



**GUARDIAN CARE ADVISORS, INC.**

**DBA**

**GRISWOLD HOME CARE OF WINSTON-  
SALEM**

**CAREGIVER HANDBOOK**

**GRISWOLD HOME CARE CAREGIVER HANDBOOK (Version 9-20-2022)**



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*The Way We Work*

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## Our Values, Mission and History

At the heart of everything we do is our values and mission. The foundational values that we believe are essential to our success are as follows:

Servant Leadership to our clients and each other. No matter the position on the organizational chart we are all here to support each other and our clients. Leadership can be demonstrated anywhere by drawing out the best in ourselves and others and taking responsibility.

Integrity in all that we do

Respect for each other and those we serve

Proactivity: in seeking to understand and fulfil client needs, fulfil work requirements, stay informed, head off potential problems, and keep colleagues and supervisors updated on important changes or events

Compassionate Service. We always support each other, our clients, and their families.

Excellence: We will strive to exceed the expectations of our team members, clients, and their families. We will pursue quality improvement daily and are committed to exceeding the requirements of all regulations defining our business.

Exceptional Care for our clients and their families. We go the extra mile every day.

Financial Stewardship. We will run this business in a sustainable manner with the goal of providing the best opportunities for our team members and the highest quality of service for our clients and their families.

Open Communication. We commit ourselves to everyone having a voice at the table to insure we do the right things every day.



Teamwork. It takes a team to be successful. Each of us has the best interest of those we work with or serve at all times.

Accountability. We hold each other accountable to these values.

If values represent who we are then mission represents what we do and how we seek to do it. When we started Guardian Care Advisors, Inc. in 2012 we saw both a need and an opportunity to create a company that could address the ever-changing needs for up-to-date, customizable services for the elderly and physically challenged people in our community. Out of that vision we built the following statement of purpose:

***“Our mission is to offer superior caregiving services to others in a professional, compassionate, timely and innovative manner.”***

The first step in building this kind of comprehensive strategy was to purchase a proven franchise in the field of home care. Griswold Home Care was founded by Jean Griswold from her home in Erdenheim, PA in 1982. What began as a response to a personal tragedy in her life has grown into a mission shared by over 140 franchisees throughout the United States—serving more than 80,000 individuals and their families.

Griswold’s basic home care philosophy is to place only highly qualified and uniquely suited Care Givers for each situation we serve. For over thirty years they have operated by the motto: *“We only place the kind of people in your home that we would have in ours.”* This company’s values, vision, mission and proven performance was a good fit for us so we purchased a local franchise in 2012.

You are now an integral part of an expanding business. Every person, doing their best enables us to build a company that blesses both our clients and our employees.

## Understanding This Handbook

Use this book as a guide and information source. This handbook supersedes any previous employee policy or practice.

WHILE GRISWOLD HOMECARE WINSTON-SALEM, (referred to now throughout this document as The Company or Company) ENDEAVORS TO LET EMPLOYEES KNOW OF ANY POLICY CHANGE IN A TIMELY MANNER, THE COMPANY RESERVES THE RIGHT TO



MODIFY ANY POLICY AND/OR PROCEDURE AT ANY TIME WITHOUT PRIOR NOTIFICATION.

FUTHERMORE, OUR COMPANY IS AN AT-WILL-EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THE STAFF MEMBER HANDBOOK, EITHER YOU OR THE COMPANY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS HANDBOOK OR ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT WILL. NO OFFICER, STAFF MEMBER, OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT – EXPRESSED OR IMPLIED – WITH ANY STAFF MEMBER FOR EMPLOYMENT FOR A SPECIFIC PERIOD OF TIME UNLESS SUCH AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE OWNER OF THE COMPANY.

The benefits, rules and practices described in this handbook are general pronouncements of current Company rules and policy, and are not to be construed as being or creating any terms or conditions of an employment contract expressed or implied.

Each employee will be informed of additions and changes to the handbook and it is the individual's responsibility to keep his/her handbook current.

THIS HANDBOOK is the property of the Company. It is not to be used, duplicated, or otherwise distributed to anyone other than the Company's employees.

## Equal Employment Opportunity

Griswold Homecare of Winston-Salem, (Guardian Care Advisors, Inc. d/b/a) an Equal Opportunity Employer. Title VII of the Civil Rights Act of 1964 (amended in 1991) prohibits employment discrimination based on race, religion, national origin, sex, age, marital status, genetic information, sexual orientation, citizenship, disability and other personal characteristics covered by the law. We are committed to the rights of the employees.

If an employee believes that he/she has been subject to discriminatory harassment by a coworker, manager, supervisor, volunteer, client, or vendor, or by anyone else during the course of their employment it must be immediately reported to their immediate supervisor, or the Personnel Administrator, or any officer of the Company. Retaliation against an employee by any person under Company control



for opposing such harassment, for filing a bona fide complaint of discriminatory harassment or for providing information in good faith regarding another employee's complaint will not be tolerated.

## Americans with Disabilities Act (ADA)

Our Company is firmly committed to the Americans with Disabilities Act and other federal and state legislation designed to ensure equal employment opportunities to persons with disabilities. The Company prohibits discrimination on the basis of disability in regard to all employment practices or terms, conditions and privileges of employment. Consistent with this physical and applicable law, the Company will provide reasonable accommodation to the known physical or mental limitations of qualified applicants or employees, unless to do so would cause an undue hardship on the operation of its business.

## Staff Member's Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all of our employees. Our practice is to treat each employee as an individual within the overall boundaries of our existing policies and procedures

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. To insure this we encourage open and respectful communication so that problems may resolved quickly. Because of this we will not tolerate disrespectful treatment of fellow employees or our clients. We believe that most difficult situations can be handled with sufficient information and thoughtful dialogue.

## Complaints and Gossip

If a caregiver has a complaint against another staff member the complaint should be relayed to The Office Staff: Administrator, Assistant Director, Care Coordinator, or Nurse Supervisor. The Office staff will then take action to resolve the complaint. This may include a meeting between the caregivers. Complaints against another caregiver should not be voiced to other caregivers or with clients served by The Company.





Caregivers with minor grievances against another staff member are encouraged to resolve it directly with the other person; provided the conversation is calm, kind, constructive, considerate, and has the goal of improving the relationship.

If clients complain about The Company, please encourage them to contact the office so the complaint can be resolved. Please advise the Office Staff of the nature of the client complaint. Caregivers do not need to, and often times should not, defend the Company to the client. The caregiver should never join the client or another caregiver in criticizing the Company.

If a caregiver has a complaint against the Company the caregiver should come to the Company with the complaint. The Company is always willing to receive constructive criticism and values the opportunity to work through any complaints with the caregiver. If the caregiver voices a complaint with the Office Staff and feels the issue has not been resolved satisfactorily, the caregiver should make direct contact with the Administrator/Owner of the Company.

Gossip in any form is not desirable and tends to create an unpleasant and unproductive work environment. We ask all employees to avoid gossip. Employees who are regular instigators of gossip will be subject to company disciplinary action.

## No Harassment

It is the policy of the company to maintain a work environment free of all forms of harassment, including sexual harassment. Harassment, either intentional or unintentional, has no place in the work related activities. Accordingly, the company will not tolerate any form of harassment of or by any employee, vendor, customer, or other company contact. Any employee who engages in action or conduct constituting harassment will be subject to disciplinary action up to and including termination. An employee will not be affected adversely as a result of making a complaint in good faith or cooperating in an investigation.

### *1. Definition*

Harassment includes, but is not limited to, offensive language jokes, gestures other verbal, graphic or physical conduct which interferes with job performance or would make a reasonable person uncomfortable in the work environment or during outside work-related activities. This conduct may relate to, but is not limited to, a person's race, color, creed, national origin, age, religion, sex, disability, veteran status, marital



status, or citizenship status. Sexual harassment, either opposite sex or same, is prohibited.

## 2. *Responsibility and Procedure*

Any person who believes that he or she is being harassed or has knowledge of harassing conduct is responsible for reporting the incident and facts to their supervisor. If an employee cannot go to his/her supervisor, or prefers not to, he/she can report any complaint or incident to any member of Management. Following a report of harassment, a review and confidential investigation of the alleged incident will be conducted, and appropriate corrective action will be taken by the Director. The company has an open door policy and encourages each employee to utilize it as necessary. Contact any member of Management should you have any problems or questions with the policy.

