
PeopleCare Health Services



Employee Handbook

2018

Office Information

Office Hours for All Agencies: Monday through Friday 8:00 am – 4:00 pm

PeopleCare West	PeopleCare South	PeopleCare East	PeopleCare North
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OfficeWest@PeopleCareHS.com	OfficeSouth@PeopleCareHS.com	OfficeEast@PeopleCareHS.com	OfficeNorth@PeopleCareHS.com

After Hours

In order to provide the best quality in customer care, a PeopleCare Team Member is on-call to assist in any emergencies outside of normal business hours. All other inquiries will be handled the next business day. If you are calling regarding an emergency situation, please identify your call as an emergency to the on-call PeopleCare Team Member.

PeopleCare Health Services' Office recognizes and will be closed on the following holidays; however a PeopleCare Team Member will be available for emergencies as they are on the weekends.

New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas Day

Welcome to the PeopleCare Health Services family!

We are delighted that you have decided to join our team. We are committed to giving the dignity of choice to our clients by facilitating optimal independence. Your new role will be pivotal in helping us achieve this goal.

We believe that each employee's contribution is essential, not only to the clients we serve but to the community as a whole. From offering you flexible assignments and superior benefits to providing you with continued education and growth in your field, PeopleCare Health Services is here for you too. We know you will take pride and satisfaction in being a member of our team because we are leading the home care industry through our caregivers' professionalism, dedication and dependability. Our reputation throughout the state is as good as it is because of you and the work that you do.

This handbook contains not only our policies and procedures, but other helpful information to make your start with PeopleCare Health Services a success. While we will review some of this material in your initial Orientation and Training, it is important that you familiarize yourself with all the information presented in this packet before providing services to a client. If you have not submitted all the necessary documents for your employment, please know that we cannot assign a client to you until the required documentation is complete. If you have questions regarding the completion of your personnel file, please let us know.

We are confident that your experience with PeopleCare Health Services will be both challenging and rewarding. We value the relationships we build and are committed to finding the assignments that work for you. Our dedicated staff possess a high level of professionalism and customer service and we are certain that your experience with PeopleCare Health Services will not only change the lives of those you serve, but your own life too.

We very much look forward to working with you. Again, welcome to our family!

Sincerely,

Sarah Engels
Co-Chief Executive Officer
PeopleCare Health Services

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ABOUT PEOPLECARE HEALTH SERVICES

ORGANIZATION DESCRIPTION

What We Do:

At PeopleCare Health Services, we pride ourselves on providing the highest quality care in the non-medical home care industry to seniors, adults and children with special needs. And this isn't just what we say...this is what we live. We provide our clients with companionship, personal care, and social interaction in order to reduce isolation and improve the quality of their life. Our services include companionship, light housekeeping, laundry, meal planning and preparation, medication reminders, transportation and errands as well as personal care such as, bathing, dressing, grooming and transfer assistance. We also specialize in care for individuals with neurological disorders, strokes, brain injuries, behavioral and mental health issues, dementia and other disease specific illnesses and work with several State Benefits and Medicaid Programs and Waivers.

Who needs our services?

There are thousands of seniors, adults and children with special needs throughout Colorado who are currently in need of care. There are more and more people every day that can benefit from our services. The fact of the matter is, most of them are in need of our help, but simply don't know that our services exist. Unfortunately, people don't understand that there is an alternative to moving out of their home before they really need to. If you were in their position, would you want to give up your house, your possessions and your memories? Imagine what that must feel like. Most in need want to remain at home for as long as possible and the good news is that we can help!

What can I do to help?

Congratulations! You've already taken the first step by agreeing to provide assistance to our clients. You are going to make a positive impact on a family's life and that is very special! But, you can do much more than that. As our vision states, we want to help as many people as we can by being THE leader in providing quality non-medical home care throughout Colorado. You can help by looking for other individuals that need our assistance. You can talk to your family, friends, professional acquaintances, church or organization members, etc... to find other people in need. When you find someone who would benefit from our services, let us know and we will contact them to see what services may be right for their specific needs.

THE HISTORY OF PEOPLECARE HEALTH SERVICES

Established in 1992, PeopleCare Health Services has continued to expand its support throughout Colorado communities and has an exemplary reputation for quality. We take pride in putting the health, safety, and independence of our clients first.

PEOPLECARE HEALTH SERVICES VISION

Our vision is to be the world's leading home care company, setting a new standard of care and customer service for our industry.

PEOPLECARE HEALTH SERVICES MISSION

PeopleCare Health Services is committed to giving the dignity of choice to our clients by facilitating optimal independence through collaborative advocacy, education, and convenient, quality services performed with an integrity that reassures both our clients and their loved ones.

PEOPLECARE CORE VALUES

- | | |
|----------------------------|--|
| 1. Character | Trustworthy, disciplined and reliable; determined to do the right thing |
| 2. Innovation (Creativity) | Willingness to think "outside the box;" obstacles are opportunities |
| 3. Enjoyable | Balance levity and professionalism; delight in working together |
| 4. Legacy focused | Valuing not only the present, but the future |
| 5. Faith (Passion) | An understanding that the "extra mile" isn't really that far to go for clients |
| 6. Loyalty | Committed to our clients and the mission and values of the agency |

PEOPLECARE INNATE TRAITS OF EMPLOYEES

- | | |
|-------------------|--|
| 1. Teachable | Desire to learn; takes critical feedback seriously, not personally |
| 2. Sense of humor | Able to laugh at themselves and with others |
| 3. Optimistic | Actively seeks the positive in every situation or circumstance |
| 4. Work ethic | Does what it takes to get the job done; goes the "extra mile" |
| 5. Collaborative | Believes we can accomplish more together than alone |
| 6. Maturity | Self-aware, separates personal from professional |
| 7. Value oriented | Exhibits values that guide their decisions and actions |

INTRODUCTION TO THE HANDBOOK

This handbook is designed to acquaint you with PeopleCare Health Services and provide you with information about working with clients and the policies and procedures that impact your employment.

It also contains training material to which you can refer over and over as you need. Therefore, it is expected that you will read, understand, and comply with all provisions of the handbook since it describes many of your responsibilities as a caregiver and outlines the programs developed by PeopleCare Health Services to benefit our caregivers and clients. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No handbook can anticipate every circumstance or question about policy so as PeopleCare Health Services continues to grow, PeopleCare Health Services, in its sole and absolute discretion, reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate. The only exception to any changes is our employment-at-will policy permitting you or PeopleCare Health Services to end our relationship for any reason at any time. Caregivers will, of course, be notified of such changes to the handbook as they occur.

Throughout this handbook, the term “workplace” is used often and is meant to convey any environment where you are working as a caregiver of PeopleCare Health Services. That includes the PeopleCare Health Services corporate offices, the clients’ homes and/or anywhere you may travel with the client.

CLIENT RELATIONS

Our main focus is to provide truly outstanding service to our clients. Your contact with clients, their families, and professionals in the community is a reflection of our entire company.

CLIENT AND CAREGIVER RELATIONSHIP GUIDELINES

The following guidelines have been established to allow the best, most professional care possible. Caregivers have a special duty to help others by being professional, honest, objective, encouraging, consistent, and ethical at all times. Care may be jeopardized if there are unrealistic expectations of the caregiver/client relationship.

Note: PCHS participates in the Medicaid IHSS and HCBS Programs which may include some family members acting as the employee as well. In these cases, some of the guidelines below will not apply.

- Taking or accepting property, gifts or money can be considered to be a conflict of interest and in violation of an employee/client relationship. This can subject both the company and its employees – this means you!! – to legal action, potentially including loss of licensure and criminal prosecution. It is the general policy of PeopleCare Health Services that caregivers are strictly prohibited from accepting any gift without first reporting to the office. If the office determines the value of a gift to be below a *de minimus* value (a certain minimum value), then the office may authorize a gift on a case by case basis. All offers of gifts, regardless of size or amount must be reported to the office – no exceptions.
- No romantic or sexual relationships are allowed between caregivers and clients.
- Caregivers are not allowed to spend their personal time with clients unless it is pre-approved by the office and only under special or extenuating circumstances.
- Caregivers will not provide services to clients while “off the clock,” except when pre-approved by the office and only in rare circumstances.
- Caregivers will not share their personal hardships or place personal burdens or worries on their clients.

- Caregivers will not discuss details of their personal lives or personal opinions that may make their clients uncomfortable. (i.e. detailed discussion of personal relationships, differences of opinion regarding religion, employment details, etc.)
- Caregivers and clients will not be involved in the same outside group if that group involves personal disclosure or therapy.
- Caregivers will provide caring, compassionate, respectful, professional services to their clients at all times.

WORKING WITH CLIENTS

YOUR CLIENT'S BILL OF RIGHTS

As a client of PeopleCare Health Services, they have the right to:

- Be fully informed of all of 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 as soon as possible.
- 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 the right 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 their request for service.
- Written notice of the contact information for the state licensing authority.
- Be informed of any change in their condition.
- Voice grievances and suggest changes in service or staff without fear of recrimination or discrimination.
- Be informed of what to do in the event of an emergency.

Your client's responsibilities:

- Inform the PeopleCare Health Services office of any major changes in their health status or condition.
- Cooperate with PeopleCare Health Services personnel without discrimination as to color, religion, sex, sexual orientation, and national or ethnic origin.
- Make a family member or substitute available, who will assume a primary caregiver role when PeopleCare Health Services staff is not in their home.
- Give relevant information to PeopleCare Health Services about their care needs.
- Build mutual trust and cooperation with their caregiver.

