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WELCOME MESSAGE

This handbook has been prepared to help you understand the employment practices at our organization and the benefits we offer. We will discuss the organization, our jobs and the many benefits and privileges you enjoy as an employee. This handbook will also describe the employment rules which you are expected to follow. We feel that the more an employee knows about his or her new organization, the easier it is to adjust to the new job and working environment. Please take a few minutes now to read this handbook. When you're finished, keep it handy as a reference book.

St ANTHONY'S HOME HEALTHCARE MISSION

St. Anthony's Home Healthcare Service, LLC was founded in July 2004 with the explicit purpose of providing non-medical at-home care to the elderly and the disabled. Since many of our clients prefer to remain in familiar surroundings, we send our trained and efficient staff to their homes.

Applicants must submit fingerprints via "livescan" and be "cleared" before working with clients. This ensures that our clients are safe in their own homes. The approved applicant is issued a certificate of clearance. Employees must remain in good standing for the duration of their employment. Revocation of the clearance certificate during the term of employment, may result in disciplinary action up to and including termination.

Our Managers also do spot checks to ensure that the service is up to par, and that our clients are treated with the utmost respect.

We pride ourselves on reliability, efficiency, and, most of all, love and respect for those for whom we have been given the chance to care.

EMPLOYMENT

We rely on the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process. Any misrepresentations, falsifications, or material omissions of this information or data may result in exclusion of the individual from further consideration of employment, or, if already hired, termination of employment.

All employees must meet the following requirements to be considered eligible for employment:

- Must be legally eligible to work in the United States, and in compliance with the Immigration Reform and Control Act 1986.

- Must be over the age of 18 or have a valid work permit

- Must be able to pass a Nationwide Criminal Background check

At Will Disclaimer

We have prepared this handbook as a guide for policies, benefits and general information which should assist the employee throughout the time of employment

However, neither this handbook, nor any other company communication or practice, creates an employment contract. The organization reserves the right to make changes in content or application of its policies as it deems appropriate, and these changes may be implemented, even if they have not been communicated, reprinted, or substituted in this handbook.

Employment at the organization is at-will for an indefinite period of time, unless terminated by either the organization or employee. Either the organization or the employee may terminate employment at any time with or without cause. No written or oral representation by the organization personnel, other than the director, is intended to create a contract of employment. No employment practice of the organization is intended to create a contract of employment.

Americans with Disabilities Act (ADA)

It is St Anthony's Home Healthcare Services, LLC policy to comply with all relevant and applicable provisions of the 1.7 Americans with Disabilities Act as Amended (ADA and ADAAA) The organization is committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA) and its amendments (ADAAA). It is our policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability. The organization will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA. If an accommodation is needed, you must make your manager aware of your need, and what kind of accommodation would be helpful. The organization may ask for documentation of the need for accommodation from your doctor. An accommodation will be granted if it is reasonable and does not constitute an undue hardship on the organization.

St Anthony's Home Healthcare Services, LLC will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of physical or mental disability. In addition, St Anthony's Home Healthcare Services, LLC will make reasonable accommodations for employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the essential functions of the job, with or without accommodation, and provided that any accommodations made do not impose an undue hardship on St Anthony's Home Healthcare Services, LLC. Any employee who feels that an accommodation is necessary to be able to perform the essential functions of his or her job should contact Human Resources.

In connection with an accommodation request, an employee may be asked to provide a medical release that authorizes St Anthony's Home Healthcare Services, LLC to contact his or her treating physician(s), as well as to obtain copies of medical records. An employee may also be asked to undergo one or more examinations by a physician chosen by St Anthony's Home Healthcare Services, LLC. If an employee is asked to undergo a physical, St Anthony's Home Healthcare Services, LLC will pay the costs associated with the examination(s).

In accordance with the ADA, any medical records for an employee will be kept in a confidential file and destroyed as soon possible or returned to the employee after termination of employment in accordance with the provisions of the privacy sections of the HIPAA regulations. In addition, the existence of an employee's disability, and any associated records, reports, and other knowledge gained by St Anthony's Home Healthcare Services, LLC will be kept confidential.

Equal Employment Opportunity Policy

St Anthony's Home Healthcare Services, LLC is an Equal Opportunity Employer and follows a practice of affirmative action in promoting equal employment opportunity. St. Anthony is an equal employment opportunity employer. Employment related decision are based on ability, skills, and vitality works needs. No employment decision or practice is based upon race, color, religion, sex, age, sexual orientation, gender identity, national origin or ancestry, disability, medical condition, severe/morbid obesity, marital status, spousal affiliation, political affiliation, genetics, HIV status, veteran status, or any other characteristics protected by Federal and/or State Law.

It is the policy of St Anthony's Home Healthcare Services, LLC to employ people who are capable of learning and performing the tasks required to keep our organization operating safely and efficiently. It is also our policy to provide equal opportunity to all persons and to administer policies regarding hiring, promotions, benefits, compensation, and transfers.

Any employee with a question or problem in the equal opportunity (EEO) area should first bring the problem or question to the attention of the immediate supervisor. If for some reason the

employee is reluctant to discuss the matter with the supervisor, then the question should be brought to the attention of the Human Resource Department.

Service Animals Policy

Service animals accompanying persons with disabilities are welcome at St Anthony's Home Healthcare Services, LLC. The service animal should remain with the person it is assisting at all times.

If you are serving a customer who is assisted by a service animal, please be aware that the service animal is not a pet and should not be treated as a pet. Make every attempt not to separate the service animal from the person the service animal is assisting.

Policy on Employment of Minors

State and federal legislation impose certain limitations on the employment of persons under the age of 18. Applicants shall be required to give proof of age after an offer of employment has been made. Employment offers will be automatically withdrawn when applicants under 18 are not able to provide a work permit.

Employment of Relatives Policy

It is our policy to avoid the hiring, transfer or promotion of relatives of employees into situations where the possibility of favoritism or conflict of interest might exist. Therefore, applicants will not be hired nor employees promoted or transferred into the *same department* at a location where a relative is already employed. In addition, applicants will not be hired nor employees promoted or transferred into a position in the supervisory chain of command under which the applicant or employee would work (no matter how far removed geographically).

"Relatives" are defined as the immediate family to include: spouses, parents, grandparents, in-laws, brothers, sisters, etc. Although this is the Organization's general policy, relatives who are full-time students may be hired for summer employment at Organization locations.

Exceptions to this general policy may be recommended by a manager due to local conditions or unusual circumstances where the intent of the policy can be maintained.

Employment Screening

Tests:

Written skills tests and competency testing will be administered to each caregiver applicant.