## Categories of Employment

Full-time and part-time regular staff members are on an introductory period during their first 90 days of employment.

During this time, you will be able to determine if your new job is suitable for you and your supervisor will have an opportunity to evaluate your work performance. Satisfactory completion of the introductory period does not alter the at-will employment status. The following are the basic employment categories:

### 1. *Full-Time Caregivers:*

Full-time caregivers are hired explicitly to work at least 30 hours per week. The Company guarantees that it will provide at least 30 hours of work opportunity to the caregiver weekly. If a caregiver declines an assignment, refuses the work, or is unable to work due to illness or emergency the Company's obligation to provide hours will be considered satisfied. Caregivers refusing the provided work schedule will be reclassified as part-time caregivers. Full time caregivers will be offered any benefits the Company is required to offer full time employees by the Affordable Care Act. A list of benefits available to full time caregivers is maintained separate from the handbook and is available upon request. In the event of reduction in demand; the Company may, at its sole discretion, reclassify Full-time caregivers to Part-time



caregivers by providing notice (verbal or written) 5 calendar days in advance. Reclassification would only impact health insurance as allowed by regulations.

## 2. *Part- Time Caregivers:*

Part-time caregivers are hired with no guaranteed minimum hours of work. Part-time Caregivers that are not available to work at least 16 hours weekly may be moved to inactive status at the Company's discretion. Part-time Caregivers may work more the 30 hours weekly but this does not reclassify them as Full-time caregivers. Only an officially accepted Full-time job offer or working an average of full time hours during the companies measurement period may reclassify a Part-time caregiver to Full-time status. Part- time employees are not entitled to any company benefits except Social Security, Unemployment, Worker's Compensation benefits, and the Company telemedicine program after 2 months of active employment.

## 4. *Temporary Caregivers:*

Temporary employees are hired with the understanding that their employment will not continue beyond a stated date or beyond completion of a specified project or projects generally not to exceed one (1) year. They are not eligible for any benefits except holiday pay and those required by law. All employees of Griswold Home Care, whether full-time, part-time or temporary are employed at-will.

Fair Labor Standards Act defines Exempt and Non-Exempt employees. Non-Exempt Employees must be paid overtime and may not be paid less than minimum wage. Exempt employees do not fall under these rules. All caregiver positions are Non-Exempt.

## Minimum Hours to Remain Active

Employees are required 16 hours of work per week and 2 weekend shifts per month in order to remain active with our company. If an employee is unable to commit to 16 hours of work per week and the 2 weekend shifts per month the company has the right to move that caregiver to the inactive roster until they are able to commit to 16 hours per week.

Caregivers who remain inactive for 3 months without an approved leave of absence will be considered to have voluntarily surrendered their position and will be discharged from our staff. A caregiver may, at The Company's sole discretion, be



brought back to active status from the inactive roster within 6 months of being made inactive. If more than 6 months have passed the caregiver would be required to re-apply in order to return to work.

### Driver's License/Driving Record

Staff members in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain a valid driver's license and acceptable driving record to our insurer. Changes in your driving record must be reported to your supervisor immediately. The employee must also give proof of car insurance before they can serve a client where transportation is required. Violations of this policy may result in immediate termination of your employment.

### Certification, Licensing and Other Requirements

You will be informed by your supervisor or our software monitoring system if there are any licensing, certification or testing requirements for your job. Failure to qualify or to maintain a certification or license may be sufficient cause for discharge or temporary suspension.

### Work Week and Pay Period

Our company's work week is Saturday 12:00am through Friday 11:59pm. A pay period is comprised of two work weeks. This means that for payroll purposes overnight shifts are split between two different work days and overnight shifts starting on the Friday ending the pay period will be split between two pay periods

### Scheduling Work

The company is committed to building a schedule for caregivers that fits well with other elements of their lives while meeting the needs of our clients. While we make every effort to accommodate caregiver's other commitments and preferences, we periodically have to call on caregivers to work shifts that are not convenient. In these situations caregivers are expected to take their scheduled shifts unless there are special extenuating circumstances. Full Time caregivers can expect to be required to work at least every other weekend if needed.





All scheduling changes and concerns MUST be handled through the office staff. Caregivers may not make changes to the schedule directly with clients, clients family, or other caregivers. If a client begins a scheduling conversation with a caregiver the caregiver should remind the client that any schedule changes must be handled through the office.

Caregivers are not to swap shifts or find their own replacements independently if they are sick or need time off. While we do appreciate the pro-active attitude this displays there have been many situations in which this practice caused significant problems and we must therefore prohibit it. Instead, please call the office and make your suggestion for a swap or replacement.

### Schedule Submission/Providing Availability, Requesting Time Off

In order for the company to provide satisfactory service to both our clients and caregivers, it is essential that we be able to build a reliable schedule. In order to do this caregivers must provide the office with their schedule a few weeks in advance so that we can accommodate outside work and other important commitments. Schedule submission is so critical to business operations that it is a requirement to remain an employee in good standing. Failure to follow the schedule submission protocol will result in disciplinary action. If your schedule changes after submission send an updated schedule immediately or call the office to prevent scheduling conflicts.

Availability must be submitted every 2 weeks. Schedule submission must be in writing for accuracy and documentation. The acceptable methods for submitting the schedule are:

- Emailing schedule to the office
- Texting
- Physically mailing a written schedule to the office
- Coming to the office in person with a written schedule

Your availability should note when you are able to work. Before completing your availability please carefully review other obligations or important activities such as:

- Hours you are working at other jobs



- Classes if you are in school
- Doctor Appointments
- Scheduled obligations to other organizations (churches, PTA, charities, etc.)
- Scheduled family care obligations
- Requests for time off
- Other important commitments

Personal time off should be requested on the schedule submission or in a separate written request at least two weeks in advance. The office has no obligation to honor time off requests submitted less than 2 weeks in advance. We try to honor time off requests but occasionally have to deny them in order to provide care for our clients.

Again, failure to provide availability as required by this policy (or an alternate system provided to accommodate unique circumstances) will result in disciplinary action.

## Shift Assignment

After the care coordinators evaluate our client needs and caregiver availability they will assign shifts to caregivers. We endeavor to keep caregivers well informed regarding their schedules. However, the caregiver is ultimately responsible to proactively ensure they understand their schedule and have the most recent information.

Caregivers may receive calls, text, or emails from the office staff regarding shifts. Caregivers will always be able to check their schedule through the Clear Care caregiver portal or application. Instructions for use of the portal are provided at orientation and office staff will be happy to assist in learning how to use the portal.

Caregivers will be required to log into the Clear Care caregiver portal or application and review assigned schedule. After reviewing the assigned schedule the caregiver must accept assigned shifts (see below regarding rejecting shifts). If you do not have reliable access to an internet enabled device please let us know so we can make other arrangements for you.

The Clear Care management system sends out alerts between 4:00pm and 4:30pm for shifts that occur on the following day. If you receive an alert and do not believe you are supposed to work the next day, contact the office immediately. Also, contact the office immediately if you do not receive an alert and you believe you are supposed to work.



## Accepting/Rejecting Scheduled Shifts

If the office schedules a caregiver for a shift during hours the caregiver has indicated they are available during schedule submission, the caregiver is **required** to accept the shift. If the office has made an error, contact the office to resolve the problem. Rejecting shifts that are assigned during the time a caregiver has stated they are available is not allowed. Rejecting assigned shifts during the hours the caregiver has indicated they are available during schedule submission will result in temporary deactivation or discipline up to and including termination. Extenuating circumstances will be considered on a case by case basis if this policy is violated. If there is a maximum number of hours a caregiver is able to work, the caregiver is responsible for communicating this to the office so we can plan accordingly.

## Attendance and punctuality

Attendance and punctuality are important factors for your success within our company. We work as a team and this requires that each person be in the right place at the right time. Caregivers should be at the client location and ready to begin their duties up to 5 minutes before the scheduled shift start time but no later than the scheduled start time. Tardiness is grounds for discipline.

Caregivers must fulfill all scheduled shifts. Failing to fulfill a shift without notification and good cause (No Call, No Show) constitutes grounds for immediate termination of employment for cause. See below for guidelines on calling out in the case of sickness or emergency.

Caregivers may not cancel or reject more than 8 assigned shifts in a 90 day period for any reason outside of approved leave. If a caregiver encounters a situation that will result in multiple missed shifts in a short period of time they should request a leave of absence. Violating this policy will result in disciplinary action up to and including termination for cause.