SCOPE AND LIST OF SERVICES

We are a Non-Medical Licensed Class B Agency. Below is a general list of the primary functions our care staff can and cannot perform. Our services are tailored to each individual client and defined by program rules, thus these services will vary between clients. Please see the client's Care Plan for an exact list of services you may provide for your client. In general:

For Private Pay clients or clients participating in the Medicaid PACE or HCBS Waiver Program, our care staff **CAN** do the following:

- Companionship including cueing and monitoring (Medicaid excluded)
- Light housekeeping including vacuuming, dusting, laundry, ironing, and linen changing
- Household management
- Errands, transportation (Medicaid excluded), and shopping
- Medication reminders
- Walking assistance and transfers
- Meal planning and preparation
- Eating assistance
- Bathing assistance
- Dressing assistance
- Toileting and incontinence care
- Pet Care (Medicaid excluded)

For Private Pay clients or clients participating in the Medicaid PACE or HCBS Waiver Program, our care staff **CANNOT** do the following:

- Any type of "skilled care"
- Hair cutting and nail trimming
- Administering medication
- Taking vital signs
- Transportation (Private Pay excluded)
- Pet Care (Private Pay excluded)
- Financial Management
- Transfers without client assistance-no full weight lifting
- Full body massages
- Heavy housework, such as outside windows, floor cleaning with equipment, shoveling, moving furniture or lawn maintenance
- Any activity that would subject the caregiver to an unsafe or hazardous situation

For clients participating in the Medicaid IHSS Waiver Program, our care staff **CAN** do the following:

Note: Some of the listed tasks can be provided only after an RN training check off

- Memory cueing and monitoring
- Light housekeeping including vacuuming, dusting, laundry, and linen changing
- Household management
- Errands, transportation, and shopping
- Some types of "skilled care"
- Walking assistance and transfers
- Bathing and dressing
- Eating and meal preparation assistance
- Toileting and incontinence care
- Medication administration
- Supervision for safety concerns

For clients in the Medicaid IHSS Wavier Program, our care staff **CANNOT** do the following:

- Some types of “skilled care” (case by case determination)
- Financial Management
- Transportation
- Pet Care
- Transfers without client assistance-no full weight lifting
- Full body massages
- Heavy housework, such as outside windows, floor cleaning with equipment, shoveling, moving furniture or lawn maintenance
- Any activity that would subject the caregiver to an unsafe or hazardous situation

JOB DESCRIPTIONS

JOB DESCRIPTION – PERSONAL CARE WORKER (CAREGIVER)

Title: Personal Care Worker (Caregiver)

Direct Supervisor: Care Coordinator

Primary Function: To provide quality, compassionate homemaking and personal care to the client according to the care plan; to complete all requisite paperwork and documentation in a timely and correct manner

DUTIES:

- 1) Performs homemaking and personal care duties in the client’s home, during the hours and on the days assigned
- 2) Assists the client with other needs as outlined by the care plan
- 3) Recognizes the importance of a clean, healthy environment in performing household tasks and takes measures to keep the home in safe condition
- 4) Protects and respects the confidentiality of all client records and relationships and keeps all client personal health information according to policy
- 5) Completes requisite paperwork and documentation on time and accurately
- 6) Attends training applicable to the duties performed and makes other training needs known to the office staff
- 7) Follows agency policies and procedures
- 8) Communicates with the appropriate office personnel on client needs and assists in coordinating care with family members
- 9) Performs other duties as assigned

SKILLS:

- Patience and compassion for the client and his/her individual needs
- Is flexible and tolerant of varied lifestyles
- Ability to follow directions and organize duties in the home
- Ability to complete requisite paperwork and documentation successfully
- Ability to work well with others, both in the client’s home and in office

EDUCATION:

- High school/GED or equivalent desirable
- Basic First Aid and CPR desirable, but not required

EXPERIENCE:

- Experience in the field of home health care is preferred but not required
- Experience managing a home and family or caring for disabled individuals is extremely desirable
- Current driver's license, proof of car insurance required

JOB DESCRIPTION – IHSS ATTENDANT (CAREGIVER)

Title: IHSS Attendant (Caregiver)

Direct Supervisor: Consumer, in coordination with Agency Care Coordinator

Primary Function: As directed by the consumer, to provide quality, compassionate care through a variety of skilled services, personal care services, and homemaking services as dictated by the care plan. The primary goals are to promote consumer dignity, independence, comfort, mobility, personal appearance and safety

DUTIES:

- 1) In the consumer's home performs skilled attendant, personal care, and homemaking duties outlined in the care plan, during the hours and on the days assigned by the consumer or authorized representative
- 2) Recognizes the importance of a clean, healthy environment in performing household tasks and takes measures to keep the home in a safe condition
- 3) Protects and respects the confidentiality of all client records and relationships and keeps all client personal health information according to policy
- 4) Completes required paperwork on time and accurately
- 5) Attends training applicable to the duties performed and makes other training needs known to the office staff
- 6) Follows state regulations and office policies and procedures
- 7) Communicates with the appropriate office personnel on consumer needs
- 8) Immediately reports all incidents to the office
- 9) Performs other duties as assigned by the consumer that fall within state regulations, the policies of this agency and as time allows

SKILLS:

The individual has the ability to:

- Be patient and compassionate toward the consumer and their individual needs
- Be flexible and tolerant of varied lifestyles
- Follow directions and organize duties in the home

- Complete necessary paperwork successfully
- Work well with others, both in the consumer's home and in the office
- Perform the physical requirements of the job
- Handle difficult situations or emergencies calmly
- Communicate effectively and maintain confidentiality at all times
- Report to work consistently and on time

EDUCATION:

- High school/GED or equivalent desirable
- Basic First Aid and CPR desirable, but not required

EXPERIENCE:

- Experience in the field of home health care is preferred but not required
- Experience managing a home and family or caring for disabled individuals is extremely desirable
- Current driver's license, proof of car insurance required

STARTING SERVICE WITH A NEW CLIENT

PeopleCare Health Services will complete an assessment and create a Care Plan for each new client. This information is stored in the client file and is communicated to the caregiver prior to starting services.

It is our goal to have the caregiver begin his/her first day with the client and the primary family caregiver if available, to review the needs of the client and make sure there are clear expectations at the start of care. Occasionally, the family will want to meet with the caregiver prior to start of care – the office will notify the caregiver if this is the case.

CLIENT ETIQUETTE

PeopleCare Health Services strives to maintain a positive work environment where caregivers treat each other, their clients and the clients' families with respect and courtesy. PeopleCare Health Services encourages all caregivers to keep an open mind and graciously accept constructive feedback and make changes to their care as requested.

Working with Clients

- Always arrive on time—being five minutes early before the start of your shift is preferred so that you are not in a rush to be on time. However, on your timesheet only document the actual time you worked.
- Refer to clients as "Mr." or "Mrs." and their last name, unless otherwise directed by the client.
- Take the time to get acquainted with your client.

- Always be pleasant, courteous, and supportive to/of your client.
- Review the Client Care Plan with the client and decide where to keep it in the house (we recommend on the top of the refrigerator).
- Keep all client information confidential as required by HIPAA regulations. This includes discussing your clients while out with friends and family. Remember, you never know who is around that has a personal relationship with your client.
- Be neatly groomed.
- Never smoke in a client's house, even if the client smokes and be courteous about disposing of your ashes and cigarette remains.
- Review your timesheet with the client weekly.

There are to be NO outside guests, family or friends of PeopleCare Health Services employees in attendance during any assignment without prior approval from the office. Their unauthorized presence is strictly prohibited as they are not covered by our liability or workers comp insurance and therefore represent a risk to our clients, to our company, and our employees as well as themselves. Failure to comply with this policy may result in disciplinary action, up to and including termination of employment.

PERSONAL APPEARANCE

Dress, grooming, and personal cleanliness standards contribute to the morale of all caregivers and affect the business image PeopleCare Health Services presents to clients and visitors.

While we currently do not have a dress code, neat, professional and casual is the standard dress expected of Caregivers.

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 the office 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.
- Casual shirts, dress shirts, sweaters, solid colored tops, golf-type shirts, and turtlenecks are acceptable attire for work. Inappropriate attire for work includes revealing tank tops, midriff tops, halter tops or shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans.
- All hair must be neatly groomed. Extreme hairstyles and unnaturally colored hair are not acceptable.
- Makeup and jewelry should be in good taste. Remember, some clients are allergic to the chemicals in perfumes, hair care products and make-up, so use these substances with restraint.
- Offensive body odor and poor personal hygiene are not professionally acceptable,

including the odor associated with cigarette smoking.

CARE PLAN

A Care Plan is a written form documenting the types of services the caregiver will be performing for the client. As a caregiver, you will receive a Care Plan prior to starting with a new client and will be required to perform the functions indicated on the Care Plan. The office will review the Care Plan with the caregiver before commencing services.

If the client asks the you to perform personal care functions that are not listed on the Care Plan, you are required to call the office for authorization.

PeopleCare Health Services will create a Care Plan Book that resides in the client's home. Within the book are the Client Care Plan, extra timesheets and other documents as required.