Criminal background checks

Criminal background checks will be performed for all employees, as required by the Caregivers Criminal History Screening Act, 29-17-2 to 29-17-5 NMSA 1978. The background check may also include arrest, charges dismissed, charges pending and charges of which the individual has been [acquitted](#). Failure to pass the employment background check will result in immediate termination of the employee.

Driving Record Check

For positions requiring the operation of a vehicle, a driving record check must be completed. At that time, your driver's license will be validated.

Employee Training and Orientation

We believe that proper training is key to success. We train each new employee to ensure that our goals and vision are understood, and reflected in the approach to the job.

Each employee begins with an orientation program. Each employee will learn the requirements of his or her position, company policies, employee compensation and benefits programs, and any other information necessary for the employees job function. All legal and necessary paperwork must be completed at this time.

We encourage each employee to ask any questions he or she may have during this time, to ensure an understanding of all the guidelines that affect and govern employment relationships with the company. In addition to classroom training, we have implemented an online caregiver training system. Employees may train on their own time. The computer-based training comprises both videos and power-point classes. At the end of each class, a short test is administered. In order to successfully complete a class, the pass rate must be 80% or higher. Employees are compensated at minimum Federal rates.

Identification badges

St Anthony's will issue to the employee, a badge with the employee name, photo, and job classification. the badge must be worn in plain view during working hours.

Licenses

St Anthony's Home Healthcare Services, LLC will verify persons for employment, whose occupations are regulated by a licensing or certification Board. It is the responsibility of the employee to maintain an active license.

Failure to do so, may result in discipline, up to, and including termination.

Drug Free Workplace Policy

- St Anthony prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol by employees on St Anthony's work sites. Any employee reporting to work under the influence of, or in possession of, drugs or alcohol will have provided St Anthony's with cause for immediate termination. St Anthony may perform drug and alcohol for any reason at any time including the following: pre-employment, post-accident, reasonable suspicion, follow-up and random selection.

Health Screening Policy

Health screening is required of all employees who are employed on the Medicaid Delegated Program.

Prior to hiring such an employee, we must receive recent results of a TB test. The test results must prove that the employee does not have TB.

The agency reserves the right to request any such applicant (after an offer of employment is extended) or current employee, to undergo a physical examination when it is warranted by the position or physical condition of the individual.

Firearms Policy

St Anthony's Home Healthcare Services, LLC is a no-weapons workplace. We prohibit all firearms from being brought into the workplace. This includes weapons that are legally carried under state law.

We define "workplace" to include our business premises, as well as the premises of our clients.

Any person carrying a firearm on or about his or her person or clothes under a permit or otherwise who remains at the workplace may be ordered to leave the premises and will be subject to discipline, up to and including termination. Additional civil or criminal sanctions also may be invoked for a violation.

Policy on Domestic Abuse leave

St Anthony abides by the New Mexico "Promoting Financial Independence for Victims of Domestic Abuse Act" which requires employers to grant employees intermittent paid or unpaid leave time of up to fourteen (14) days in any calendar year and up to eight (8) hours in one (1)

day for domestic abuse leave. This leave must be used to obtain or attempt to obtain an order of protection or other judicial relief from domestic abuse or to meet with law enforcement officials, to consult with attorneys or victim advocates, or to attend court proceedings related to the domestic abuse of an employee or an employee's family. "Family member" means a minor child of the employee or a person for whom the employee is a legal guardian. St Anthony will require verification of the need for domestic abuse leave. St Anthony will not disclose verification information provided by the employee unless required to do so by law.

Personnel Files Retention

Personnel files will be maintained for all employees. All information is confidential, and only authorized personnel can access this. Personnel records are **not** to be removed from our offices, unless ordered by a subpoena. Employees may view their personnel file in the presence of HR personnel.

Release of personnel information without the written consent of the employee is limited to: date of hire, date of termination, classification, and salary.

Personnel files are to be maintained for one (1) year after an employee ceases to be employed.

TERMINATION OF EMPLOYMENT

St. Anthony's reserves the right to terminate the employment relationship with an employee at any time, with or without cause. If, after an employment offer has been made, it is found that an employee has failed to truthfully disclose information about his/her past history, termination may be immediate. Any employee actions, which compromise the health and safety of the clients, will also be cause for immediate termination.

Employees who plan to resign are requested to give adequate notice – minimum two weeks – to the Manager. Failure to give and work two weeks' notice secures ineligibility for re-employment.

Upon resignation or termination of an employee, the Manager must:

- Document the reason(s) for termination.
- Secure the return of all company property, records, and keys.
- Any outstanding obligations owed to St Anthony's will be deducted from your final check
- Notify appropriate company personnel of the termination, including the payroll department.

Please Note: Any client losses that are proven to be the result of employee negligence or theft will be deducted from the final payroll.

Final paychecks will be processed on receipt of final employee time sheet and paperwork.

COMPENSATION

Safe Harbor Policy

It is our policy and practice to compensate employees for all time worked and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly for all time worked and that no improper deductions are made, you must record correctly all work time and review your paychecks promptly to identify and to report all errors. No employee who is eligible for overtime should perform any work that is not authorized *and* recorded on his or her time card.

Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless authorized to do so and all excess time is recorded on employee time cards. Employees are prohibited from performing any "off-the-clock" work. ("Off-the-clock" work refers to work performed without reporting on employee time cards.) Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including termination.

It is a violation of the Company's policy for any employee to falsify a time card or to alter another employee's time card. It is also a serious violation of Company policy for any employee or manager to instruct another employee to incorrectly or falsely report hours worked or to alter another employee's time card to under- or over-report hours worked or to fail to report any such misconduct. If any manager or employee instructs you to (1) incorrectly or falsely under- or over-report your hours worked, (2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, or (3) conceal any falsification of time-records or to violate this policy, report it immediately to the Human Resources.

Employee Classification

Full Time Employee: A full time employee consistently works a minimum of 35 hours per week. These employees enjoy all the benefits as described in this manual.

Regular Part Time: Employees are hired to fulfill a schedule of 15 or more hours per week but less than 35 hours per week. These employees enjoy the benefits as described in this manual on a pro-rated basis.

Temporary: Temporary employees are hired for a specific project or time frame. Temporary employees may work an irregular schedule and an irregular amount of hours. A short-term temporary employee is an employee hired for a period of up to six (6) months for a special project or to replace a unit employee who is on a leave of absence. A long-term temporary is an employee hired for a period in excess of six (6) months.

Exempt/Salaried: Exempt or salaried employees are exempt from overtime provisions of the

federal and state wage and hour laws. Exempt employees are paid a set salary, which is calculated on a weekly basis.