## Calling out due to sickness

Spreading disease from caregivers to clients is dangerous and not acceptable. If you have a communicable disease please contact the office immediately to arrange for a replacement. Caregivers will not be allowed to go to client locations with fever or gastrointestinal virus. If symptoms are mild and fever is not present you may be



asked to keep your schedule. Should you begin to develop symptoms of a communicable disease while at a client location please contact the office immediately.

Falsifying sickness will not be tolerated. Discipline up to and including discharge may occur should the company discover a caregiver has falsified sickness to avoid work.

## Calling out due to emergencies

The company understands that emergencies happen to everyone. Whether it be a car accident/breakdown, health emergency for you or a loved one, or a variety of other issues that prevent you from working a scheduled shift. When these events happen call the office as soon as you are aware of the situation. (If possible, please avoid calling between midnight and 6am.) If the office is closed the answering service will take your call. Be sure to tell the answering service it is an emergency if the effected shift start time is within 72 hours.

The company may, at its discretion, offer alternate transportation or reimbursement for transportation if a caregiver is calling out due to a transportation problem. The caregiver is required to accept this alternate transportation, if offered, and fulfil the shift.

Failure to plan ahead is not an emergency. Make sure that preventable events such as running out of gas, not having directions to the client location, scheduling conflicts, etc. do not occur.

Falsifying emergency callouts will not be tolerated. Discipline up to and including discharge may occur should the company discover a caregiver has falsified an emergency to avoid work. Documentation proving the emergency (doctor's note, auto repair estimate, obituary, etc.) are typically required to be submitted to the office.

## Recording Your Time

Caregivers must clock in and out of their shifts using Telephony or the ClearCareGo Caregiver Application for iOS and Android. Caregivers can clock in no more than 5 minutes early and must clock out on time unless a specific request/need from the client or a supervisor requires a late/early clock out. If you remain on the clock later





than scheduled due to a legitimate client need or request you must report the reason to the office by email or phone call. Failure to report a reason for staying late may result in automatic correction of your time to the scheduled time. Remaining on the clock longer than scheduled without cause is grounds for disciplinary action and may constitute financial elder abuse (see elder abuse policy).

In the event you forget to clock in or out contact the office during business hours to report the correct time.

Some clients are scheduled to receive continuous care that requires multiple shifts. In these cases, if a caregiver's relief does not arrive on time the caregiver currently providing care must remain with the client (clocked in) until they are relieved or given permission to leave by the office.

Falsifying or exaggerating hours worked is grounds for immediate termination and possible civil suit and/or financial elder abuse allegation.

## Paperwork and Personal Protective Equipment

Submission of paperwork may be made: in person at the office, at the office drop box, by fax, by email, by USPS mail. If an original of a document is required fax and email are not acceptable. Care Logs may be submitted by fax or email to make the deadline but the original must be submitted within a week thereafter.

The office will make available paper or digital copies of any required papers at the office or by email. It is the caregiver's responsibility to make sure they maintain a sufficient supply of documents such as Care Logs, Notes pages, and Arbor Acres gate passes with them.

The office supplies any necessary PPE for all caregivers. Do not use client's gloves. Caregivers must maintain a sufficient supply of gloves with them at all times. Gloves are to be picked up at the office. Other PPE will be supplied as requested and needed.



## Client Care

All care for clients shall be provided in a way that demonstrates our core values (pages 6 & 7). Care shall also be provided in strict accordance with the Plan of Care. If client's needs change or the client (or responsible party) is not satisfied with the Plan of Care as written the caregiver should contact the office immediately so the nurse can adjust the Plan of Care. Caregivers are encouraged to contact the office or nurse with any questions/concerns about the Plan of Care.

All care for client's must be within your certification or training. If you realize that a client's care will required you to exceed the scope of your certification, training, or you do not feel you can safely provide the care needed you must contact the office immediately.

## Reporting and Care Logs

Caregivers MUST complete a care log for every shift worked. A separate training document is provided at onboarding with specific procedures for completing these logs. Updates to care log procedures will be distributed to caregivers as needed. Caregivers that incorrectly complete logs or fail to complete logs will be required to come to the office to correct the logs.

Care rendered and reporting on the care log must always be in strict adherence to the prescribed Plan of Care for the client.

Care logs may NEVER be completed in advance, they must always be completed after the task is completed to ensure accuracy. Completing records in advance is falsification of records and is a serious offense.

The caregiver working the client's last shift for the week is responsible for collecting the log, ensuring the client name is filled in, and getting the client to sign if possible. The care log must then be submitted to the office before 5pm on the following Monday. Submission can be in person at the office, in the office drop box, or by USPS



mail. Temporary submission by fax, text or email is allowed but the original document must be delivered to the office ASAP, no more than 1 week later.

Failure to follow care log policy and procedure is grounds for discipline up to and including termination. Failure to complete, turn in, or correct errors on care logs may result in delayed payment until the situation is corrected.

## Reporting Falls and Client Injuries

If your client falls or sustains an injury you must report it by phone call to the office immediately. The caregiver must complete an incident report detailing all aspects of the injury or fall.

## Elder Abuse

Elder abuse is "a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person."

Griswold Home Care has a zero tolerance for client abuse or neglect. Any form of elder abuse whether financial, verbal, emotional, physical, or neglect will result in immediate termination of employment and Griswold Home Care of Winston Salem will file any required/appropriate complaints with Department of Health and Human Services and any appropriate police reports. The Company will fully cooperate with any investigations launched by DHHS and law enforcement agencies.

All allegations by any party are immediately investigated by our Administrator and RN Nurse Supervisor. The Agency will follow N.C. DHSR Regulations in filing appropriate reports with the State of N.C. and possibly filing reports with the appropriate law enforcement agency. Employees with substantiated findings of elder abuse are subject to immediate termination, possible loss of license through the N.C. DHSR Investigation and potential criminal liability based upon the law enforcement investigation.



If you suspect any form of elder abuse, you have the responsibility to immediately contact the Agency's RN Nurse Supervisor. If the client requires immediate medical attention or abuse is in progress, call 911.

Providing care can be a very stressful situation. If you are ever in a situation which stresses you beyond your level of comfort, stop and call the Agency 24/7! It is better to talk with a member of the team regarding the situation you are in rather than compromise the client's care or yourself.

Suspicion or evidence of Domestic Abuse and Child Abuse must also be reported immediately.

Child abuse - Child abuse is when a parent or caregiver, whether through action or failing to act, causes injury, death, emotional harm or risk of serious harm to a child. There are many forms of child maltreatment, including neglect, physical abuse, sexual abuse, exploitation and emotional abuse.

Domestic violence - Domestic violence and emotional abuse are behaviors used by one person in a relationship to control the other. Partners may be married or not married;

## Professional Appearance / Identification Badges

Name Tags: Caregivers are issued a photo name tag which must be worn prominently while working. If it is lost/damaged request a replacement immediately.

Clothing: All caregivers are required to wear scrubs while working unless specifically instructed otherwise by office staff. Scrubs may be any color or pattern provided it is not offensive or controversial. Scrubs must always be clean and reasonably free from wrinkles. Stained, torn, badly faded, or threadbare scrubs are not permitted.

Footwear: Caregivers must always wear closed toe, full coverage shoes, never sandals, slides, or other open/semi-open shoes while working. We strongly recommend shoes be nonabsorbent, however, athletic shoes are appropriate when working with highly active clients.





Hair: may not impair the caregiver's vision or their ability to provide care. Hair should not contact the client or obstruct the client's vision while care is provided.

Fingernails: Caregivers fingernails must be kept clean and neatly trimmed for client comfort/safety. While working, fingernails or false fingernails may not extend more than ¼ inch beyond the fingertip. Fingernail jewelry is not permitted.

Jewelry: should be simple and professional in appearance. Any jewelry that presents a scratch hazard to the client is prohibited. Jewelry that may become entangled with the client or their clothing while providing care is not permitted (Large dangling/hoop earrings, Long/dangling necklaces, rings or bracelets that snag, etc.)

Tattoos/Piercings: Piercings other than earrings and conservative nose studs should be removed/concealed while on duty. Tattoos must be covered when possible and at the very least, tattoo visibility should be kept to a minimum.

Fragrances: Do not apply fragrances (cologne, perfume, body sprays, etc.) before going to (or while in) client locations or the office. Many people are sensitive to fragrances or are allergic to the chemicals used to produce fragrances. We wish to be considerate toward our clients and coworkers in this respect.