PAY DAY

Payroll is processed in accordance with all applicable state and federal labor laws with employees paid every other week. Each paycheck includes earnings for all work performed through the end of the previous payroll period. In the event a regularly scheduled payday falls on a holiday, caregivers will be notified of any payday adjustment.

LATE TIMESHEETS

In order to ensure that payroll is calculated, submitted, and paid the week following the end of each payroll period, employee earnings **will be delayed** from the published payroll calendar for the payroll period during which the employee fails to submit timesheets by the required deadline. If an employee submits a timesheet late, PCHS reserves the right to process employee earnings as part of the next scheduled payroll cycle.

Please ensure timesheets are submitted accurately and in accordance with the required deadlines to avoid late paychecks.

PAYCHECK OPTIONS

Paychecks are distributed via bank direct deposit, check card, or live check.

DIRECT DEPOSIT

A Direct Deposit Form will need to be completed and submitted to the Office if the employee chooses to have their paycheck deposited directly into a designated bank account. A blank voided check must be submitted with the Direct Deposit Form to ensure the correct setup. If a Direct Deposit Form is not submitted, a live check will be mailed to the employee.

CHECK CARD

Those employees that opt for a check card, the initial set-up fee will be covered by PeopleCare Health Services. Any ensuing set-up fee for lost cards will be the responsibility of the employee.

CHANGING PAYMENT METHODS

If the employee wishes to change between direct deposit, check card, or live check contact the Corporate Office and ask to speak with the Payroll Specialist for instructions on how to facilitate the change.

PAY ADVANCES

PeopleCare Health Services does not provide pay advances to employees.

PAY CORRECTIONS

PeopleCare Health Services 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 AND SET OFFS

The law requires that PeopleCare Health Services make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. PeopleCare Health Services also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." PeopleCare Health Services matches the amount of Social Security taxes paid by each employee. Pay set offs are pay deductions taken by PeopleCare Health Services, usually to help pay off a debt or obligation to PeopleCare Health Services or others. Such set offs include wage garnishment due to legal judgments. Contact the office if you have questions concerning why deductions were made from your paycheck and how they were calculated.

TIMEKEEPING

Accurately recording time worked is the responsibility of every caregiver. Federal and state laws require PeopleCare Health Services to keep an accurate record of time worked in order to calculate caregiver pay and benefits. Time worked encompasses all the time actually spent on the job performing assigned duties.

Caregivers should accurately record the time they begin and end their work. Altering, falsifying, tampering with time records, or recording time on another caregiver's time record may result in disciplinary action, up to and including termination of employment. PeopleCare Health Services bills Medicaid for clients enrolled in the Medicaid IHSS and HCBS Waiver Programs. Altering, falsifying, tampering with time records, or recording time on another caregiver's time record is **MEDICAID FRAUD** and will be prosecuted.

There are entries that must be made by the caregiver on each shift about the client progress and delivery of services in accordance with the client's care plan. Prior to leaving for the day, the caregiver needs to update the timesheet with events that happen during the shift. Caregivers should submit one timesheet per client each week for each billing code.

Caregivers are expected to manage their schedules ***in conjunction with the client*** so that hours worked do not exceed the hours allotted by the care plan and timesheet. In rare cases, a caregiver may request to work additional hours if the client's need warrants. ***While the client may direct their own care, PeopleCare Health Services is the employer and therefore is responsible for granting the approval of any request made by the client or caregiver. In addition to the above:***

- Any extra hours worked must be approved in advance by the Manager or the caregiver's Care Coordinator at the Agency.
- Any hours beyond 40 hours per week or 12 hours per day must be approved in advance by the caregiver's Agency Manager.

It is the caregivers' responsibility to sign their timesheets to certify the accuracy of all time recorded and to have the client or client's representative review and sign the timesheet.

Internally to PeopleCare Health Services, the time record will be submitted to Accounting for processing. It is the caregiver's responsibility to obtain the necessary signatures in order to be in compliance with the timesheet policy. Any difficulty that may arise in obtaining signatures from clients or family members should be reported to the office immediately so that a solution may be reached. Signatures on timesheets help avoid any discrepancy in the accuracy of time recording. Remember that a PeopleCare Health Services main office team member is always available to help you.

Timesheets must be submitted to the office via fax, email, USPS or dropped off in person at the agency office each Monday by 12:00 noon for the previous week ending Sunday at midnight. No timesheets may be submitted over the phone.

Be certain to double check that each timesheet you submit accurately reflects the hours and tasks provided, can be easily read, and has the required signature. The PeopleCare Health Services ***Timesheet Rules and Procedures***, including a timesheet checklist, has been provided to all caregivers and should be used to ensure your timesheet is complete and accurate.

Effective September 1, 2016, timesheets should be submitted via email or fax as follows:

For the West (Delta) office:

- Westtimesheets@peoplecarehs.com or fax it to (970) 874-1827

For the East (Aurora) office:

- Easttimesheets@peoplecarehs.com or fax it to (720) 863-1555

For the North office:

- Northtimesheets@peoplecarehs.com or fax it to (970) 797-1643

For the South (Pueblo) office:

- Southtimesheets@peoplecarehs.com or fax it to (719) 275-2625

MILEAGE REIMBURSEMENT

Running errands or transporting clients

In certain cases, the caregiver may be asked to run errands on behalf of a client or transport the client somewhere. Any errands or transport must be authorized by the office and are only allowable for Non-Medicaid clients. If, during a scheduled shift, the caregiver is running an errand in their vehicle on the client's behalf, the caregiver will be reimbursed per mile driven. In order to receive this reimbursement, the mileage MUST be indicated on the caregiver's timesheet and the timesheet

MUST be authorized by the client. Under no circumstance will PeopleCare Health Services reimburse the caregiver mileage unless the preceding criteria are met.

Driving to the assignment

In rare cases where the caregiver is asked to drive more than a reasonable distance to a client's home, mileage may be negotiated. Mileage will be determined by PeopleCare Health Services map software from the caregiver's home to the client's home address. Traffic and construction are obstacles for all drivers, so they do not factor into the mileage reimbursement.

Tolls

If a caregiver is assigned to a client where the caregiver needs to use a tunnel, bridge or road with a toll, and assuming there is no other economical way to get to the assignment, PeopleCare Health Services will reimburse the caregiver for the total toll amount. A receipt MUST be provided in order to receive reimbursement. If the receipt is lost or misplaced and unable to be submitted with the timesheet by noon on Monday for the previous week, reimbursement will not be allowed. All tolls must be pre-approved!

CLIENT PURCHASES

All receipts and charges to client's accounts must be appropriate and accounted for. If you are purchasing items on your client's behalf, itemized receipts must be submitted to your client after the purchase regardless of the amount of the reimbursement. If you have a question regarding the appropriateness of a purchase, please contact the office prior to purchase for approval.

WORK SCHEDULES

Once you are scheduled with a client and the client is satisfied with the level of service you are providing, they will remain your client on a permanent basis unless otherwise indicated by the office or the client. Our goal is to assist our clients with not only their immediate needs, but to help plan for their future needs as well. PeopleCare Health Services encourages building strong relationships between the caregiver and their client. A relationship that is built on trust over time and includes continuity and quality care is what PeopleCare Health Services is all about.

CAREGIVER RESPONSIBILITIES

Description of Job

Our objective is to provide professional care giving services, help clients maintain their independence, and assist them with the activities of daily living and household and family support services.

During the interview process you will see the Job Description that outlines your primary responsibilities as a caregiver. This description is not meant to be an exhaustive list of services since the exact duties to be performed for each assignment will vary with the program in which your client is participating. PeopleCare Health Services works with programs such as Private Pay, Medicaid IHSS and HSBS Waiver Programs and PACE. Prior to beginning employment, you will sign a Job Description. Before you begin a new assignment, PeopleCare Health Services will provide you with

background information about your client, what services you can and cannot provide, and will review with you any special needs they may have.

Submitting your new hire employment paperwork as well as ongoing required employment paperwork, turning your timesheet in on time and filled out accurately, following policies and procedures as outlined in the Employee Handbook and participating in and completing ongoing training, are some, but not all of the additional requirements of the job.

Qualifications include;

- Ability to treat clients with dignity and respect; ability to read, write and speak English at an average adult level; ability to drive; possess a valid driver's license; show proof of current auto insurance and pass DMV check; ability to be flexible and adapt to new situations; pass a series of criminal background checks, and provide documentation of TB screening

CAREGIVER DUTIES

The duties of a caregiver may include the following (depending upon the program your client participates in):

- Observation and maintenance of the home environment that ensures the safety and security of yourself and the client.
- Assistance with household chores including cooking and meal preparation, cleaning, and laundry.
- Assistance in completing activities such as shopping, appointments and errands outside the home.
- Companionship including, but not limited to, social interaction, conversation, emotional reassurance, encouragement of reading, writing and activities that stimulate the mind.
- Assistance with activities of daily living, personal care and any other tasks as included in the care plan.
- Completion of appropriate documentation at each visit. Documentation shall contain services provided, date and time in and out, and a confirmation that care was provided or refused, including observations of behavior if appropriate.

In order to delineate the types of services that can and cannot be provided by a PeopleCare Health Services caregiver, the following are examples of limitations where medical home health care services would be needed to meet the medical requirements of the client. If you are asked to perform any services outside of PeopleCare Health Services' scope of practice as a Non-Medical Class B Agency, (Medicaid IHSS Waiver Program Excluded) you must notify the office immediately.