Non-Exempt/Hourly: Non-Exempt employees are paid on an hourly basis and receive overtime pay at a rate of time and one half for all hours worked over 40 in a seven-day period of time. Overtime needs to be approved in advance. Non-exempt staff may not take compensatory time in lieu of overtime pay.

St Anthony may hire consultants or contract personnel on an as needed basis.

2.2 Overtime

Non-exempt employees will be paid overtime at a rate of time and one half when over 40 hours have been worked in one workweek, in accordance with the Federal Fair Labor Standards Act.

All overtime must be pre-approved by a supervisor.

Exempt Employees

Management, Supervisory, Professional, Sales or Administrative employees

Employees classified as exempt will receive a salary that is intended to compensate for all hours worked for St Anthony's Home Healthcare Services, LLC. This salary will be established at the time of hire or when classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Non-Exempt Employees:

Employees whose positions do not meet the FLSA exemption standards are paid overtime.

PAYDAY

Non-exempt employees are paid on an hourly basis.

The pay period begins on Sunday and ends on Saturday.

Paychecks are issued every other Monday, 10 days following the last Saturday of the pay period. eg. Payroll period ends Saturday December 31.

Payday is Monday January 9.

The pay period begins on Sunday and ends on Saturday.

Paychecks are issued every other Monday, 10 days following the last Saturday of the pay period.

Automated system – Medicaid Personal Care Staff Only

The policy sets procedures for using the automated electronic timekeeping system to ensure accurate reporting of time worked.

Employees who provide personal care to consumers on the state-run Medicaid program, are required to record time and attendance through the automated system at the start and end of shift. At the end of the shift, the employee must also record the activities completed for the day.

Timesheets

Office staff must complete an approved time card.

Employees, who do not provide personal care for Medicaid consumers must complete an approved timecard. Therefore, employees who provide Respite Care, and Early Periodic Screening, Diagnostic, and Treatment (EPSDT) Care must use Timesheets to record attendance

Accurate Reporting of Time

Employees, who are caregivers, are required to keep accurate time records of all hours worked. The Medical Assistance Division of New Mexico state, has implemented an automated time and attendance system.

As an employee, you have three (3) time recording options available:

1. Employee may use the consumer's phone to record time attendance.
2. Employee may use your personal smart-phone to record time and attendance. The application will be downloaded to your personal phone. The application uses GPS tracking to determine your proximity to the consumer's home. A monthly stipend will be paid for use of personal smartphone.
3. Employee may request that the consumer's insurance company provide you with a tablet to record time and attendance.

It may be necessary to adjust time and attendance to correct any errors in order to provide timely and accurate payments.

Except for weekends, your supervisor must be informed of all time and attendance corrections within 48 hours. Missed clock in/out are considered corrections.

Inform your supervisor by Monday of the following week, about errors that occurred over the weekend. In addition, the correction must be accompanied by a missed punch form which has been signed by the consumer.

NOTE: Corrections for the previous week MUST be received by Monday 5pm.

ALL corrections received after this deadline will be applied to the next or subsequent payroll(s).

It is NOT permissible for any supervisor/employee to intentionally or knowingly approve false records.

Failure to comply with any provisions of this policy and/or falsification of timesheet documents is considered Medicaid fraud, which could result in disciplinary action up to and including termination. The first violation is a written, final warning, and a subsequent violation will result in termination of employment.

Time Clock Rounding Policy

Unless permission to do otherwise is authorized in writing by the employee's supervisor, no employee may clock in early, or 7 minutes after, the start of their shift.

Employees may not clock out more than 7 minutes prior to, or 7 minutes following the end of their work time.

Payroll Deductions

Under federal and state law, an employee's salary is subject to certain deductions. For example, absent contrary state law requirements, the salary can be reduced for the following reasons:

- Full day absences for sickness or disability.
- Full day absences for personal reasons.
- Full day disciplinary suspensions for infractions of St Anthony's Home Healthcare Services, LLC written policies and procedures.

Payroll Deductions

- Family Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- The first or last week of employment in the event that less than a full week was worked.

Salary may also be reduced for certain types of deductions such as health, dental or life insurance premiums; state, federal or local taxes, social security; or voluntary contributions to a 401(k) or pension plan. In any workweek in which work is performed, salary will not be reduced or subject to any deductions prohibited by state or federal law.

OVERTIME POLICY

Overtime Must Be Authorized

Written supervisory approval is required for overtime work.

Without supervisory approval, non-exempt employees may not work any overtime hours.

A supervisor's authorization is required to start work early, finish work late, work during a meal break, or perform any other extra or overtime work. Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work performed but not reported. Any employee who inaccurately reports any hours worked will be subject to disciplinary action, up to and including termination. Any questions concerning authorization to perform overtime hours should be directed to a manager, a supervisor, or to Human Resources.

All overtime hours must be properly accounted for. This includes a written note from the caregiver documenting all activities performed, and the need to complete these activities outside the normal work hours

Failure to comply with any provisions of this policy and/or falsification of timesheet documents is considered Medicaid fraud, which could result in disciplinary action up to and including termination.

Overtime Pay Policy

It is St Anthony's Home Healthcare Services, LLC policy and practice to accurately compensate employees and to do so in compliance the Fair Labor Standards Act (FLSA) and applicable state wage and hour laws. All positions at St Anthony's Home Healthcare Services, LLC are classified as either exempt or non-exempt in accordance with the applicable legal standards. Employees working in positions classified as exempt are not eligible to receive overtime pay. Employees working in positions classified as non-exempt are eligible for overtime pay, as provided by the FLSA, state laws, and St Anthony's Home Healthcare Services, LLC policy. If you have any questions concerning this policy, please contact Human Resources

On Call Policy

On-call status begins after completion of the workday and continues until resuming work the following day. This will be considered as time worked, and must be recorded on the timesheet.

On-Call pay is determined by the Administrator.

Pay Periods

The pay period begins on Sunday and ends on Saturday.

Paychecks are issued every other Monday, 10 days following the last Saturday of the pay period.

Pay Stub Review

St Anthony's Home Healthcare Services, LLC makes every effort to ensure that employees are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen, St Anthony's Home Healthcare Services, LLC will promptly make any necessary corrections. Employees are urged to review their pay stubs to make sure they are correct. If they believe a mistake has occurred or if there are any questions, the reporting procedure outlined below should be used.

Direct Deposit

St Anthony's offers the convenience of providing direct deposit.

The office staff can provide you with all necessary paperwork.

ATTENDANCE POLICY

While any business operates best when all employees are present, employee absence and tardiness create more of a problem in some businesses than in others.

Both the presence and the promptness of employees are crucial, as we provide valuable services to our community.

