employee Handbook. I understand Gant Family Home Care LLC policies and procedures, and hereby agree to abide by them. I also understand that all jobs are “PRN” positions and, being such, are not permanent.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’ Name (Print)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_          \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s Signature                                     Date

Witnessed by:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_         \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agency Representative                                                                  Date

(A copy of this signed acknowledgment will be placed in the employee's Personnel File.)