1. **Skin care.** A caregiver may perform general skin care assistance only when skin is unbroken, and when any chronic skin problems are not active. The skin care provided by a caregiver shall be preventative rather than therapeutic in nature and may include the application of non-medicated lotions and solutions, or of lotions and solutions not requiring a physician's prescription. Medical skin care includes wound care other than basic first aid, dressing changes,

application of prescription medications, skilled observation and reporting. Medical skin care should be provided by an agency licensed to provide medical home health services.

2. **Ambulation.** A caregiver may generally assist clients with ambulation who have the ability to balance and bear weight. If the client has been determined by a health professional to be independent with an assistive device, a caregiver may be assigned to assist with ambulation.
3. **Bathing.** A caregiver may assist clients with bathing. When a client has medical skin care needs or medical dressings that will need attention before, during or after bathing, the client should be in the care of an agency licensed to provide medical home health services.
4. **Dressing.** A caregiver may assist a client with dressing. This may include assistance with ordinary clothing and application of support stockings of the type that can be purchased without a physician's prescription. A caregiver shall not assist with application of an ace bandage and anti-embolic or pressure stockings that can be purchased only with a physician's prescription.
5. **Exercise.** A caregiver may assist a client with exercise. However, this does not include assistance with a plan of exercise prescribed by a licensed health care professional. A caregiver may remind the client to perform ordered exercise programs. Assistance with exercise that can be performed by a caregiver is limited to the encouragement of normal bodily movement, as tolerated, on the part of the client and encouragement with a prescribed exercise program. A caregiver shall not perform passive range of motion.
6. **Feeding.** Assistance with feeding may generally be performed by a caregiver. Caregivers can assist clients with feeding when the client can independently chew and swallow without difficulty and be positioned upright. Assistance by a caregiver does not include syringe, tube feeding and intravenous nutrition. Whenever there is a high risk that the client may choke as a result of the feeding, the client should be in the care of an agency licensed to provide medical home health services.
7. **Hair care.** A caregiver may assist clients with the maintenance and appearance of their hair. Hair care within these limitations may include shampooing with a non-medicated shampoo or shampoo that does not require a physician's prescription, as well as drying, combing and styling of hair.
8. **Mouth care.** A caregiver may assist and perform mouth care. This may include denture care and basic oral hygiene. Mouth care for clients who are unconscious, have difficulty swallowing or are at risk of choking and aspiration should be performed by an agency licensed to provide medical home health services.
9. **Nail care.** A caregiver may assist generally with nail care. The assistance may include soaking the nails, pushing back cuticles without utensils, and filing of nails. Assistance by a caregiver shall not include nail trimming. Clients with a medical condition that might involve peripheral circulatory problems or loss of sensation should be under the care of an agency licensed to provide medical home health services to meet this need.

10. **Positioning.** A caregiver may assist a client with positioning when the client is able to identify to the caregiver staff, verbally, non-verbally or through others, when the position needs to be changed and only when medical skin care, as previously described, is not required in conjunction with the positioning. Positioning may include simple alignment in a bed, wheelchair, or other furniture.
11. **Shaving.** A caregiver may assist a client with shaving only with an electric or a safety razor.
12. **Toileting.** A caregiver may assist a client to and from the bathroom, provide assistance with bedpans, urinals and commodes; pericare (cleaning of the genital area related to toileting), or changing of clothing and pads of any kind used for the care of incontinence. A caregiver may **empty urinary collection devices**, such as catheter bags when there is no need for observation or reporting to a nurse. In all cases, the insertion and removal of catheters and care of external catheters is considered medical care and shall not be performed by a caregiver. A caregiver may **empty ostomy bags** and provide assistance with other client-directed ostomy care only when there is no need for medical skin care or for observation or reporting to a nurse. A caregiver shall not perform digital stimulation, insert suppositories or give an enema.
13. **Transfers.** A caregiver may assist with transfers only when the client has sufficient balance and strength to reliably stand and pivot and assist with the transfer to some extent. Adaptive and safety equipment may be used in transfers, provided that the client and caregiver are fully trained in the use of the equipment and can control the transfer step by step. Adaptive equipment may include, but is not limited to wheel chairs, tub seats and grab bars. Gait belts may be used in a transfer as a safety device for the caregiver as long as the caregiver has been properly trained in their use. A caregiver shall not perform assistance with transfers when the client is unable to assist with the transfer. Caregivers with training and demonstrated competency may assist a client in a transfer using a lift device.
14. **Medication reminding.** A caregiver may assist a client with medication reminding only when medications have been preselected by the client, a family member, a nurse, or a pharmacist, and are stored in containers other than the prescription bottles, such as medication minders. Medication minder containers shall be clearly marked as to day and time of dosage. Reminding includes: inquiries as to whether medications were taken; verbal prompting to take medications; handing the appropriately marked medication minder container to the consumer; and, opening the appropriately marked medication minder container for the consumer if the consumer is physically unable to open the container. These limitations apply to all prescription and all over-the-counter medications. Any irregularities noted in the pre-selected medications such as medications taken too often, not often enough or not at the correct time as marked in the medication minder container, shall be verbally reported immediately by the caregiver to a supervisor and recorded in the client's documentation log.
15. **Respiratory care** is considered medical care and shall not be performed by a caregiver. Respiratory care includes postural drainage, cupping, adjusting oxygen flow within established parameters, nasal, and endotracheal and tracheal suctioning. Caregivers may temporarily remove and replace a cannula or mask from the client's face for the purpose of shaving, washing a client's face. Caregivers may set a client's oxygen flow according written instruction when

changing tanks, provided the caregiver has been specifically trained and has demonstrated competency for this task.

CAREGIVER TRAINING

Orientation

All caregiver staff shall complete orientation before providing services to clients. The orientation shall include:

- PeopleCare Health Services policies and procedures including caregiver duties and responsibilities
- Descriptions of the services provided and prohibited by PeopleCare Health Services' scope of practice, how to differentiate medical services from non-medical services with regard to personal care, and your client's participation in various programs served by PeopleCare Health Services
- Training Courses (include the state required training plus 6 additional state required training topics)
 - a. Consumer Rights
 - b. Standard Precautions and Infection Control
 - c. Reporting and Documenting Client Care
 - d. Emergency Preparedness
 - e. Appropriate and Safe Techniques In Personal and Companion Care
 - f. Communication and Behavior Management Skills for Special Needs Clients
 - g. Coordination of Care with Other Providers
 - h. Personal and Professional Boundaries
 - i. Basic First Aid and Home Safety
 - j. Nutrition Management and Kitchen Safety

Proof of Competency

PeopleCare Health Services is responsible for ensuring that the individuals who furnish personal care services on its behalf are competent to carry out all assigned tasks in the consumer's place of residence. Prior to the assignment, a company supervisor shall conduct a **proof of competency** evaluation involving the tasks listed below, along with any other tasks that require specific hands on application (including those not listed, but under the Medicaid IHSS Waiver Program, that are client-specific).

Bathing, Skin care, Hair care, Nail care, Mouth care and dentures, Shaving, Dressing, Feeding, Assistance with ambulation, Transfers, Exercise and passive range of motion, Positioning, Bladder, bowel care, including bedpans, Medication reminding and documentation

Performance of the ability to assist in the use of specific adaptive equipment will be addressed if the worker will be assisting clients who use the device.

ONGOING CAREGIVER TRAINING

PeopleCare Health Services shall ensure that every calendar year ongoing supervisory and caregiver training occurs and shall consist of at least six (6) topics applicable to the company's services. The training requirement shall be prorated in accordance with the number of months the employee was actively working for PeopleCare Health Services. Training shall include, but is not limited to, the following items:

1. Behavioral management techniques and the promotion of consumer dignity, independence, self-determination, privacy, choice and rights; including abuse and neglect prevention and reporting requirements
2. Disaster and emergency procedures
3. Infection control using universal precautions
4. Basic first aid and home safety

DEPENDABILITY AND PROMPTNESS

PeopleCare Health Services prides itself on delivering quality, dependable service to its clients. As such, caregivers need to be on time, every time for their assignments. Caregivers should arrive a minimum of 5 minutes before their scheduled shift is to begin. If you are running late, you must place a courtesy call to the client to let them know. For Non-IHSS staff, if you are going to be more than 15 minutes late, call the office so they can determine a resolution prior to calling the client. It is imperative to the client, their families, and PeopleCare Health Services that we recognize the importance of attendance and reliability. If our caregivers do not report for their shift, there is the possibility that our clients will go without services.

Caregivers who miss a shift and fail to contact the office, a "No Call-No Show," are subject to immediate dismissal and may be liable for any financial impact as a result of such failure.

**Remember, our clients, your coworkers, your community, our partners and
PeopleCare Health Services count on you to show up for your shift!**

DRY RUNS

After accepting a new assignment, caregivers are encouraged to take a "dry run" to their client's home if they are unfamiliar with their location so they know how to get there and gain a sense of how long the commute will take. Try to complete your dry run during the time of day you will normally be reporting to your assignment so that you can factor in traffic. Remember, showing up late to a client's home is unacceptable. If necessary, the Front Office Team can provide you with directions from your house. Weather can also make a commute longer, so in inclement weather, be sure to allow yourself extra time to arrive safely and on time.