Your timely attendance at work is crucial to making the business run smoothly. We must meet attendance requirements to satisfy our customer's demands. Any absence or tardiness becomes a part of your employment record.

Regular attendance and punctuality are expected from all employees. Attendance and punctuality are some of the factors, which shall be considered when recommendations for promotions, salary increases or transfers are considered.

TIME AWAY FROM WORK

Absence Policy

We recognize that there may be times when emergencies or other unanticipated occurrences will cause someone to be unavoidably absent or late

- An unscheduled absence for at least one-half the workday will be counted as one occurrence.
- An absence for one or more consecutive workdays will be considered one occurrence. For example, if you're out two consecutive days, that will count as one occurrence.
- If an employee returns from an absence (due to an illness) and goes out again due to the same illness after being at work for no more than one day, then the absence will be counted as one occurrence.

Repeated occurrences will result in verbal counseling, written counseling, and/or suspension or termination of employment.

In the event that you are unable to come to work, be sure to call in and let the supervisor know, in advance where possible, but no later than your regular starting time, so that arrangements for other help can be made.

Vacation days must be scheduled at least 24 hours in advance except in cases of emergency.

Employees may be granted excused absences for sickness/illness when the appropriate person is notified prior to the start of work. Pre-scheduled medical/professional appointments (lawyers, clergy, counselors, etc.) or other compelling reasons, with prior supervisory approval, may also be considered as excused absences.

Absence of three or more consecutive scheduled working days without notifying the appropriate person will be considered as a voluntary termination, and you will be removed from the payroll.

Tardiness Policy

Employees are expected to be at the consumer's home on time. Being tardy for work or leaving the job station before quitting time will be considered cause for corrective action.

An individual who is late for work will be docked for the late time. An employee who is docked regularly will face disciplinary action.

The nature of our company's work requires that you attend regularly and report for duty as scheduled.

Failure to comply with these requirements seriously affects our capacity to care for consumers and unnecessarily burdens your fellow employees. Repeated violations will result in verbal counseling, written counseling, and/or suspension or termination of employment.

You should also notify your supervisor when you know you may be late for work. We keep a record of all your absences and tardiness. Also, instances of tardiness that average three (3)

times in six months is considered excessive. Excessive absenteeism or tardiness after counseling could result in termination of employment.

Any employee who is tardy without a justifiable reason will be subject to discipline up to and including termination.

Emergency and After Hours Guidelines

For Home Care Attendants, the Supervisor or Manager will contact the client about your expected tardiness or absence. In some instances, another member of staff may be required to go to the client's home.

When calling in late	Notify your Manager/Supervisor as soon as you know that you will be late.
When calling in absent	Notify your Manager/Supervisor as soon as possible. Let your Manager/Supervisor know the expected duration of your absence.
Excessive Tardiness/Absenteeism	A chronic pattern of absenteeism or tardiness will require Management/Supervisory action. A report will be retained in your personnel records.

Jury Duty

An employee may be granted unpaid leave to serve on a jury. Employees summoned for jury duty must provide the Administrator with proper notification.

Voting

St. Anthony's Home Health Care encourages all employees to vote in local, state, and national elections. It is preferred that you vote during non-working hours, where possible.

Personal Leave of Absence

Family and Medical Leave Act

The Family and Medical Leave Act is available to eligible employees for up to twelve (12) unpaid weeks per year.

Employee requests should be made at least thirty (30) days in advance of anticipated leave.

COMPLAINTS/GRIEVANCE POLICY

The purpose of this policy is to establish an internal process for employees to express and work towards resolving issues, with any employee of St Anthony's Home Healthcare Services, LLC, in a fair and timely manner.

Conflicts happen at work. While St Anthony's Home Healthcare Services, LLC strives towards facilitating a work environment that is conducive to productivity, teamwork, and civility, disagreements are inevitable. When conflict arises or an employee believes that he/she needs to document an issue for their chain of command to review, the employee may choose to resolve the dispute at the informal level by completing a filing a grievance with Human Resources. Employees are encouraged to meet and openly discuss the matter in order to understand divergent perspectives, explore alternatives, and attempt to arrive at a satisfactory resolution to the issue.

1. Report the grievance within ten (10) working days, in writing, to your immediate Manager.
2. The Manager shall review the grievance and meet with the employee within three (3) working days after receipt of the document. The Manager shall have fifteen (15) days after receipt of the complaint to resolve it.

If the problem(s) remain unresolved, the employee may contact the Office for Civil Rights, U.S. Department of Health and Human Services in Albuquerque at (505) 248-5201.

A separate file of all grievances, including the action taken, will be kept, in accordance with the state and federal laws governing them.

INJURY REPORTING/WORKERS' COMPENSATION POLICY

All employees are covered by workers' compensation insurance, which compensates an employee for lost time, medical expenses, and loss of life or dismemberment from an injury arising out of or in the course of work.

Employees must report any accident or injury immediately to his/her supervisor or Human Resources, so that the necessary paperwork can be completed to file the claim.

STANDARDS OF PRACTICE

Code of Ethics

1. I will always treat my clients with kindness and respect.
2. I will always arrive at the client's home on time, preferably 5 minutes before the start of my scheduled hours. I will call immediately if late and will notify the client 30 minutes before I leave asking if there's anything else to be done.
3. I will follow the Plan of Care each day for my client.
4. I will maintain a clean, safe and organized home for my client.
5. I will respect the clients by not taking, borrowing their property.
6. I will honor and protect the client's right to privacy, dignity and confidentiality, including their identity, address, and telephone number.
7. I will keep my religious beliefs, political choices, or personal issues private and likewise respect my client's beliefs.
8. I will not engage in financial transactions with the client.
9. I will not engage in inappropriate relationships with a client or family member.
10. As a professional caregiver, I will not abuse alcohol or illegal drugs while on the job.

Code of Conduct

Employees may be discharged without notice for violation of major rules and regulations such as:

1. Dishonesty.
2. Any unexcused absence that cannot be satisfactorily explained.
3. Failure to report to work for three (3) consecutive days without notifying your supervisor.
4. Intoxication, drinking, or possession of alcoholic beverages while on the job or on St Anthony's Home Healthcare Services, LLC premises.
5. Unauthorized use, possession, or willful misuse of drugs.
6. Failure to obey the reasonable instructions of a person in charge.
7. Falsifying personnel or other company records.
8. Fighting.
9. Disorderly or immoral conduct, on or off the job, may reflect badly on the organization's reputation.
10. Working off-the-clock.
11. Overstaying a leave of absence without approval.
12. Possession of illegal weapons while on St Anthony's Home Healthcare Services, LLC property.
13. Other conduct that threatens the safety or reputation of customers, visitors, employees of St Anthony's Home Healthcare Services, LLC.