## Sleep Policy and Overnight Shifts:

Caregivers may not sleep while on the clock. There is one exception noted below.

When a shift takes place overnight or during a client's sleep period the caregiver is expected to remain awake and alert so they are able to provide safety supervision and quickly respond to the client's needs. There are some clients that instruct to the office to allow the caregiver to nap during overnight shifts. In these situations, the caregiver is permitted to nap, but only if they are able to be quickly and easily awakened by the client if assistance is needed. If permission to sleep is not expressly given to the caregiver by the office/Plan of Care the caregiver must remain awake.

During overnight shifts (after all items of care/housekeeping that can be done are completed) caregivers may study, read, or use electronic devices to help stay awake. These activities must not disturb the client or prevent the caregiver from immediately hearing and responding to the client should they call or get up. When providing care in a facility caregivers must receive specific permission from the office to use electronic devices.



## Personal Hygiene

Proper hygiene promotes professionalism within our company and a favorable image to our clients, it also helps to maintain a sterile environment.

Staff members are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times. This includes but is not limited to: Regular bathing, use of deodorant, oral hygiene, and clean clothing.

Hands should be washed immediately upon arriving at the client's location, immediately before and after using gloves, after providing hands on care to the client, after touching any surface that is dirty or contaminated, after performing cleaning tasks, after contact with any bodily fluids, after using the restroom, before and after any food prep tasks, immediately before leaving the client's location, and at any other time it seems prudent. Hand washing should be performed in accordance with Centers for Disease Control standards.

## Care of Client Information

Our company's operations fall under HIPAA. At onboarding all employees sign and receive a copy of the company HIPAA Privacy Practices. Failure to follow our policies and procedures may result in disciplinary action up to and including discharge. The Company may periodically require HIPAA training and/or testing to ensure employees are well informed of HIPAA requirements.

A client's health/personal information should not be shared with anyone besides the client, the client's caregiver(s), Griswold office personnel, authorized family members, and emergency medical personnel. Clients may authorize other recipients of health/personal information but the caregiver should direct disclosure requests to the office.

Caregivers may only share personal or health information on a need to know basis, even with authorized recipients.

Caregivers are obligated to protect the privacy of client personal information as well.



## Use of Client Telephones

Do not disclose the location or telephone number of clients to anyone not employed by Griswold unless you have received permission from the office or it is for emergency medical treatment. Direct all Griswold related telephone calls to our company to ensure the identities of our clients are protected.

If a client asks you to assist them in answering their telephone or asks you to make a specific call on their behalf you may do so. Otherwise clocking in to Telephony and calling for emergency medical assistance are the only permissible uses of client's telephones.

Personal calls generally should not be made while on shift but, if they must be made, should be made outside of the client's home on your own phone. Incoming personal calls or calls from other clients on a client's phone are not permitted.

## Personal Phone and Electronics Use

Employees are expected to maintain focus on providing excellent care to clients. Personal electronics use distracts focus and results in clients having a negative perception of the caregiver and company.

Personal cellular telephones should be set to vibrate while at work. We ask that you keep your phone on so we can reach you. Phones may be used to clock in/out and track task completion.

Bluetooth earpieces, and headphones may not be worn or visible while on duty.

We understand that there are rare cases requiring you to respond to an emergency. However, texting or talking on your personal phone for personal reasons, other than true emergencies, is prohibited. Smart phones and other personal electronics may not be used for social media, games, or other entertainment/personal use while on the clock.

Exceptions:

1. If the client is sleeping and you have completed **every** task allowed by the plan of care (that will not disturb your sleeping client) you may use your device to help stay awake. If working in a facility you must receive approval from the



office to use your device while the client is sleeping. Caregivers may use headphones in one ear but must not impair their ability to hear the client. Caregiver should always make sure they are able to hear the client if they call or get up.

2. If the client asks you to engage in an activity with them that requires you to use your device.

Violation of this policy will result in disciplinary action up to and including termination.

## Lending and Borrowing

Caregivers may not lend clients any item or money. Caregivers may not borrow any of the client's personal belongings or money.

## Clients and Gifts, Tips, Meals

Caregivers may not accept gifts, items valued over \$5, payments, tips etc. from a client or their family at any time unless it has been recorded and approved by office staff.

Caregivers may always accept meals offered by clients. If a client's food preparation methods or facilities are not safe/sanitary the caregiver may tell the client it is against company policy to eat their food but the caregiver must be 100% consistent with this excuse.

## Standards of Conduct

Each staff member has an obligation to observe and follow the company's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with the orderly and efficient operation of a department, corrective disciplinary action will be taken.

## Disciplinary Process

It is necessary to establish rules that allow for a fair, equitable, and uniform handling of employee misconduct and the application of discipline. As violations of





established performance and conduct rules can ultimately lead to discharge, records are kept of warnings, second chances, and other corrective action taken.

It is the policy of Griswold Home Care to expect each employee to conform to established rules of conduct regarding personal behavior, job performance, and job safety. They include, but are not limited to, those noted elsewhere in this handbook.

Disciplinary action usually occurs in a progressive sequence: verbal warning, written warning, final written warning, and discharge. It is not necessary for all four steps to be followed. Discipline may begin at any step depending on the seriousness of the offense. Also, offenses do not have to be of the same nature to constitute a violation serious enough to move on to the next step of the disciplinary action sequence.

#### Verbal Warning

A verbal warning is given by a supervisor in cases where violations are minor in nature, or for an offense normally requiring a written warning being called to an employee's attention the first time. Supervisors should note in their records the date the verbal warning is given. A verbal warning may be issued in the form of a text message or Clear Care system message. If this does not correct the situation within a reasonable time, the supervisor should then use the second step below.

#### Written Warning

A written warning is a formal warning given after the repetition of an infraction where a verbal warning has been given or for an offense constituting misconduct of a serious enough nature to use this step for the first offense. It should include a caution to the employee that a repetition of the offense or the continuation of an unsatisfactory condition will result in further disciplinary action, up to and including discharge.

#### Final Written Warning

Repetition within one (1) year of an offense for which an employee has received a written warning may result in a final written warning, which, if not heeded, will result in discharge. Also, committing an offense serious enough will cause a final written warning to be issued and could lead to further disciplinary action, including discharge.

#### Discharge

An employee may be discharged for repeating an offense or condition where the first three (3) steps in the disciplinary procedure above have been exhausted. Breaking



any rule of an inexcusable nature may result in immediate disciplinary action, up to and including discharge.

### Suspension

At any point the company may elect to use suspension as part of the disciplinary process.

**Nothing in this description of the Company discipline process shall be construed to modify or supersede our employment-at will policy.**

## Access to Personnel Files

Upon written request you may inspect your own personnel file once each year. Inspections will be held on company premises in the presence of a company official. Contact your supervisor to arrange a time to view these records. You may view data related to qualification of employment, compensation, and disciplinary action. You are not permitted access to any letter of reference maintained by the company. If you disagree with the accuracy of the information represented in your file you may submit an explanatory statement which will be attached to your employee file.

## Non-Solicitation

Solicitation and distribution of literature by non-employees on company property is prohibited. Solicitation by employees on company property during working time is prohibited. Working time is the time an employee is expected to be performing her/his job duties and does not include break periods, meal times or other periods when employees are properly not engaged in performing their work. Distribution of literature by employees on company property in non-working areas during working time, as defined above, is prohibited. Distribution of literature by employees on company property in working areas is also prohibited.

## Visitors

**Caregivers are strictly prohibited from having personal visitors at client locations due to HIPAA regulations.** Should a caregiver find it necessary to receive transportation to or from a client location from a friend or family member that friend or family member must sign a HIPAA non-disclosure form. Any such arrangements must be approved by the office staff first.



Caregivers should call ahead regarding visitors in the office. Again, this is due to HIPAA privacy concerns. Generally speaking, caregivers should not bring visitors to the office. There is no restriction regarding friend or family transportation to/from the office.

## Personal Property

Whether you are in the office, on site with a client, transporting a client, or otherwise engaged in company business the company is not responsible for loss, theft, or damage to personal property. Valuable items, such as purses, wallets, keys, cell phones, electronics, etc. should not be left in areas where loss, theft, or damage may occur.