EMERGENCY PROCEDURES

When on an assignment, if the client experiences a personal emergency, do the following:

- Remain calm, take a deep breath, and gather your thoughts
- 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 Care Plan. Make sure you always have a copy of the Care Plan in the client's home.
- Secure the area and await further instruction.
- Contact the office as soon as your client's safety is secure.

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.

Some emergencies are personal in nature, impacting a single individual or, in some cases, a small group of people. By contrast, certain natural and man-made disasters can unleash widespread havoc that has the potential to affect hundreds, thousands, or even millions. Accordingly, the company has established and implemented an Emergency Preparedness Plan, the goal of which is to allow for as smooth a transition of client services as possible and to ensure continuity of care for PeopleCare Health Services' clients. Clients will be prioritized on the basis of need, while taking appropriate steps to safeguard client and employee safety.

Further, the objectives of the company's Emergency Preparedness Plan are:

- To identify the chain of command for the company's Incident Command System.
- To identify primary and alternative command centers.
- To allow for the timely identification of the clients who are affected in case of emergency.
- To provide clients with the care and assistance that they need in the event of an emergency.
- To assess client's home environment for safety and assist them to a safe environment if needed.
- To coordinate PeopleCare Health Services staff members in client care and evaluation.

Upon hire, each employee is responsible for familiarizing him/herself with the PeopleCare Health Services Emergency Preparedness Plan, at which time each employee must acknowledge receipt of the Emergency Preparedness Plan.

COMPLAINT RESOLUTION PROCEDURE

PeopleCare Health Services encourages all feedback, positive or negative from clients and is committed to providing superior levels of service. PeopleCare Health Services will not disrupt service due to a complaint.

The Complaint Resolution Form is included in the Information and Disclosures Packet that is 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 acknowledge receipt as soon as possible.

As a caregiver, it is critical for you to immediately report any client complaint to your supervisor or the office.

PeopleCare Health Services expects the relationship between the caregiver and the client to be friendly and courteous. If the caregiver has any issue with the client or the client's environment, they should call the office at their earliest convenience to determine how to best resolve the issue.

MEAL PERIODS

Caregivers are not allowed to consume 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). Caregivers should bring and prepare their own meals and beverages. Exceptions to this policy may be allowed upon the request of the client and with permission from the office.

USE OF EQUIPMENT & VEHICLES

Equipment and vehicles essential for accomplishing assigned duties are expensive and may be difficult to replace. When using such property, caregivers are expected to exercise care and follow all operating instructions, safety standards, and guidelines.

Please notify the medical supply company and the office if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to caregivers or clients.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

In the course of performing caregiving duties for private pay clients, 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 a 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 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 their current license and insurance coverage on file at the Main Office prior to that service. The office must authorize use of a caregiver's personal vehicle.

USE OF CLIENT'S PHONE

Personal use of telephones, including cell phones and texting, is prohibited while on duty. You are there and being paid to provide service to your client. In cases of an emergency or if you need to call

the office regarding the client to whom you are assigned, you must first ask the client to use their phone and notify them that it is for work-related purposes only.

CLIENT INSPECTIONS

In order to assure the highest quality standards of our services, a designated PeopleCare Health Services representative will, from time-to-time, make unannounced visits to clients' homes during caregiving services. We will be monitoring our staff to ensure our services are being delivered according to our standards and policies. In instances where we are providing personal care to our clients, a designated PeopleCare Health Services representative will do an on-site inspection and skills-related evaluation of the caregiver.

NON-DISCLOSURE

A caregiver is in a position of trust and therefore any and all client information is confidential and cannot be disclosed to a third party outside of PeopleCare Health Services caregivers without express written permission of the client and the office.

SAFETY

Always exercise caution when working with the client. Each caregiver is expected to obey safety rules and exercise caution in all work-related activities. Caregivers must immediately report any unsafe condition to the appropriate supervisor. Caregivers who violate safety standards, cause hazardous or dangerous situations, or fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Caregivers who sustain work-related injuries or illnesses must inform the office immediately! No matter how minor a job-related injury may appear, it is important that it be reported immediately. Failure to do so could result in termination of employment. This will enable an eligible caregiver to qualify for coverage as quickly as possible. If an employee is injured on the job, they will be required to be re-trained and show the required level of competency that they can perform required tasks correctly.

To assist in providing a safe and healthy work environment for caregivers, clients, and visitors, PeopleCare Health Services has established a workplace safety program. The office is responsible for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all employees.

PeopleCare Health Services provides information to caregivers about workplace safety and health issues through regular internal communication channels such as supervisor-caregiver meetings, bulletin board postings, memos, or other written communications.

SUCCESS TIPS

Caregivers come from a wide range of backgrounds and frequently they understand the services they provide as nothing extraordinary; just a natural expression of who they are. The truth is only a select

few individuals have the emotional strength and personal confidence necessary to be a caregiver. It is important that you realize you are a professional and, as such, need to act in a professional manner. There are three (3) professional behaviors that will promote your success not only as a caregiver but in everything else that you pursue as well:

Punctuality

Courtesy

Communication

Punctuality is the key to making a good impression and building respect, especially when working with seniors. Theirs is a very time-oriented generation; it is part of the formality they grew up with and is understood as a common courtesy that should be extended. Seniors view tardiness as a sign of disrespect and laziness. So first and foremost, arrive on time!

In doing so, a senior perceives it to mean that you took the time to prepare yourself, overcome any unforeseen obstacles along the way, and arrive calm and ready to begin work in a professional manner. This earns their respect and trust.

If you arrive at the last minute, typically a senior perceives it to be that you are getting there "...by the skin of your teeth..." and were lucky enough not to have had any problems. Most likely you will not be calm and centered and will take a few minutes to prepare yourself to be ready to work. This doesn't instill confidence. It's bet to arrive a few minutes early to center yourself before beginning your shift.

If you arrive late, it conveys the message that you failed to plan and prepare and your client will feel that they are not important or valued. Emergencies are a fact of life. However, there is a difference between something that could not be avoided and a lack of planning.

Courtesy is the language of respect, deference and civility. Words such as "please," "thank you," "you're welcome," "excuse me," "do you mind if I...", "allow me sir/ma'am" and many others are common courtesy. While these words and phrases have become uncommon in today's informal society, they are cherished by many in the senior population we serve.

Courtesy is best displayed without a word, just a smile. Without a smile, you may look disinterested or even angry. If you are not used to smiling, practice. It can mean the difference between a client trusting you and being afraid of you.

Clear and Open Communication is an essential part of any relationship. Frustration comes from expectations not met. Clear communication is the only way we can be sure that everyone shares the same expectations. So, communicate regularly with the office, other caregivers, family members and your clients.

If your arrival schedule varies from day to day or if you share the assignment with another caregiver, be sure you remind your client what day and time they will see you again or who will be with them next as you leave for the day. If their memory is poor, leave a note where they will find it, perhaps on the calendar or by the telephone. Your client is one of many people relying on you for good communication.

The office relies on your communication to report every detail about your assignment. Whether you're having a bad day or feeling overwhelmed, we are here to listen. Let us know about changes in your client's behaviors and abilities. Do not forget we like to hear the positive things too. Tell us what we are doing right and take the time to say thank you to your co-workers and supervisors. Remember they are working hard too.

Policies & Procedures

COMMUNICATION/RETURNING PHONE CALLS

Frequent communication is encouraged between caregivers and the office. When you receive a phone message from the office, it is expected that you return the phone call as soon as you hear the message or at the earliest possible time prior to the close of business on that day. When you receive a message from the office it usually means we are trying to schedule you for an assignment or have a change in your current assignment, so we need to hear from you immediately. We are respectful of your busy schedule and will usually leave the reason for our call on your voice mail if we are unable to speak with you directly. Caregivers that do not get back to us in a timely manner may lose the opportunity to receive additional assignments and it may limit additional prospects in the future. While voice mail messages are often a line of communication, leaving a message at the office when calling out on a shift is never acceptable. If you cannot reach a live person when calling our office, leave a detailed message with a phone number where you can be reached. It is your responsibility to continually call until personal contact with the office is made.

Failure to respond quickly and timely to an offer of an assignment will result in the loss of the assignment in order to ensure proper care and safety for our clients. Failure to communicate with the office within seven (7) days following any offer of an assignment will be viewed by the company as a resignation of employment and subsequently, the caregiver will be placed in an inactive status. Should the caregiver wish to regain an active employment status, communication and approval from the office will need to be granted for the caregiver to again receive offers of assignments.

CALLING OUT

Calling out is defined as short-term notice (less than two weeks) that you will not be able to cover your assigned shift. As discussed under Work Schedules in the preceding section, once you are scheduled with a client, you are expected to remain with that client for the duration of your assignment. PeopleCare Health Services expects you to follow your prescribed schedule with your client by showing up prepared and on time each day. We understand illness and emergencies do happen however, remember that you are, in most cases, your client's only link to services.

Not being able to cover your shift is only acceptable under the following circumstances:

- You are very ill and/or concerned about spreading infection to the client
- You have a personal or family emergency

The following circumstances are NOT acceptable reasons for not covering your shift:

- Transportation issues such as vehicle malfunction or not being able to find the location of your assignment
- Conflict between your schedule and other appointments, activities or daycare, etc.
- Any other reasons that do not qualify as a true emergency or illness

Caregivers with frequent or unsubstantiated absences are subject to immediate termination at the sole discretion of management. Prolonged or frequent illness may be subject to medical validation by providing a doctor's note within 48 hours of the request.