There are other infractions for which disciplinary action other than discharge may be warranted. Recurring or flagrant instances may lead to termination. This list is not all inclusive. These infractions include:

1. Wasting time and loafing on the job.
2. Leaving your workstation (except for reasonable personal needs) without notifying your supervisor.
3. Engaging in horseplay.
4. Using profanity in the office.
5. Interfering with the rights of others.

Personal Business at Work Policy

The organization requests your cooperation in limiting out-going or in-coming personal telephone calls to an absolute minimum.

Collect calls will not be accepted except from authorized personnel as designated by the Business Office.

Except in cases of emergency, employees are not permitted to have personal outside visitors during working hours.

Interoffice communications (including e-mail) should not be used for social conversations with other employees.

Under no circumstances should company equipment (including duplicating and fax machines) be used for personal reasons without express permission.

To avoid the possibility of personal mail being lost or misdirected, and to insure privacy, employees are asked not to have their personal mail addressed to them at the organization.

Cell Phone Policy

We understand that employees have family members that they may keep in contact with while at work.

Keep phone use to a minimum and use only when absolutely necessary. Else, keep phone on vibrate.

Confidentiality Policy

You must not discuss any client's condition or personal affairs with anyone outside the company, unless authorized to do so. Do not pass on medical information to clients and visitors unless you have been instructed to do so by your Manager.

All information seen or heard regarding clients is completely confidential and is not to be discussed, even with family members. Your job as an employee requires that you govern yourself by high ethical standards.

Failure to recognize the importance of confidentiality is a breach of professional ethics, which can result in legal proceedings.

Information about clients or the agency is not to be given to media.

This is essential for protection of both the client and St. Anthony’s. There are very strict laws regarding the release of information concerning clients. All employees of St. Anthony’s are required to maintain confidentiality about patient health information in compliance with HIPAA Privacy Regulations and the agency Privacy Rule.

What patient health information must be protected?

Individually identifiable health information includes many common identifiers such as:

Name, Address, Birth Date, Social Security Number, Health Condition(s) and all other private information related to a patient’s condition such as circumstances, and personal information about patients including your work with the patient.

Refer to the chart below of job titles and areas of privacy to be protected

	Timesheets	Paper Files	Electronic Files	Computer Screens	Word of Mouth/Oral	Home Visits/ Personal Services
Home Health Aides/Caregivers	✓	✓	✓	✓	✓	✓
Office Staff	✓	✓	✓	✓	✓	✓
Supervisors	✓	✓	✓	✓	✓	✓
Nurses	✓	✓	✓	✓	✓	✓
Contract Workers	✓	✓	✓	✓	✓	✓

Time Sheets – Must be kept in a protected folder/file while driving or in the employee’s home in a locked drawer so that others are not able to see the client’s personal information.

Cell phones/Tablets – If the caregiver is using a cell phone or tablet to record Time and Attendance, ALL Client information Must be kept confidential. **This includes any accidental or incidental information that caregivers may see on tablets.** Others MUST NOT be able to see the client’s personal information. **All information must be treated as confidential**

Paper Files – Client information must be protected while employees are working on administrative tasks during work hours. Keep files/folders closed when in the presence of other employees or visiting clients.

Electronic Files – Must not be transmitted to unauthorized personnel. Before transmitting any client information, check with your supervisor or manager. All Faxes must be marked “CONFIDENTIAL”.

Computer Screens – Information on computer screens are to be guarded from public view, preferably, with screen protectors.

Home Visits/Personal Services – Take precautions to avoid sharing client’s address. Do not bring unauthorized people to the home of your client. This includes being picked up or dropped off by friends or relatives.

Each supervisor has been given a briefcase in which home visit reports are to be kept.

Word of Mouth/Oral – Employees must not reveal or discuss client’s health information with other people. This includes their name, address, phone number, state of patient health conditions, any health or circumstances or services you provide.

What do I do if a client’s privacy has been violated? Notify your supervisor immediately.

Conflict of Interest Policy

Employees have a duty to avoid business, financial or other interests or relationships that conflict with the interests of the Company or that divide the employee’s loyalty to the Company. Any activity that even appears to present a conflict must be avoided or terminated unless management determines the activity is not harmful to the Company or otherwise improper.

These activities may present a conflict of interest:

- Ownership or an interest in a competitor or a business the Company has, or is contemplating, a relationship with, either directly or indirectly.
- Profiting or helping others to profit from confidential information or business opportunities that are available because of employment with the Company.
- Providing a service to a competitor, a proposed or present supplier or customer.
- Soliciting or accepting gifts, payments, loans, services or any form of compensation from suppliers, customers, competitors or others seeking to do business with the Company. Customary social amenities of modest value associated with legitimate business relationships are permissible. All business dealings must be at arm’s length and free of any favorable treatment resulting from the personal interest of an employee.
- Influencing or attempting to influence a business transaction between the Company and another entity in which an employee has a direct or indirect financial interest or acts as a director, officer, employee, partner, agent or consultant.
- Buying or selling securities of any other company using non-public information obtained in the performance of an employee’s duties, or providing such information to others.

Disclosure is Key

To ensure that our employees have every opportunity to avoid conflicts of interest, we have clear guidelines regarding disclosure. Each employee is obligated to disclose his or her own conflict of interest or any appearance of a conflict of interest. We encourage employees who may have questions about a situation to disclose the pertinent details, preferably in writing, to their supervisor. Supervisors are responsible for arriving at a decision after consulting with the appropriate higher level of management.

Electronic Communications Policy

The Company is concerned with protecting its confidential and proprietary information and avoiding misuse of its electronic information systems. In light of these concerns, the Company has adopted the following policy on electronic communications. All employees are expected to comply with this policy and to indicate their agreement to comply by signing below.

1. The Company maintains computers (including software, hardware, laptops, and network systems), Internet and e-mail systems, and telephone, facsimile, and voice mail systems for business purposes, and their use should be limited to business purposes, except as expressly allowed below. All such systems and equipment are the property of the Company. For purposes of this Policy, such systems and equipment are collectively referred to as "electronic information systems."
2. The Company reserves the right to access, monitor, and disclose communications and information stored in, transmitted from, or received by any part of its electronic information systems, at the Company's discretion and without notice. The Company intends to access, monitor, and disclose such communications and information only for business purposes, such as protecting proprietary or confidential information, evaluating productivity, preventing misuse of the systems, investigating illegal or unethical conduct, correcting system problems, and assuring compliance with this Policy. However, the contents of all communications and all information on the systems, including e-mail and voice mail messages, are subject to review and use by authorized Company representatives and by third parties (including law enforcement officials) as the Company, in its discretion, deems necessary or appropriate.
3. Employees should not expect privacy in using the Company's electronic information systems. This applies to all aspects of the Company's electronic information systems, including (but not limited to) stored e-mail and voice mail messages and all data and work products created or stored on company computers. All passwords and access codes are the Company's property and must be known to the Company before use. Employees' use of passwords and access codes does not confer or imply privacy rights. Employees should be aware that even deleted messages can be retrieved.
4. Misuse of the Company's electronic information systems is prohibited and may, in the Company's discretion, result in disciplinary action, up to and including termination.