## Severe Weather

Severe weather is to be expected during certain months of the year. Although driving may at times be difficult, when caution is exercised the roads are normally passable. Except in cases of severe storms, we are all expected to work our regular hours. If management personnel deem severe weather to be an unacceptable risk to caregivers the office will contact you regarding the appropriate course of action.

When winter weather is expected it is prudent to keep extra warm clothes in your vehicle including gloves, hats, and water resistant shoes. If you are driving anywhere during a time when the roads may become dangerous or impassible it is a good idea to take a change of clothes, toiletry supplies, and some snack or meal items in case you are not able to safely drive home for a while.

## If you Must Leave Us

Should you decide to end your employment with us, we ask that you provide your supervisor with at least two weeks advance written notice.

Staff members, who are rehired following a break in service in excess of six months, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such staff members are considered new staff members from the effective date of their reemployment for all purposes, including the purposes of measuring benefits.



Our company does not provide a letter of reference to former staff members. Generally, we will confirm upon request, our staff member's dates of employment, salary history, and job title.

Additionally, all resigning staff members should complete a brief exit interview prior to leaving. All company property must be returned at the end of your employment with the company. Otherwise the company may take action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

You should notify the company if your address changes during the calendar year in which the discharge occurs so that your tax information will be sent to the proper address.

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## *Safety in the Workplace*

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### Each Staff Member's Responsibility

Griswold Home Care is committed to providing a safe and healthy working environment for all its employees. This commitment includes compliance with all applicable laws and regulations.

In order to accomplish these objectives, the company will develop and implement policies and procedures aimed at protecting employees and consumers/clients from injuries or occupational illness and preventing damage of company facilities. Since each employee is in the best position to prevent accidents and exposures which may affect an employee's is expected to consider the prevention of injury, fire and industrial illness as a very important part of the job as well.

The Employee should also take responsibility for helping Griswold promote safety in the workplace. Among some of the practices that will help us accomplish this goal is for you to not lift or carry unreasonably heavy objects or take risks of any kind while on duty. Should an employee feel uncertain about his/her ability to perform a task, the employee should seek help rather than risk incurring an injury.





In case of an accident, the employee must report the incident to his/her supervisor immediately after the incident. At no time should an employee leave the company or client location without reporting the accident to his/her supervisor.

Failure to report an accident may jeopardize the employee's and the company's ability to protect the employee's income through Worker's Compensation Insurance. Drug testing will be conducted each time a report of an injury-on-the-job is given to insure the highest level of accountability and safety for both employee and client.

## Bloodborne Pathogens Exposure Control

To protect staff members who may reasonably anticipate being occupationally exposed to blood or other potentially infectious materials during work tasks, our company has instituted a Bloodborne Pathogens Exposure Control Program.

Briefly, our program includes a staff member exposure determination, information and training about Bloodborne pathogens, the availability of hepatitis B vaccinations, Universal Precautions, engineering controls, safe work practices, personal protective equipment and housekeeping measures to help reduce the risks of occupational exposure. Procedures to be used following an exposure incident and necessary record keeping are also included.

Further information about our Bloodborne Pathogens Exposure Control Program will be provided to affected staff members and may be obtained from your supervisor.

## Hepatitis B Vaccine

As required by OSHA regulations and for your protection, our practice provides the hepatitis B vaccine to all staff members. This vaccine will be made available to you after you have been informed of the vaccine's effects, safety considerations, method of administration, the benefits of being vaccinated and the no-cost provision.

Staff members will be eligible for the vaccine within ten working days of their first day of work. Under certain circumstances as provided by OSHA standards, the vaccine may not be made available.



If you choose not to be vaccinated, you must sign a Hepatitis B Declination Form. The vaccine will be made available to those staff members who initially decline, but later decide to accept the vaccine.

## In An Emergency

Griswold Home Care will make reasonable efforts to provide, maintain, and supervise working conditions and equipment and will comply with appropriate and applicable federal, state, and local regulations regarding health and safety conditions.

In the event of an emergency which requires employees to leave the premises, the company planned evacuation procedures that will be implemented. If the employee is at a client's location, then both the employee and client should follow an agreed upon procedure for evacuation.

In case of fire at a client's location the caregiver's primary responsibility is to ensure the client's safety and their own safety. If possible, we encourage the caregiver to use a fire extinguisher or other safe method to extinguish small fires. If this is not possible, evacuate and call 911 immediately.

In case of tornado follow procedure on the emergency plan document or shelter in the safest room available. Usually and interior bath or closet without windows or basement.

## Good Housekeeping

Because neatness and organization are keys to productivity in the workplace, our employees are strongly encouraged to keep both office spaces and clients homes (where possible) as clean and uncluttered as possible. If something is in disrepair report this to your supervisor.

## Smoking in the Workplace

Our company is committed to providing a safe and healthy environment both at the office at our client's homes. Therefore, smoking is prohibited both by this policy and NC Law while in the office or on a client's property. e-cigarettes and vapes are also



prohibited. Violations of this policy will result in disciplinary action up to and including discharge.

## Workplace Violence

Violence by a staff member or anyone else against a staff member, supervisor or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to staff members at work

If you receive or overhear any threatening communication from a staff member or outside third party you are to report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to a staff member or visitor to our premises, contact an emergency agency such as 911 immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Staff members are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will be subjected to disciplinary consequences for such reports or cooperation.

Communicating threats, behaving in a physically threatening way, joking about acts or violence, and actual acts of violence are all strictly prohibited behaviors for all employees.

Violations of this policy, including your failure to report or fully cooperate in the company's investigation, may result in disciplinary action up to and including discharge.

## Workplace Searches

To ensure that drugs/alcohol and dangerous weapons do not enter or negatively affect the workplace and to protect company and employee property, the company may take any or all of the following steps while employees are on premises/client locations or during working time.

- Observe actions of employees
- Counsel employees
- Search employees' personal items



- Search employees' automobiles
- Search employees' persons
- Require searches with canines
- Chemical screening (e.g., urinalysis, blood tests, etc.)

Every effort will be made to conduct searches of employees' personal property in employees' presence. All searches under this policy will occur with the utmost discretion and consideration for the employee(s) involved. Employees refusing to allow a search will be discharged.

## No Weapons in the Workplace

Possession/use/sale of weapons (firearms, projectile launchers, explosives/incendiaries, blades, blunt force instruments, or objects designed or intended to be used for physical harm) on work premises, while operating company equipment or vehicles for work-related purposes, or while engaged in company business is forbidden except where expressly authorized by the company and permitted by state and local laws. This policy applies to all staff members, including but not limited to those who have a valid permit to carry a firearm.

Staff members who are aware of violations or threats of violations of this policy are required to report such violations or threats to their supervisor immediately.

Violations of this policy will result in disciplinary action, up to and including discharge.

## Substance Abuse

Our company recognizes the importance of a safe, efficient and healthy work environment for all employees. As a condition of employment with the company, job applicants must be willing to undertake a drug screening. This policy has been set forth in accordance with the Drug Free Workplace Act of 1988. Griswold Home Care may also perform random drug screening throughout the year, especially in the case of reasonable suspicion to ensure that a safe and healthy workplace is maintained at all times, and will conduct post-accident testing





Staff members are prohibited from reporting to work or working while using illegal or unauthorized substances including alcohol. Furthermore, staff members are prohibited to report to work or work when using any controlled substance except when the use is pursuant to a doctor's orders and does not adversely affect the staff member's ability to safely perform his/her job duties.

In addition, staff member are prohibited from engaging in the unlawful manufacture, distribution, sale or possession of illegal or unauthorized substances including alcohol in the workplace, traveling to and from work or engaged in company activities. Employees are also prohibited from consuming alcohol during meals or break periods while working.

Your employment and continued employment with the company is conditioned upon your full compliance with this policy. Any violation of this policy will result in disciplinary action up to and including discharge. However, employees who voluntarily admit a substance problem can be eligible to take time away from work for treatment without pay.

Employees are encouraged to voluntarily request counseling or rehabilitation before their substance abuse leads to disciplinary action or other work-related problems. A request may be made by contacting the Director. No employee will have job security jeopardized by such a good faith request; however, the company reserves the right to take any action against an employee whose performance is below standards, whose conduct could harm the company or who is an active user of illegal substances.



## Hours of Service

Employees are assigned specific hours they are to work with a client. Failure to work designated hours or submit required paperwork may result in a non-payment. Clients may abruptly alter their designated hours. Reductions in service made less than 24 hours prior to a shift typically will not reduce the caregiver's payment. Changes made more than 24 hours before a shift may reduce a caregivers assigned hours and consequently payment.