SCHEDULING TIME OFF

Caregivers can schedule unpaid time off from their assignment by providing at least a two-week written notice to the office. This written notice must include the dates that you will not be available to work. Caregivers are discouraged from making a habit of requesting frequent time off because it interrupts the continuity and quality level of service to your client. Requests for time off with less than a two-week notice will be considered if a replacement caregiver is available.

INFECTION CONTROL

Caregivers are required to maintain strict control over the possibility of spreading infection or contaminating a client environment. Basic personal hygiene should be followed at all times.

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. Upon completion of consuming food and beverages, wash cookware and dishes and ensure they are placed in their appropriate location.

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

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 the gloves have been removed. Make sure the gloves are disposed of in a proper trash receptacle. If the client does not have gloves available, please call the office. PeopleCare Health Services recommends you keep a box of disposable latex gloves in your vehicle for emergency use.

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 out of their shift until they have recovered. Notify the office as soon as possible so your shift can be covered.

TUBERCULOSIS TEST

All caregivers are required to submit at their cost, an annual PPD (or the equivalent). A list of locations may be requested from the Front Office.

HEPATITIS VACCINATION REPORTING REQUIREMENTS

All caregivers must show proof of Hepatitis C vaccination or sign a declination form to acknowledge that you have been informed of the law and the risk, but do not want to be vaccinated.

INFLUENZA VACCINATION REPORTING REQUIREMENTS

All caregivers must show proof of Influenza vaccination or sign a declination form to acknowledge that you have been informed of the law and the risk. If a caregiver declines an influenza infection, they are expected to wear a mask while on shift during flu season.

NATURE OF EMPLOYMENT

This handbook is intended to provide caregivers with a general understanding of our personnel policies and all caregivers are required to familiarize themselves with its contents. This handbook cannot anticipate every situation or answer every question about employment nor is it an employment contract or intended to create contractual obligations of any kind.

PeopleCare Health Services is constantly striving to improve its policies and practices in order to maintain the level of quality and excellence it is known for and therefore 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 and signed by the Administrator of PeopleCare Health Services.

INTRODUCTORY PERIOD

The introductory period is intended to give new caregivers the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. PeopleCare Health Services uses this period to evaluate caregiver capabilities, work habits, and overall performance. Either the caregiver or PeopleCare Health Services 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 caregivers work on an introductory basis for the first 60 calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If PeopleCare Health Services determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the caregiver's performance, the introductory period may be extended.

During the introductory period new caregivers are eligible for those benefits required by law including Workers Compensation Insurance and Social Security. Upon satisfactory completion of the introductory period, caregivers enter the "regular part-time" employment classification.

PEOPLECARE HEALTH SERVICES TRAINING PROGRAM

PeopleCare Health Services provides a continual education program to help you improve your skills, enable you to be better at your job, and earn recognition through our certification program. Training opportunities are held at the office one time each month, but may also be viewed live or available via recording for training at your own pace and on your schedule.

CAREGIVER BENEFITS

PeopleCare Health Services provides its caregivers with many benefits. The following benefits are provided at little or no cost:

- Company Social Security Match
- Company Medicare Match
- Workers' Compensation Insurance
- Retirement Plan with Company Match
- Referral Bonus for Client and/or Care Staff
- Affordable Care Act compliant health insurance for those who qualify

PERFORMANCE EVALUATION

Supervisors and caregivers are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal annual performance evaluations are conducted to provide both supervisors and caregivers the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Merit-based bonuses and raises may be awarded by PeopleCare Health Services in an effort to recognize truly superior caregiver performance. Such awards are based upon numerous factors, at the company's discretion and include information obtained from clients and other sources.

EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at PeopleCare Health Services will be based on merit, qualifications, and abilities. PeopleCare Health Services does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, sexual orientation, national origin, age, 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 caregivers 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 Administrator. Caregivers 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 disciplinary action, up to and including termination of employment.

EMPLOYMENT APPLICATIONS

PeopleCare Health Services 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 PeopleCare Health Services are well qualified and have a strong potential to be productive and successful, it is the policy of PeopleCare Health Services to check the personal and employment references of all applicants. Caregiver positions also require that a Motor Vehicle record check, TB tests, and Criminal Record investigations be conducted and have satisfactory results. TB tests will be obtained by the caregiver at the caregiver's expense. PeopleCare Health Services will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by PeopleCare Health Services records.

BACKGROUND INVESTIGATION POLICY

PeopleCare Health Services strives to provide a safe and secure business environment for its clients, its employees and third-parties and to limit PeopleCare Health Services' liability exposure. PeopleCare Health Services' policy is to conduct thorough background investigations and random drug screening on all applicants who will be receiving an offer of employment. Subsequently, offers of employment will be contingent upon satisfactory completion of personal and professional reference checks, background investigations, random drug screening and license verification. The applicant will not be permitted to begin employment with PeopleCare Health Services until all required 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 PeopleCare Health Services. In addition, any falsification or omission of information on any application form including the employment forms and above mentioned checks may disqualify the applicant from consideration and/or employment.

CAREGIVER RELATIONS

PeopleCare Health Services values open and active lines of communication and encourages any concerns or questions in regard to assignments or compensation to be addressed with the office. Our experience has shown that open and direct communication establishes positive and rewarding relationships. If another PeopleCare Health Services employee expresses concern directly to you, we ask that you redirect them to the office for resolution. We believe that the work conditions, wages, and benefits PeopleCare Health Services offers to its caregivers are competitive with those offered by

other employers in this area and in this industry. If caregivers have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to the office.

BUSINESS ETHICS & CONDUCT

The success of PeopleCare Health Services is based upon the reputation of our employees' conduct and ethical practices. Maintaining our reputation for integrity and distinction requires stringent observance and adherence to federal, local and state laws. We hold our employees to a higher standard of excellence. The continued success of PeopleCare Health Services is dependent upon our clients' trust and we are dedicated to preserving that trust.

PeopleCare Health Services will comply with all applicable laws and regulations and requires its employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest or unethical conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the office for advice and consultation. Compliance with this policy of business ethics and conduct is the responsibility of every PeopleCare Health Services employee.

DEFICIT REDUCTION ACT OF 2005-MEDICARE/MEDICAID FRAUD AND ABUSE POLICIES

Section 6032 of the Deficit Reduction Act of 2005 requires that PeopleCare Health Services (PCHS) establish, disseminate and maintain written policies for all employees, including management and the employees of any contractors or agents of PCHS established under Sections 3729 through 3733 of Title 31, Chapter 38 of title 31 and Section 112b(f) of United States Code. PCHS will not tolerate any Medicare/Medicaid Fraud or Abuse by its clients, caregivers or staff and will report and prosecute to the fullest extent of the law.

Medicare/Medicaid Fraud is typically characterized by:

- Knowingly submitting false statements or making misrepresentations of fact to obtain a federal health care payment for which no entitlement would otherwise exist;
- Knowingly soliciting, paying, and/or accepting remuneration to induce or reward referrals for items or services reimbursed by Federal Health Care Programs; or
- Making prohibited referrals for certain designated health services.

Examples of Medicare/Medicaid Fraud include:

- Knowingly billing for services not furnished, supplies not provided, or both, including falsifying records to show delivery of such items or billing Medicare for appointments that the patient failed to keep; and
- Knowingly billing for services at a level of complexity higher than the service actually provided or documented in the file.

Medicare/Medicaid Abuse describes any practice that, either directly or indirectly, result in unnecessary costs to the Medicare Program. Abuse includes any practice that is not consistent with the goals of providing patients with services that are medically necessary, meet professionally recognized standards, and priced fairly.

Examples of Medicare/Medicaid Abuse include:

- Billing for services that were not medically necessary;
- Charging excessively for services or supplies; and
- Misusing codes on a claim, such as up-coding or unbundling codes.

Medicare/Medicaid Fraud and Abuse is illegal. Committing Medicare/Medicaid Fraud or Abuse exposes individuals or entities to potential criminal and civil remedies, including imprisonment, fines and penalties.

Federal Laws governing Medicare/Medicaid Fraud and Abuse include the:

- False Claims Act (FCA);
- Anti-Kickback Statute (AKS);
- Physician Self-Referral Law (Stark Law);
- Social Security Act; and
- United States Criminal Code.

False Claims Act (FCA) protects the government from being overcharged or sold substandard goods or services. The FCA imposes civil liability on any person who knowingly submits, or causes the submission of, a false or fraudulent claim to the Federal Government. The “knowing” standard includes acting in deliberate ignorance or reckless disregard of the truth related to the claim.

Anti-Kickback Statute (AKS) makes it a criminal offense to knowingly and willfully offer, pay, solicit, or receive any remuneration directly or indirectly to induce or reward referrals of items or services reimbursable by a Federal Health Care Program.

Physician Self-Referral Law (Stark Law) prohibits a physician from making a referral for certain designated health services to an entity in which the physician (or member of his or her immediate family) has an ownership/investment interest or with which he or she has a compensation arrangement, unless an exception applies.

Criminal Health Care Fraud Statute prohibits knowingly and willfully executing, or attempting to execute, a scheme or artifice in connection with the delivery of or payment for health care benefits, items or services to: defraud any health care benefit program or obtain (by means of false or fraudulent pretenses, representations, or promises) any of the money or property owned by, or under the custody or control of, any health care benefit program.