Misuse includes, but is not limited to, the following kinds of conduct:

- using the Company's electronic information systems for:
 - illegal purposes
 - soliciting others for commercial, political, religious, or other purposes not related to work
 - job hunting
 - personal use (other than occasional, brief, and appropriate use approved by a supervisor)
 - downloading, displaying, transmitting, printing, or storing any offensive, obscene, or threatening material
 - making, sending, or forwarding discriminatory, harassing, fraudulent, defamatory, threatening or otherwise improper communications intended as humor
 - participating in online chatrooms, playing games, instant messaging (unless work-related), keeping personal journals ("blogging"), sending non-work-related mass mailings, sending chain letters, intentionally introducing viruses or damaging files, or otherwise making wasteful or disruptive use of the Company's electronic information systems
 - loading unauthorized or unlicensed software onto the Company's electronic information systems
 - distributing, downloading, or printing copyrighted materials in violation of copyright laws

Dress Code

The way you look, dress and act is vitally important to your organization. Due to the company's frequent interaction with the public, standards of personal appearance and personal apparel have been determined. A clean, neat appearance is expected of you.

Employees' attire while on our premises is to be appropriate to the extent that no distracting or disruptive attention or reaction on the part of others is anticipated or caused.

Both male and female employees should choose clothing and hair styles suitable for business. Blue jeans, jumpsuits, halter tops or midriffs are not appropriate attire. For safety reasons, extremely high-heeled shoes are not allowed. Instead, comfortable low-heeled shoes are recommended. Hose and socks should be worn, flip flops and sandals will not be allowed. Body adornments that in any way diminish the effectiveness of the employee's role are not permitted.

To create a favorable impression, one must be well groomed at all times. Body odor, bad breath, cigarette smoke and excessive use of perfume or cologne are offensive to coworkers

and to the public. Please take the necessary precautions with regular bathing, unscented deodorants and good dental hygiene.

Discretion in style of dress is essential to the efficient operation and superior reputation of St. Anthony's Home Health Care. Employees are expected to dress appropriately and to behave in a professional manner. Use good judgment in your choice of work clothes and remember to conduct yourself at all times in a professional manner.

Dress Code Basics

Regardless of whether you are a receptionist, teacher or doctor, your choice of clothing must be appropriate for the workplace. For both men and women, the clothing should not be revealing.

At St. Anthony's, we prefer our employees to wear scrubs.

If you DO NOT have scrubs:

Females must wear slacks/jeans/skirts/dresses /conservative tops

Males should wear slacks/jeans and dress shirts/conservative tops.

Clothes must always be clean. At no time, clothes must have prints, holes.

Footwear

Wearing the correct shoe, is also a matter of safety. Do not wear sandals, or flip-flops. Open-toed shoes are not permitted, as you may come in contact with blood or urine.

In addition, chemical compounds, such as bleach, may burn or irritate the skin.

Accessories and Grooming

Wear as few accessories as possible. Earrings, necklaces, bracelets may impede the employee's work or catch on a client. If you wear earrings, they should be tiny or studs.

We discourage uncovered tattoos. If the tattoo is in a visible area, such as the arm or leg, cover it by wearing long sleeves or pants, or apply makeup to cover the tattoo

We discourage visible body piercings, such as tongue or facial piercings.

Men and women must be neat at all times. They must have short and neatly groomed nails.

Long nails may interfere with client care.

Women should wear neutral colors of makeup, and minimize or avoid perfume, as some clients may be allergic.

Things to Avoid

Chandelier earrings, T-shirts, stiletto heels, visible undergarments.

SAFETY AND HEALTH

We strive to provide a safe and healthy working environment.

We make every effort to comply with all relevant state and federal occupational health and safety laws. We develop and maintain the most feasible operations, procedures, technologies, and programs conducive to such an environment.

Our policy is aimed at minimizing the exposure of our employees and clients to health or safety risks. To accomplish this, we look to each of you to work to maintain safe and healthful working conditions, while adhering to proper operating practices and procedures that can prevent injuries and illnesses.

We suggest:

- Exercise maximum care and good judgment at all times to prevent accidents and injuries.
- Seek first aid for all injuries, regardless how slight. Report injury within ten (10) working days to Manager. Immediate attention to an injury often prevents it from developing into a serious injury.
- Report unsafe conditions, equipment or practices to Management personnel. Proper action will be taken.
- Observe safety rules and regulations at all times.

The safety Rules Contained in this section have been prepared to protect you in your daily work. Employees are to follow these rules, review them often and use good common sense in carrying out assigned duties.

Lifting Procedures

1. Plan the move before lifting; remove obstructions from your chosen pathway.
2. Test the weight of the load before lifting by pushing the load along its resting surface.
3. If the load is too heavy or bulky, use lifting and carrying aids such as hand trucks, dollies, pallet jacks carts, or get assistance from a co-worker.
4. If assistance is required to perform a lift, coordinate and communicate your movements with those of your co-worker.
5. Position your feet 6 to 12 inches apart with one foot slightly on front of the other.
6. Face the load.
7. Bend at the knees, not at the back.
8. Keep our back straight.
9. Get a firm grip on the object with your hands and fingers. Use handles when present.
10. Never lift anything if your hands are greasy or wet.

11. Wear protective gloves when lifting objects with sharp corner or jagged edges.
12. Hold objects as close to your body as possible.
13. Perform lifting movements smoothly and gradually; do not jerk the load.
14. If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Do not twist at the waist.
15. Set down objects in the same manner as you picked them up, except in reverse.
16. Do not lift an object from the floor to a level above your waist in one motion. Set the load down on a table or bench and then adjust your grip before lifting it higher.
17. Slide materials to the end of the tailgate before attempting to lift them off of a pick-up truck. Do not lift over the walls or tailgate of the truck bed.

Housekeeping

1. Do not place material such as boxes or trash in walkways and passageways.
2. Sweep up shavings from around equipment such as drill presses, lathes or planers by using a broom and dustpan.
3. Mop up water in kitchen or bath immediately.
4. Do not store or leave items on stairways.
5. Straighten or remove rugs and mats that do not lie flat on the floor.
6. Use caution on slippery areas such as freshly mopped floors.
7. Clean up spills or leaks immediately by using a paper towel, rag or a mop and bucket.