Changes in a regularly scheduled assignment due to a client situation (such as death, being transferred to a nursing home, or poor fit between caregiver and client) or significant changes in a caregiver's availability to work may result in a reduction of hours or change in schedule. The Company may attempt to assign caregivers in this situation to another case or cases on a best efforts basis. There is no guarantee of replacing lost hours. The Office will communicate these situations as soon as possible to the caregivers.

Caregivers may not alter their schedules without approval from the Care Coordinator, RN supervisor, or Director/General Manager. If an employee deviates from the approved hours and works over the approved amount, the employee can be disciplined or terminated.

## Payroll Procedures

All shifts must be approved by a member of the management team prior to payroll. Failure to submit required forms (i.e. Caregiver Activity Logs) or sign in properly via Telephony or the ClearCare app can result in delayed or non-payment. If the clock in process does not work, you are to immediately call or email the office and report the problem.

Griswold Home Care pays employees bi-weekly on Fridays.

The workweek starts on Saturday at 12:00am and ends on Friday at 11:59pm. Shifts can be as short as 4 hours or as long as 24.



## Overtime

Because of the nature of our work, it may be necessary for you to work overtime on occasion to maintain desired service levels. Overtime is intended to meet critical needs only and must be authorized by Care Coordinator, RN Supervisor, or Assistant Director. You are expected to work overtime when requested. Overtime will be paid at the rate of one-and-one half times your weighted average rate of pay (per NC regulations) for any hours worked in excess of 40 hours in any given workweek.

## Holidays

We recognize that Holidays are important to people and we do our best to give our Employees time off. However, many clients require care on holidays and therefore a significant number of caregivers must work on these days. Griswold recognizes 8 holidays throughout the year, which are listed below. Caregivers will be paid at 1.5 times the normal base (week day) rate for that client for any hours worked during the 24 hours of the holiday.

New Year's Day  
Memorial Day  
Independence Day

Easter Sunday  
Mother's Day  
Labor Day

Thanksgiving Day  
Christmas Day

## Paycheck Deductions

The company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Deductions may also be made for benefits (if applicable). All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2.

We are required by state and federal laws to make specific deductions from your earnings each pay period. Federal and state income withholding taxes and social security taxes are three (3) such deductions. If you participate in a Company benefit program (none in place at his time) — some of which require employee contributions to participate — payments for such participation will also be deducted from your paycheck upon your authorization.



Your paycheck stub will identify all deductions and will provide you with a cumulative record of your earnings and your deductions. Any question you have regarding your pay or pay records should be directed to the Assistant Director.

It is the Company's intent to make all deductions in compliance with state and federal laws. If you believe a deduction has been made in error, please contact the Assistant Director. Your complaint will be investigated and you will be advised of the outcome. If the deduction was made in error, you will be reimbursed on the next scheduled pay period.

### Garnishment/Child Support

When a staff member's wages are garnished by a court order, our company is legally bound to withhold the amount indicated in the garnishment order from the staff members' paycheck. Our company will, however, honor applicable federal and state guidelines that protect a certain amount of a staff member's income from being subjected to garnishment.

### Direct Deposit

Employees will be required to receive compensation by Direct Deposit or other electronic means. If a caregiver is unable to receive pay by Direct Deposit or other Electronic means they will be required to pay any expenses incurred by The Company in the process of delivering a paper check.

A check stub indicating gross pay, net pay and appropriate deductions will be available for your review online (you must create an online account with the payroll processor) or a paper copy may be supplied at the office per request with 24 hour turn around time.

### Performance Evaluation

The RN Supervisor is required by state regulations and Griswold Home Care Corporate to make certain evaluations of caregiver performance and skills demonstrations. These include annual evaluations, quarterly evaluations, and random inspections. Quarterly Evaluations and Random Inspections may be delegated to other staff by the RN Supervisor. Pay increases are not given with every performance evaluation.





New staff members will receive a performance evaluation after approximately 3 months of regular work. This initial evaluation is typically delegated to the Care Coordinator position.

## Job Description

The Company maintains a job description for the caregiver position as well as descriptions of the scope of home care services. You may request a copy of these documents from the office.

## Pay Rates and Benefits:

The company desires to provide excellent work and compensation opportunities for all its employees. Pay rates and benefits are subject to change upon written notification which may be delivered digitally. The company will maintain a document separate from the handbook listing the current effective pay rates and benefits.

## Pay Raises

Caregivers are started at an introductory rate. After approximately 3 months of regular work, performance will be evaluated based on: timeliness, attendance, quality of work, submission of paperwork, client satisfaction, demonstrating core values, etc. Strong performance during this period will result in consideration for an increase to your base hourly rate of pay. Mediocre performance will result in postponement of the raise for another evaluation period. Poor performance may result in termination of employment.

After the initial raise, raises may be considered from year to year depending upon your performance and The Company's profitability. Raises are by no means guaranteed. Increases in your pay may be made when there has been an improvement in performance, sustained excellent performance, or change in position.

## Pay Advances

Advances of wages not yet earned will not be granted under any circumstance.



## Failure to Report Overpayments

All employees are expected to review their paystubs and report any inaccuracies in a timely manner. Report overpayments to the Assistant Director. Failure to report overpayments may result in termination at The Company's discretion. Fraudulently obtaining payments/wages may result in prosecution. Overpayments may be refunded by the employee by cash or check or deducted from the employee's following paycheck(s).

Should you receive an underpayment, report it to the General Manager immediately for resolution.



## Staff Member Benefits

Our company is constantly working on ways to make us a preferred employer in our industry. This means that we seek to create a comprehensive benefits package that will enhance the lives of our full-time employees. Because we are a young and growing company we will seek to add benefits when it is a financially responsible thing to do. The company reserves the right to modify and/or terminate its benefits at any time. Specific benefit information is maintained separate from the handbook. You may request the most current benefit information from the office at any time.

## General Leave of Absence

Caregivers may take a general leave of absence should they find it necessary. The company requests that the caregivers notify office staff no less than 2-3 weeks ahead of the leave. Should an emergency situation arise that requires a leave and does not allow advanced notice The Company will do its best to accommodate the situation. Due to the nature of the business and the need to continue care for clients during a caregiver's leave of absence the Company makes no guarantee that the caregiver will be placed with the same clients or on the same schedule upon returning from leave. Caregivers requesting a lengthy leave of absence will be placed on our inactive roster.

## Jury Duty

Employees who are called to serve for jury duty are granted an unpaid leave in order to serve. We reserve the right to request proof of jury service issued by the Court upon return to work.



## Military Leave

Staff members who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law.

The time off will be unpaid, except where state law dictates otherwise.

Military orders should be presented to your supervisor and arrangements for leave made as early as possible before departure. Staff members are required to give advance notice of their service obligations to the company unless military necessity makes this impossible. You must notify your supervisor of your intent to return to employment based on requirements of law. Your benefits may continue to accrue during the period of leave in accordance with state and federal law.

Additional information regarding military leaves may be obtained from your supervisor.

## Disability Leave

Full-time and part-time regular staff members are eligible for an unpaid disability leave after completing their introductory period. Disability leave due to non-occupational illness, injury, or pregnancy-related disability is not to exceed eight weeks.

Granting this leave prior to the completion of the eligibility period and/or beyond the maximum period stated above may be required as a reasonable accommodation in accordance with the Americans with Disabilities Act due to state law or other requirements.

Staff members requesting leave must provide written notice of the disability, including a doctor's certificate stating the nature of the disability and the expected date of return to work. The company will not seek genetic information in connection with requests for disability leave. All medical information received by the company in connection with a request for leave under the policy will be treated as confidential.

When you are able to return to work, give us at least one week's advance notice. Include a doctor's certificate stating that you are medically able to return to your normal duties.





Your continued absence from work beyond your disability (as determined by your physician) will be deemed a voluntary discharge of your employment.

This leave may run concurrently with any other leave where permitted by state and federal law.

## Social Security

Social Security is a federally-sponsored program that pays several kinds of benefits to employees who have made regular contributions to the program during their working years. Many people forget that the cost of Social Security coverage is shared — you pay half and your company pays half. (Your contribution to this program will show up on your pay check stub under the deduction's section as "FICA Taxes".)

You may qualify for one (1) or more of the following benefits under the Social Security program:

- Primary Benefit
- Spouse's Benefit
- Disability Benefits
- Widow or Widower caring for the deceased's child (ren) who is (are) under age 16 or disabled and receiving Social Security Benefits
- Surviving Spouse Benefit

## Unemployment Insurance

Unemployment Compensation is another type of insurance benefit you receive that is paid for entirely by the company. If you should become unemployed through no fault of your own, you may be covered by cash benefits. The amount of money you will receive is determined by the laws of the North Carolina Employment Security Commission. Application for benefits is made at the local Employment Security Commission Office. Although the benefit checks are made out by the state, your company pays the entire cost of this compensation

## Workers Compensation



This program is also administered by the State of North Carolina. Workers' Compensation insurance covers all employees for sickness and injury that are considered job-related under the Workers' Compensation Act of North Carolina.

The three major benefits provided by Workers' Compensation insurance are as follows:

- Medical-Hospital care benefits are exactly what they sound like: payments to offset the cost of medical treatment or hospital stays;
- Disability benefits are paid at a specified rate for a stated number of weeks for a partial or total disability. The amount of the weekly benefit is based on average pay, and is the same for partial or total disability, but the total disability benefit is payable for a longer period of time; and
- Death benefits include a specified lump-sum amount for funeral expenses, plus weekly payments (based on employee earnings) to surviving dependents.

Griswold Home Care of Winston Salem pays the total cost of this program.

## *Hiring Policies and Procedures*

### Hiring Procedures

Due to the fluid nature of our client and caregiver rosters The Company does not typically advertise specific employment positions for caregivers. Rather, we constantly advertise for and accept applications/resumes for the caregiver role. When the need for additional caregivers is present we evaluate the recent applications/resumes and select the candidates whose experience and qualifications best meet our needs and select them for further evaluation.

All applicants are required to submit a completed Employment Application Form. The Employment Application Form contains personal information about the prospective employee, including education, work experience, other job-related qualifications and references. A resume will be accepted along with an application. The application will be processed and retained for a period of 180 days or added to the caregivers personnel file if they are hired. One or more applicants may be



selected for an employment interview. Employment interviews with applicants will continue until the caregiver roster is sufficient to meet The Company's needs.

An offer of employment will not be made until a completed Employment Application Form is submitted and one or more interviews are completed. Offers of employment may be contingent on reference checks, a driving record check, North Carolina (other states as applicable) Care registry check with no substantiated reports, criminal background check, OIG exclusion list search, National Sex Offender Registry search, and current TB records. The Company reserves the right to perform other checks and assessments as deemed necessary by the company. Onboarding must also be completed satisfactorily. Supervisors may be authorized to hire for the positions they supervise but all decisions are subject to the approval of the General Manager and Administrator.

By signing the Employment Application Form, the job applicant certifies that all items contained in it were subject to investigation, that employee's references may be contacted, that the Company may contact the Health Care Registry and the applicant consents to the release of necessary information from employers, educational institutions, law enforcement agencies and others. The prospective employee also certifies that all the information given in the Employment Application Form is true.

Any information provided to the Company that is misleading, inaccurate or incomplete on the Employment Application Form may result in a decision not to employ the individual. If such information is discovered after hire, the company will terminate or discipline the employee.

In addition, each employee is expected to report anything which arises after employment begins which reflects a change in the information provided on the Application or which renders any information given on the application misleading, inaccurate, or incomplete.

Criminal background checks will be conducted for all Griswold Home Care employees prior to their acceptance into regular employment. In order to conduct this we ask the potential employee to sign a waiver indicating that they know we are conducting this search. Additionally, a North Carolina license check, OIG exclusion list search, and National Sex Offender Registry search will be completed. The Company always reserves the right to terminate an employee who is found guilty of criminal activity. Employees are also required to notify their supervisor immediately if they are arrested for a felony, assault, larceny or drug related charges.



All employees must submit the following prior to working with a client:

- o TB records (meeting state regulations) indicating no active TB infection
- o Current CPR training
- o First Aid Training (current) if required
- o Copy of valid NC driver's license or other photo ID
- o Documents to prove identity and authorization to work in the US
- o Copy of current auto liability insurance (if you have a vehicle)
- o Additional licensures, certifications and trainings, as required by job
- o Blood borne pathogens (OSHA) training (Usually provided at orientation)

## Immigration

Griswold Home Care is in compliance with the Immigration Reform and Control Act of 1986 which requires that every newly hired employee complete an I-9 Form and verify his or her identity and eligibility to work in the US. As a condition of employment, each new employee must properly complete, sign and date the first section of the Immigration and Naturalization service Form I-9. Substantiating documentation must be presented to Griswold Home Care will verify documentation, sign and date the I-9.

## Changes in Personal Data

To aid you/and or your family in matters of personal emergency, we need to maintain up-to-date information. Changes in name, address, telephone number, marital status, number of dependents or changes in next of kind and/or beneficiaries should be given to your supervisor promptly. Failure to do so after being requested by your supervisor can result in Disciplinary Action.





## Confidentiality & Employee Information

We are committed to following the strictest adherence to all privacy laws. The protection of our clients' and employees' information is of the highest importance to us. Information contained in the company's files and records, whether paper records or computer records, are to be used for intended purposes only. Inappropriate employee access to, use of, or disclosure of such information will subject an employee to disciplinary action up to and including discharge. In addition, to possible disciplinary action, inappropriate communication or use of confidential information may subject an employee to direct legal action by the injured party.

## Social Security Number Privacy and Protection of Personal Information

To ensure, to the extent practical, the confidentiality of our staff members' and applicants' Social Security Numbers (SSNs) and confidential personal information, no staff member may acquire, disclose, transfer, or unlawfully use the SSN or personal information of any staff member except in accordance with company policy. The release of staff members SSNs, driver's license numbers, or financial account numbers to external parties is prohibited except where required by law. Internal access to staff member SSNs, driver's license numbers, or financial account numbers is restricted to staff members with a legitimate business need for the information.

Staff member SSNs and personal information may be collected in the ordinary course of business for the purpose of identity verification or to administer benefits and in accordance with state and federal laws. Records that include Social Security numbers and personal information will be maintained in accordance with federal and state laws.

Any documents that include staff member SSNs or personal information will be destroyed and running date scrubbed once employee leaves Griswold (as allowed by document retention regulations). The Caregiver Coordinator works with the Director to make sure that this happens on a timely and secure fashion.

Any violation of this policy will result in disciplinary action up to and including discharge.



Where this company policy and operating procedures may conflict with state law, the state law shall supersede this policy.

## Electronic Communications and Company Systems

Caregivers are not provided with telephones, computers, or other electronic equipment by the company. However, caregivers should be aware that all electronic communications to and from office personnel are monitored by the company. All phone calls to and from the office are recorded for documentation, quality assurance, and training purposes. All text messages are retained in perpetuity for the same purposes. Any messages to and from the Clear Care system are recorded permanently. All email correspondence to and from office personnel is retained permanently. Collectively these are called Electronic Communications.

Company Systems and Electronic Communications are not confidential or private. The company's right to use, access, monitor, record and disclose Electronic Communications without further notice applies equally to staff member-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

In the event that a Caregiver is provided with any electronic device by the company for the purpose of conducting company business that device is considered part of The Company's Systems. Any electronic device provided or installed at a client location for the purpose of conducting company business is also considered part of The Company's Systems. Any communications from a company provided electronic device are considered Electronic Communications and are subject to the above policy and notice.

Caregivers shall not use Company Systems for personal business.

Staff members may not use Company Systems in a manner that violates our policies including but not limited to Equal Employment Opportunity. No Harassment, Confidentiality of Client Matters, Care of Client Records, Protecting Client and Company Information, Non-Solicitation, Distribution, Electronic and Voicemail Monitoring and Internet Usage. Staff members may not use our Systems in any way that may seem harmful to morale, disruptive, obscene, offensive, insulting in any way. Examples of prohibited uses include but are not limited to sexually-explicit



drawings, messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs, threats of violence or bullying, or derogatory comments; or any other message or image that may be in violation of company policies or federal, state or local law. In addition, staff members may not use our Systems:

- To download, save, send or access any discriminatory or obscene material;
- To download anything from the internet (including shareware or free software) without the advance written permission of their supervisor;
- To download, save, send or access any site or content that the company might deem adult entertainment;
- To access any blog or otherwise post a personal opinion on the internet
- To solicit staff members or others;
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of the company or any other person or entity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights; and
- In connection with the violation or attempted violation of any law.

A staff member may not misrepresent, disguise, or conceal his or her identity or another's identity in any way using Electronic Communications; make changes to Electronic Communications without clearly indicating such changes; or use another's account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Staff members must always respect intellectual property rights such as copyrights and trademarks. Staff members must not copy, use, or transfer trade secrets or proprietary materials of the company or others without appropriate authorization.

All Systems passwords and encryption keys must be made available and known to the company. Staff members may not install password or encryption programs without the written permission of their supervisor.

Numerous state and federal laws apply to Electronic Communications. The company will comply with applicable laws. Staff members also must comply with applicable laws and should recognize that a staff member could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.



Nothing in this policy impedes the rights of employees to discuss terms of their employment during no-working hours with those not employed by the company.

Violations of this policy may result in disciplinary action up to and including discharge as well as possible civil liabilities or criminal prosecution. Where appropriate, the company may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

## Social Media

We encourage you to use good judgment when communicating via social media.

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the company, as well as any other form of electronic communication.

The same principles and guidelines found in the company's Staff Member Handbook policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects clients, vendors, suppliers, people who work on behalf of the company or its legitimate business interests may result in disciplinary actions up to and including immediate discharge.

The following is a general and non-exhaustive list of guidelines you should keep in mind:

- 1.) Always be fair and courteous to fellow staff members, clients, vendors, suppliers or people who work on behalf of the company. Also keep in mind that you are more likely to resolve work related complaints by speaking directly to your co-workers in a respectful and honest manner than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages clients, staff members, vendors, or suppliers or that might constitute harassment or bullying. Examples of such conduct might





include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, age, gender, national origin, color, disability, religion, or any other status protected by federal, state or local law or company policy. Inappropriate postings that may include discriminatory remarks, harassment, retaliation, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including immediate discharge.

- 2.) Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate, nothing that is ever posted truly expires. Never post any information or rumors that you know to be false about the company, fellow employees, clients, vendors, suppliers, and people working on behalf of the company or competitors. Also, do not start or repeat any rumors. If you have concerns or questions direct them to your supervisor.
- 3.) Maintain the confidentiality of company trade secrets and proprietary or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business – related confidential communications.
- 4.) Do not create a link from your blog, website or other social networking site to the company's website without identifying yourself as a company employee.
- 5.) Express only your personal opinions. Never represent yourself as a spokesperson for the company. If the company is a subject of the content you are creating, be clear and open about the fact that you are a staff member and make it clear that your views do not represent those of the company, fellow staff members, clients, vendors, suppliers or people working on behalf of your company. If you do publish a blog or post something online related to the work you do or subjects associated with the company, make it clear that you are not speaking on behalf of the company. It is best to use a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Griswold Home Care of Winston-Salem or Guardian Care Advisors Inc."



- 6.) You must refrain from using social media while working or while using the equipment we provide.
- 7.) Do not use any company email addresses to register on social networks, blogs or other online tools utilized for personal use.

Staff members are encouraged to report violations of this policy. The company prohibits retaliation against any staff member for reporting a possible deviation from this policy or for cooperating in an investigation. Any staff member who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary actions, up to and including immediate discharge.

Caregivers should not speak to the media on the company's behalf. All media inquiries should be directed to office personnel.

## Security of Electronic Devices

Each staff member provided with a laptop computer, smart phone, tablet or other electronic device is responsible for the physical security of that device. All devices acquired for or on behalf of the company are company property. The device must be locked up or secured when it is not in the immediate possession of an authorized user. In addition, the user must return the device immediately upon request of the company. A user must notify their supervisor immediately if the device is stolen, misplaced or damaged. All work created or performed on the device is company property. The device is subject to inspection by the company at any time without advance notice. The device must be used in a manner that complies with all company policies including the Electronic Communications, Equal Employment Opportunity, No Harassment, Confidentiality of Client Matters, Care of Client Records, Protecting Client and Company Information, Electronic and Voice Mail Monitoring and Internet Usage.

Violations of this policy may be grounds for disciplinary action up to and including discharge.



## Reference Checks/Outside Inquiries

Our company will not honor any oral requests for references. All requests must be in writing and on company letterhead. Generally, we will only confirm our staff member's dates of employment, salary history, and job title.

Under no circumstances, should a Caregiver provide another individual with information regarding current or former staff members of our company. If you receive a request for reference information, please forward it to your supervisor.

## Protecting Client and Company Information

Protecting client and company information is the responsibility of every staff member. You may be required to sign a non-disclosure agreement as a condition of your employment, in accordance with federal and state law.

Due to the nature of our business, client and company confidentiality is strictly enforced. Do not discuss the confidential business of our clients or company or proprietary business matters, or share confidential, personal employee information with anyone who does not work for our company, such as friends, family members, members of the media, or other business entities. Discussions regarding confidential client or company business with other staff members are also prohibited, unless it is a necessary work-related function.

Confidential information does not include information pertaining to the terms and conditions of Caregiver's employment. Nothing in this policy is designed to limit a Caregiver's rights under Section 7 of the National Labor Relations Act.

All telephone calls regarding a current or former staff member's position/compensation with our company must be forwarded to your supervisor.

The company's address shall not be used for the receipt of personal mail.

## Document Retention

The company maintains a formal document retention policy and procedure. Your supervisor will explain how that policy applies to you and the work you perform. You



must retain all work products in the manner required and for the time period required by our policy. Never destroy or delete any work product until the retention periods specified by the company's policy have been satisfied. Failure to comply with the company document retention policy and procedure may result in discipline up and to including discharge.

## Conflict of Interest/Code of Ethics

A company's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and staff. Therefore, staff members must never use their positions with the company, or any of its clients, for private gain, to advance personal interests or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities.

The company adheres to the highest legal and ethical standards applicable in our business. The company's business is conducted in strict adherence of both the letter and spirit of all applicable laws and the integrity of each staff member of utmost importance.

Staff members of the company shall conduct their personal affairs such that their duties and responsibilities to the company are not jeopardized and/or legal questions do not arise with respect to their association or work with the company.

Example 1: Your client wants to give you a gift with a value greater than \$5. You cannot accept gift of value greater than \$5 unless it is disclosed to the office staff who verifies the gift with the client.

Example 2: You need money to pay a bill and ask your client to give or loan you those funds. That is a Conflict of Interest and expressly not allowed under your employment with Griswold Home Care.

## Outside Employment

We understand that you may be employed with other companies (outside work). We endeavor to accommodate your other employment to the best of our ability. Should





you find it necessary to seek additional employment after becoming a caregiver with this company please provide notice in writing as soon as possible.

Staff members may not conduct outside work or use company property, equipment or facilities in connection with outside work while on company time.

## Contact with the Media

All media inquiries regarding the company and its operations must be referred to your supervisor. Only your supervisor is authorized to make or approve public statements on behalf of the company. No staff members, unless specifically designated by the Owners or Assistant Director, are authorized to make statements on behalf of or as spokesperson for the company.



## Receipt of Employee Handbook and Employment-at-Will Statement

This is to acknowledge that I have received a copy of the Griswold Home Care Winston-Salem Caregiver Handbook and I understand that it contains information about the employment policies and procedures of the company. I agree to read and study its contents and be guided by the policies and procedures contained in it.

I understand that with the growing needs of a business and changes in laws this handbook can change from time-to-time. I also recognize that the company reserves the right to change any policy and will inform me of those said changes when they occur. I also acknowledge that any written update of this handbook that is signed by the Director of this company serves as latest edition of this company's employment policies and procedures and will supersede previous editions.

I understand that this handbook is not intended to create contractual obligations with respect to any matters it covers and that the handbook does not create a contract guaranteeing that I will be employed for any specific time period.

FUTHERMORE, GRISWOLD HOME OF WINSTON SALEM IS AN AT-WILL-EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THE HANDBOOK, EITHER YOU OR THE COMPANY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT WILL. NO OFFICER, STAFF MEMBER, OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT – EXPRESSED OR IMPLIED – WITH ANY STAFF MEMBER FOR EMPLOYMENT FOR A SPECIFIC PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE OWNER OF THE COMPANY.

I, \_\_\_\_\_ acknowledge that I have read and understand the policies and rules in this book and hereby agree to adhere to this handbook in its entirety.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