Whistleblower Protection Laws; an employee with authority to take, direct others to take, recommend or approve any personnel action must not use that authority to take or fail to take, or threaten to take or fail to take, a personnel action against an employee or applicant because of disclosure of information by that individual that is reasonably believed to evidence violations of law, rule or regulation; gross mismanagement; gross waste of funds; an abuse of authority; or a substantial and specific danger to public health or safety, unless disclosure of such information is specifically prohibited by law and such information is specifically required by Executive order to be kept secret in the interest of national defense or the conduct of foreign affairs. Retaliation against an employee or applicant for making a protected disclosure is prohibited by 5 U.S.C. 2302(b)(8).

PeopleCare Health Services works diligently with our clients and staff in order to educate with regard to Medicare/Medicaid Fraud and Abuse and the proper completion of timesheets (including how to accurately document the refusal of services by a client). Additionally, PCHS’ timesheet procedures include a weekly review of submitted timesheets that includes a cross check of the client care plan to

the employee's schedules. In this way, any questions or concerns can be addressed and corrected before submitting billing to the state for Medicaid Services Furnished. Information regarding Medicare/Medicaid Fraud and Abuse, Protocols for Accurate Submission of Billing and Whistleblower Protection Laws are available in the Employee Handbook, Policy and Procedure Manual and are included in New Hire Training/Orientation and Annual Employee Training.

PeopleCare Health Services holds to the philosophy that we are a fiscal partner with the State of Colorado to provide services for Medicaid Eligible Clients throughout the state. PCHS will report any suspicion or action that indicates and/or demonstrates Medicare/Medicaid Fraud or Abuse. Any questions or concerns regarding Medicare/Medicaid Fraud and Abuse or how to report suspicion of abuse can be directed to PCHS or to the State of Colorado.

IMMIGRATION LAW COMPLIANCE

PeopleCare Health Services is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of 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 PeopleCare Health Services within the past three years, or if their previous I-9 is no longer retained or valid.

CONFLICTS OF INTEREST

Employees have an obligation to conduct business within the guidelines that prohibit actual or potential conflicts of interest. These guidelines provide a framework for expectations and employees are encouraged to seek further clarification on issues related to the subject of acceptable standards of operation. Contact the office for more information or questions about conflicts of interest. An actual or potential conflict of interest can occur when an employee is in a position to influence a decision that may result in a personal gain for oneself or a relative as a result of PeopleCare Health Services' business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of 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 industry firms. However, if employees have any influence on transactions involving industry agreements, it is imperative that they disclose to an officer of PeopleCare Health Services as soon as possible and acknowledge the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Any and all time worked for the client must be documented on the weekly timesheet. Employees must notify the office if the client offers gifts - monetary or otherwise.

Caregivers are specifically prohibited from making private arrangements with or providing care independently to any PeopleCare Health Services client during their employment with PeopleCare

Health Services and for one year after leaving the employment of PeopleCare Health Services (family members excluded). Any violation of this policy will result in the caregiver's financial liability to PeopleCare Health Services in accordance with the non-competition agreement signed at hire.

NON-DISCLOSURE

The protection of confidential business information and trade secrets is vital to the interests and the success of PeopleCare Health Services. Such confidential information includes, but is not limited to, the following examples:

Pending services and proposals, referral source lists, compensation data, computer processes, computer programs and codes, client lists, client preferences, client health templates such as assessments and care plans, financial information, labor relations strategies and 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 disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

CAREGIVER WORK AND ETHICS AGREEMENT

Please read this agreement very carefully. A signed copy of this agreement will be kept on file in PeopleCare Health Services office. This is your copy to keep for your records.

1. I have thoroughly read the Policies and Procedures and agree to abide by them.
2. I understand that PeopleCare Health Services provides companion and personal care for the elderly and disabled. I agree that if I am unsure if a task can be performed I will first check with PeopleCare Health Services.
3. I understand that I will be paid for completed services by the hour or by the job, depending on instructions from PeopleCare Health Services.
4. I will not discuss my compensation plan with my clients, their families or other PeopleCare Health Services' caregivers. Doing so can result in a change in my compensation.
5. I understand that I must complete a timesheet for each pay period and if my hours are not reported on time, I am not in compliance with my employment agreement. I further understand that my timesheet must be faxed, delivered or scanned and emailed to the office and that it must be delivered in writing and never verbally.
6. I understand that I will not make any private arrangements with or provide care independently to any PeopleCare Health Services client during my employ and for one year after leaving employment with PeopleCare Health Services (family members excluded). Any violation of this policy will result in financial liability to PeopleCare Health Services in the amount specified in the Non-Compete/Non-Disclosure Agreement.
7. I agree that I will give PeopleCare Health Services two (2) weeks' notice if I decide to terminate my employment. I understand that I will receive my final paycheck on the next regular payday.

8. I understand that if I am found to be using drugs or alcohol while on the job, or show up to work in an intoxicated state, these are grounds for immediate dismissal.
9. I understand that if I fail to report to work and fail to notify the office, this action indicates job abandonment and will result in immediate termination. I may also be liable for any revenue loss associated with this failure and this loss will be withheld from my paycheck.
10. I understand that the continued success of PeopleCare Health Services is dependent upon our clients' trust, and I am dedicated to preserving that trust. I owe a duty to PeopleCare Health Services and its clients to act in a way that will merit the continued trust and confidence of the public.
11. GOLDEN RULE: I will perform my caregiving duties with the highest ethical principles and will treat the clients, their families and PeopleCare Health Services caregivers and staff as I would like to be treated.

MANDATORY REPORTING AND PROTECTIVE SERVICES FOR CHILDREN AND ADULTS AT RISK OF MISTREATMENT OR SELF-NEGLECT

Please read this section very carefully. A signed copy of this agreement will be kept on file in the company's office.

All incidents involving neglect, abuse or financial exploitation for at-risk adults or children are to be reported immediately to the office. Employees should call the office immediately to report the incident. If appropriate, an oral report will be submitted by the company within 24 hours to the appropriate local law enforcement agency, responsible for investigating violations of state criminal laws protecting at-risk adults and children. Follow up reports to the case manager/county agency will be made as soon as possible.

In addition, if applicable, the company shall report the incident to the Colorado Department of Public Health & Environment (CDPHE) as an occurrence. The company shall make copies of all such reports available to CDPHE upon request.

The company shall document all alleged incidents involving neglect, abuse or health professional misconduct and shall ensure that all such incidents are thoroughly investigated in a timely manner. The company has developed a policy that addresses the administrative procedures that will protect its clients during the investigation process.

For adults, the following terms used herein shall have the definitions as shown below:

- "At-risk adult" means a client who is susceptible to mistreatment or self-neglect because the client is unable to perform or obtain services necessary for the client's health, safety, or welfare or lack sufficient understanding or capacity to make or communicate responsible decisions concerning the client's person or affairs.
- "Mistreatment" means an act or omission which threatens the health, safety, or welfare of an at-risk adult or which exposes the adult to a situation or condition that poses an imminent risk of death, serious bodily injury, or bodily injury to the adult.
- "Self-neglect" means an act or failure to act whereby an at-risk adult substantially endangers his or her own health, safety, welfare, or life by not seeking or obtaining services necessary

to meet essential human needs. Choice of lifestyle or living arrangements shall not, by itself, be evidence of self-neglect.

For children, some specific examples of abuse or neglect under Colorado State law include the following:

Physical Abuse: when there is evidence the child has experienced physical harm or injury by the parent or caretaker, or has been subjected to circumstances that could reasonably pose a serious threat of physical harm or injury

Neglect of Basic Needs: when the parent or caretaker fails either deliberately or through inability, to take those actions necessary to provide a child with adequate food, clothing, shelter, or other essential care

Educational Neglect: when the parent or caretaker either through action or omission, fails to provide for the child's education and/or school attendance

Abandonment: when the child has no parental support or available alternate caretaker.

Medical Neglect: when the child requires medical treatment that the parent/ caretaker has not provided, and the failure to provide such care presents a substantial risk to the child

Emotional Maltreatment: when the parent or caretaker's acts or omissions have caused, or are likely to cause, identifiable and substantial impairment to the child's psychological or intellectual capacity or functioning

Lack of Supervision: when the child's age and skill level would require parental supervision and could or did result in harm to the child

Sexual Abuse: when a child has been subjected to sexual intercourse, sexual contact, including touching of the genitals, buttocks, or breasts. Sexual abuse also includes actions and behaviors when there is not physical contact, including but not limited to exhibitionism, sexual exploitation, and pornography

Lack of Adequate Care: when the parent is unavailable to provide care due to incarceration or hospitalization and there is no alternate caretaker.

CONSUMER RIGHTS

PeopleCare Health Services has established and implemented written policies and procedures regarding the rights of consumers and the implementation of those rights. A complete statement of these rights is available from the company in a standardized format stipulated by CDHPE entitled, "Written Notice of Home Care Consumer Rights". This notice, which includes the right to file a complaint with CDPHE, is distributed to each PeopleCare Health Services client upon the commencement of care and annually thereafter. This notice is also distributed to each employee upon hire, at which time each employee must acknowledge receipt of this notice in writing.

DISABILITY ACCOMMODATION

PeopleCare Health Services is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual. Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all eligible caregivers on an equal basis.

PeopleCare Health Services is also committed to not discriminating against any qualified caregivers or applicants because they are related to or associated with a person with a disability. PeopleCare Health Services will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. PeopleCare Health Services is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

ACCESS TO PERSONNEL FILES

PeopleCare Health Services maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary, and other employment records.

Personnel files are the property of PeopleCare Health Services, and access to the information they contain is restricted. Only supervisors and management personnel of PeopleCare Health Services who have a legitimate reason to review information in a file are allowed to do so.

PERSONNEL INFORMATION CHANGES

It is the responsibility of each employee to promptly notify PeopleCare Health Services of any changes in personal information. Personal mailing and email addresses, telephone numbers, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. You may notify the office of any change by fax, email or telephone.

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 a caregiver
- Discharge- involuntary employment termination initiated by the organization

Since employment with PeopleCare Health Services is based on mutual consent, both the employee and PeopleCare Health Services have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

CLIENT AND CAREGIVER REFERRAL BONUS

PeopleCare Health Services will award a current caregiver a \$100.00 cash bonus when they refer a client to PeopleCare Health Services and a \$50.00 cash bonus when they refer a caregiver to PeopleCare Health Services. The referred client and/or caregiver must:

- Become a client of or be hired by PeopleCare Health Services, acknowledge the referring caregiver's name. A referred client must receive 80 hours of service by PeopleCare Health Services, and a referred caregiver must work for at least 40 hours in a caregiver capacity for PeopleCare Health Services for award of the bonus to the referring employee.

EMPLOYEE CONDUCT & DISCIPLINARY ACTION

EMPLOYEE CONDUCT & WORK RULES

To ensure orderly operations and provide the best possible work environment, PeopleCare Health Services 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 disciplinary action, up to and including termination of employment.

- Theft 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 customer-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 illicit drugs, explosives or firearms in the workplace; excessive absenteeism or any absence without notice; unauthorized absence from work station during the workday; unauthorized use of telephones, mail system, or other employer-owned equipment; unauthorized disclosure of business "secrets" or confidential information; violation of personnel policies, and unsatisfactory performance or conduct

Employment with PeopleCare Health Services is at the mutual consent of PeopleCare Health Services and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

DRUG & ALCOHOL USE

PeopleCare Health Services 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 caregiver may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs 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. PeopleCare Health Services reserves the right to make judgment on such ability.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment. Such violations may also have legal consequences. PeopleCare Health Services reserves the right to require employees to undergo random drug and alcohol testing. Refusal by the employee of a requested drug and/or alcohol test could result in termination.

DRUG TESTING

PeopleCare Health Services 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 discipline up to and including termination of employment.

To help ensure a safe and healthful working environment, caregivers may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment. Questions concerning this policy or its administration should be directed to the office.

SMOKING AND/OR SMOKELESS TOBACCO USAGE

In keeping with PeopleCare Health Services' 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.

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. Please smoke outdoors and ALWAYS ask the client for their permission regarding where you can smoke. Please make sure to clean up and properly dispose of matches/butts, and wash your hands when you are finished.

ATTENDANCE & PUNCTUALITY

To maintain a safe and productive work environment, PeopleCare Health Services expects caregivers to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on our clients, other caregivers and on PeopleCare Health Services. In the rare instances when caregivers cannot avoid being late to work or are unable to work as scheduled, they should notify the office as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Remember, our clients are counting on you to show up for your shift! Showing up late, or not at all, reflects VERY poorly on yourself and PeopleCare Health Services. If you cannot make your shift, please let the office know as early as possible so we can schedule another caregiver and not interrupt the client's service. In some cases, you are the only contact or support your client has. If you do not report for your scheduled shift your client could go without necessary care.

SEXUAL & OTHER UNLAWFUL HARASSMENT

PeopleCare Health Services is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally-protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances, offering employment benefits in exchange for sexual favors, making or threatening reprisals after a negative response to sexual advances, visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters, verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes, verbal sexual advances or propositions, verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations and physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment, submission or rejection of the conduct is used as a basis for making employment decisions, the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, you should report it to the office immediately. If you believe it would be inappropriate to contact that person, you should immediately contact the corporate office or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any employee who becomes aware of possible sexual or other unlawful harassment must immediately advise the office or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

SEXUAL ABUSE

PeopleCare Health Services strives to provide a safe environment for its clients and caregivers and to protect the right of all its employees and clients to be free of sexual abuse. PeopleCare Health Services has a zero tolerance policy for sexual abuse. This policy will be strictly enforced.

This policy applies to every employee. Any employee who has been charged with sexual abuse will be immediately relieved of his/her duties. If there are sufficient grounds to believe that sexual abuse has, indeed, taken place, local law enforcement authorities will be notified. If, after a thorough investigation, guilt is determined, termination will be immediate. PeopleCare Health Services will fully cooperate with any prosecuting authority.

PeopleCare Health Services completes state background checks for all employees. The background checks include employment verification, fraud search, felonies, public records, misdemeanors, residency, social security verifications and motor vehicle readouts and National Sex Offender Database check.

Definition of Sexual Abuse

Sexual abuse is inappropriate sexual contact of criminal nature or interaction for gratification of the adult who is a caregiver and responsible for the patient or child's care. Sexual abuse includes sexual molestation, sexual assault, sexual exploitation, or sexual injury, but does not include sexual harassment.

Symptoms of Sexual Abuse

Physical symptoms of abuse may include but are not limited to the following: pain or itching in the genital area, bruises or bleeding of the external genitalia, and sexually transmitted infections. Behavioral symptoms of abuse may include but are not limited to: fear of touch and sexuality, apprehension when near a particular person, and wearing excessive clothing to sleep.

Procedures for Reporting Sexual Abuse

Should you become aware of an act or acts of sexual abuse, you must immediately report it to a PeopleCare Health Services' operations staff member. Abuse to individuals 18 and over will also be reported to Adult Protective Services at (800) 942-4357. They will assign a Social Services Case Worker to investigate the case. If the individual is under the age of 18, the abuse will be reported to the Division of Youth and Family Services at (800) 252-5400. They will assign a case worker who will investigate. Appropriate family members should be notified of alleged instances of sexual abuse.

Retaliations or Threats of Reprisal

Retaliation or threats of reprisal against an individual for filing a complaint under this policy or for participating or assisting in any procedure under this policy will be considered harassment for the purpose of this policy. PeopleCare Health Services prohibits retaliation made against a client, their family, employees, volunteers or third parties who report sexual abuse. Any individual who engages in retaliation for sexual abuse allegations will be terminated. In addition, PeopleCare Health Services will determine if any criminal or civil actions are warranted based upon any incident of harassment.

Condemnation or Groundless Allegations

If a person in authority knows or should reasonably have known that abuse may have occurred and fails to report it or take appropriate action as set out in this policy statement, that person will be subject to disciplinary action, including termination.

Further, any person who makes groundless allegations or complaints of abuse may be subject to disciplinary action, including termination. PeopleCare Health Services will determine if any criminal or civil actions are warranted, and will fully cooperate with any individual who has been falsely accused.

Investigation

PeopleCare Health Services will thoroughly and promptly investigate any allegation of sexual abuse. An internal investigation will take place, led by PeopleCare Health Services' Administrator, Director of Operations, or Agency Program Manager, under the direction of a social services case worker from Adult Protective Services or a case manager from the Division of Youth and Family Services, depending upon the individual involved.

SOLICITATION

In an effort to ensure a productive and harmonious work environment, persons not employed by PeopleCare Health Services may not solicit or distribute literature in the workplace at any time for any purpose. PeopleCare Health Services 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.

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.

RETURN OF PROPERTY

Employees are responsible for all PeopleCare Health Services property, materials, or written documents issued to them or in their possession or control. Employees must return all PeopleCare Health Services property immediately upon request or upon termination of employment. Where permitted by applicable laws, PeopleCare Health Services may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. PeopleCare Health Services may also take all action deemed appropriate to recover or protect its property.

PROGRESSIVE DISCIPLINE

The purpose of this policy is to state PeopleCare Health Services' position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

PeopleCare Health Services' own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future. Although employment with PeopleCare Health Services is based on mutual consent and both the employee and PeopleCare Health Services have the right to terminate employment at will, with or without cause or advance notice, PeopleCare Health Services may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed:

- A first offense may warrant a verbal warning, a second offense may be followed by a written warning, a third offense may lead to a suspension and a fourth offense may then lead to

termination of employment.

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

While it is impossible to list every type of behavior that may be deemed a serious offense, the Caregiver Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

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

PROBLEM RESOLUTION

PeopleCare Health Services is committed to providing the best possible working conditions for its employees. PeopleCare Health Services encourages an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from PeopleCare Health Services' supervisors and management. Employees are encouraged to offer positive and constructive suggestions and positive feedback and compliments of its management staff.

PeopleCare Health Services strives to ensure fair and honest treatment of all employees. Supervisors, managers and employees are expected to treat each other with mutual respect. If an employee disagrees with established rules of conduct, policies, or practices, he or she can express concern through the problem-resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with PeopleCare Health Services in a reasonable, business-like manner, or for using the problem-resolution procedure.

If a situation occurs in which an employee believes 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 problems can employees and management develop confidence in each other to build quality and committed relationships.