Office Safety

1. Do not throw matches, cigarettes or other smoking materials into trash baskets.
2. Keep doors in hallways fully open or fully closed.
3. Turn off and unplug office machines before adjusting or cleaning them.
4. Do not use fans that have an excessive vibration, frayed cords or missing guards.
5. Do not place floor type fans in walkways, aisles or doorways.
6. Use handrails when ascending or descending stairs or ramps.
7. Obey all posted safety and danger signs.

8. Do not use frayed, cut or cracked electrical cords. Close drawers and doors immediately after use.
9. Put heavy files in the bottom drawers of file cabinets.
10. Open one file cabinet drawer at a time.
11. Use the handles when closing doors, drawers and files.
12. Do not stand on furniture to reach high places.
13. Use ladder or step stool to retrieve or store items that are located above your head.
14. Do not kick objects out of your pathway; pick them up out of the way.
15. Store sharp object, such as pens, pencils, letter openers or scissors in drawers or with the points down in the container.
16. Keep floors clear of items such as paper clips, pencils, tacks or staples.
17. Do not tilt the chair you are sitting in on its back **two legs**.
18. Carry pencils, scissors and other sharp objects with the points down.
19. Position hands and fingers down on the blade.
20. Keep the paper cutter handle in the closed/locked position when it is not in use.
21. Do not use paper-cutting devices if the finger guard is missing.
22. Keep fingers away from the ejector slot when loading stapling devices.
23. Point the ejector slot away from yourself and bystanders when refilling staplers.
24. Use staple remover, not your fingers, for removing staples.
25. Do not use extension or power cords that have the ground prong removed or broken off.
26. Use cord cover or tape the cord down when running electrical or other cords across isles, between desks or across entrances/exits.
27. Do not place your fingers in or near the feed of paper shredder.
28. Do not connect multiple electric devices into single outlet.
29. Do not run on stairs or take more than one step at a time.
30. Do not jump from ramps, platforms, Ladders or step stools.

Personal Protective Equipment

1. **Always** Use gloves when assisting client with personal care.

Hazardous Materials

1. Follow the safe handling instructions listed in the label of the container and in the corresponding Material Safety Data Sheet (MSDS) for each chemical product used in your workplace.
2. Use personal protective clothing or equipment such as neoprene gloves, rubber boots, shoe covers, rubber aprons, and protective eyewear, when using chemicals labeled "Flammable", "Corrosive", "Caustic" or "Poisonous".
3. Do not use protective clothing or equipment that has split seams, pin holes, cuts, tears or other signs of visible damage.
4. Each time you use your gloves, wash your gloves before removing them using cold tap water and normal hand washing motion. Always wash your hands after removing the gloves.
5. Do not smoke while handling chemicals labeled "Flammable".
6. Do not store chemicals labeled "Flammable" near sources of ignition such as space heaters and sparking tools.
7. Do not handle or load any containers of chemicals if their containers are cracked or leaking.

Ladders and Step ladders

1. Read and follow the manufacturer's instructions label affixed to the ladder if you are unsure how to use the ladder.
2. Do not use ladders that have loose rungs, cracked or split side rails, missing rubber footpads, or are otherwise visibly damaged.
3. Keep ladder rungs clean and free of grease. Remove buildup of material such as dirt or mud.
4. Do not use metal ladder on rooftops or within 50 feet of electrical power lines.
5. Do not place ladders in a passageway or doorway without posting warning signs or cones that detour pedestrian traffic away from the ladder. Lock the doorway that you are blocking and post the sign-"Detour".
6. Allow only one person on the ladder at a time.
7. Face the ladder when climbing up or down.
8. Maintain a three point contact by keeping both hands and one foot or both feet and one hand on the ladder at all times when climbing up or down.
9. When performing work from a ladder face the ladder and do not lean backward or sideways from the ladder.
10. Do not stand at the top rungs of any ladder.
11. Do not stand on a ladder that wobbles, or that leans on to the left or right.
12. When using a ladder, extend the top of the ladder at least 3 feet above the edge of the landing.
13. Secure the ladder in place by having another employee hold it.
14. Do not move a rolling ladder while someone is on it
15. Do not place ladders on barrels, boxes, loose bricks, pails, concrete blocks or other unstable bases.
16. Do not carry items in your hands while climbing up or down a ladder.
17. Do not try to "walk" a ladder by rocking it. Climb down the ladder, and then move it .
18. Do not use ladder as a horizontal platform.
19. Do not leave tools on the steps of a ladder.

Electrical Powered Tools

1. Do not use power equipment or tools on which you have not been trained.
2. Never operate electrical equipment barefooted. Wear rubber-soled or insulated work boots.
3. Keep power cords away from path of vacuum cleaners, floor polishers, and knives.
4. Do not use cords that have splices, exposed wires or cracked or frayed ends.
5. Do not carry plugged in equipment or tools with your finger on the switch.
6. Do not carry equipment or tools by cord.
7. Disconnect the tool from the outlet by pulling on the plug, not the cord.
8. Turn the tool off before plugging it or unplugging it.
9. Do not leave tools that are "ON" unattended.
10. Do not stand in water or on wet surfaces when operating power hand tools or portable electrical appliances.
11. Turn off electrical tools and disconnect the power source from the outlet sending out of repair. Tag the tool "Out of Service".
12. Do not operate power hand tools or portable appliances while holding a part of the metal casing Hold all portable power tools by the plastic handgrip or other nonconductive areas designed for gripping purposes.
13. Do not remove the ground prong from electrical cords.
14. Do not use an adapter such as a cheater plug that eliminate the ground.
15. Do not connect multiple electrical appliances/tools into a single outlet.
16. Do not run extension cords through doorways, through holes in ceilings, walls or floors.
17. Do not drive over, drag, step on or place objects on a cord.

Vehicle/Driving Safety

1. Shut all doors and fasten your seat belt before moving vehicle.
2. Obey all traffic patterns and signs at all times.
3. Do not drive on the road shoulders.
4. Use side and rearview mirrors before making lane changes, turns and sudden stops.
5. Only employer authorized personnel may operate open any company vehicles.
6. Do not operate a vehicle if you are ill or fatigued.
7. Do not operate a vehicle if you are taking any medications whose container label indicates that the medication may cause drowsiness or other side effects.
8. Turn the vehicle off before fueling.
9. Do not smoke while fueling a vehicle.
10. Wash hands with soap and water if you spill gasoline on your hands.
11. DO NOT TEXT WHILE DRIVING

Seat Belt Policy

Organization safety standards require all employees to use seat belts and shoulder restraints (if available) whenever they operate a vehicle on organization business. Standards also provide that the driver is responsible for seeing that all passengers in front or rear seats are buckled up.

Drivers and passengers shall use seat belts and shoulder harnesses, where provided, in company vehicles whenever the vehicle is in motion.

Cell Phone Usage Policy

DO NOT TEXT WHILE DRIVING

Place phone on vibrate when you are with consumer.

Sexual Harassment Policy

St Anthony's Home Healthcare Services, LLC will not tolerate sexual harassment in the workplace. No employee—either male or female—should be subject to unwelcome verbal or physical conduct that is sexual in nature or that shows hostility to the employee because of the employee's gender. Sexual harassment refers to behavior that is not welcome, that is personally offensive, that debilitates morale, and that, therefore, interferes with work effectiveness.

Violations of this policy may result in disciplinary action up to and including dismissal.

St Anthony's Home Healthcare Services, LLC has a policy of zero tolerance for sexual harassment during work, during business involving the employer, or while on employer property by any employee (including supervisors and managers) or by any non-employee (including customers, visitors, and independent contractors).

Sexual harassment refers to behavior of a sexual nature that is unwelcome and personally offensive to its recipient. We will not tolerate such conduct by any employee, client, or client family member.

Sexually harassing behavior may include, but is not limited to:

- Unwelcome flirtation, advances, propositions, suggestions or persistent request for dates
- Jokes, epithets, slurs or remarks of a sexual nature
- Lewd language
- Sexually oriented propositions, put-downs, innuendos, cornering or double entendres
- Suggestive or obscene behavior
- Displaying sexually suggestive objects, pictures, magazines, or cartoons.
- Unwelcome eye contact or unwelcome physical contact that may be offensive.

Anyone who believes that he or she has been the subject of sexual harassment, should

immediately report the incident to his or her Manager.

EMPLOYEE BENEFITS

Dental

Life Insurance

Long- and Short-term Disability Policies

Generally, disability leaves are granted with pay provided through an insurance plan, and without loss of credit for the employee's length of service for short-term disability.

You must contact the Colonial Life Plan administrator for plan details.

The following should be useful in giving you a sense of how a disability policy is structured and the types of issues you'll need to discuss with your insurer.

St Anthony's Home Healthcare Services, LLC provides a Short-Term Disability Program available to eligible full-time regular employees as approved by St Anthony's Home Healthcare Services, LLC designed to assist those regular employees unable to work due to extended illness or disability lasting up to six months.

All regular employees with more 90 days of continuous service based on date of employment as a regular employee are eligible for consideration of Short-Term Disability benefits.

Short-Term Disability benefits must be approved before benefits are paid. The fact that an employee presents a doctor's certificate indicating an illness/disability does not in and of itself establish eligibility for Short-Term Disability benefits.

Short-Term disability benefits start on the date of the doctor's certificate or the first day of the disability period as indicated by the effective date of the doctor's certificate, whichever is sooner.

Policy for the Employee Assistance Program

The management of is concerned with how employees' personal problems affect them both as people and as employees. This policy applies to all employees, regardless of their job titles or duties.

All levels of management are responsible for using this program where necessary to help in resolving job performance problems caused by employee personal problems.

The program is available to employees on a self-referral basis. Employees who have personal problems that can benefit from assistance are encouraged to use the program.

Participating in the Employee Assistance Program will not jeopardize an employee's job security, opportunity for promotion, or reputation.

All program records and discussions of personal problems are confidential. These records are kept by a third-party, and will not become part of an employee's personnel file.

Employees are encouraged to seek help in determining whether their personal problems are affecting their performance on the job. If job performance problems are corrected, no action will be taken against them. If job performance problems continue, the employee will be subject to the usual disciplinary measures.

Lactation Support Policy

Office Staff Only:

We recognize the health and emotional advantages of breastfeeding for mothers and infants. St Anthony's Home Healthcare Services, LLC will strive to offer support and flexibility to nursing mothers who to express their breast milk during work hours, while still allowing them to maintain proper focus on the performance of their duties and/or studies.

1. Request for Time Off to Express Milk

Employees should provide reasonable notice to their supervisor of the intent to take lactation breaks. Supervisors should attempt to provide as much schedule flexibility and break time as reasonably possible to accommodate the employee's needs. Employees must give notice of breaks to supervisors and are required to provide notice to their supervisor when time for expressing breast milk is no longer required.

2. Reasonable Break Times

a. Any employee who is breastfeeding her child will be provided reasonable break times to express milk for her newborn up to one year after the child's birth. The number of breaks needed to express milk may depend on numerous factors such as the number of feedings and age of the child. A nursing mother will typically need two to three breaks during an eight hour period; however, more reasonable break times may be necessary.

b. Lactation breaks may be taken during existing break periods as designated by the employee's department. Lunch breaks may be shortened to account for a morning and an afternoon lactation break. If the employee uses time other than a regularly scheduled break time or if the employee's department does not have designated break times, then the employee will be required to either: (1) make up that time during the same work day; (2) use vacation leave; or (3) take leave without pay for that period of time. Subject employees may also arrive at work earlier than the regular starting time or leave later than the regular departure time to account for lactation breaks.

3. Lactation Locations

Employees may use one of our private offices as a lactation room.

4. Storage of Breast Milk

St Anthony's Home Healthcare Services, LLC is not responsible for the integrity or security of breast milk stored in any refrigerator in our offices. Nursing mothers may use company's refrigerators or may bring personal coolers to store breast milk.

Employees must provide their own containers for storage of expressed milk while on campus. Employees should check with supervisors to determine if there is a refrigerator available near their work area where breast milk may be stored. If there is no refrigerator available, employees must provide their own means to store and keep the milk cool, such as a cooler bag.

RECEIPT OF EMPLOYEE HANDBOOK, ONLINE ACCESS TO HANDBOOK AND DISCLAIMER.

We have prepared this handbook as a guide for policies, benefits and general information which should assist you during your employment. However, neither this handbook, nor any other organization communication or practice, creates an employment contract. The organization reserves the right to make changes in content or application of its policies as it deems appropriate, and these changes may be implemented even if they have not been communicated, reprinted or substituted in this handbook. It is also understood that nothing in this handbook or any other policy or communication changes the fact that employment is at-will for an indefinite period unless terminated at any time by you or the organization.

I understand that no employee or representative of the organization, other than the President, has any authority to enter into an employment contract or to change the at-will employment relationship, or to make any agreement contrary to the foregoing. I acknowledge receipt of the employee handbook, and understand that my continued employment constitutes acceptance of any changes that may be made in content or application of the handbook.

Signature:

Date: