



COMPASSIONATE HOME
HEALTH RESIDENTIAL
SERVICES, INC.

Employee Handbook Guide

Guidelines welcome for new employee

Employee Handbook

You have joined one of the leading home health care agencies. This handbook is intended to acquaint you with Compassionate Home Health Residential Services Inc and to provide you with information and a general understanding of our working conditions and personnel policies affecting your employment.

This handbook:

- Describes many of your responsibilities as an employee of Compassionate Home Health Care;
- Answers many common questions concerning employment with this organization.

You should read, understand and comply with all provisions of this handbook.

This handbook, employment applications, and any other policy statements are not to be considered as contracts of employment for any specific period of time or for so long as certain conditions exist, nor are they intended to create contractual obligations of any kind. Neither the employee nor the Company is bound to continue the employment relationship if either chooses, at their will, to end the relationship at any time, with or without cause.

COMPASSIONATE HOME HEALTH RESIDENTIAL SERVICES INC.

About Us

Compassionate Home Health Residential Services Inc is centrally located in Towson, Maryland and serves clients in many of the surrounding areas. We provide a wide range of health care professionals including Registered Nurses, CMT, and CNAs.

Compassionate Home Health Care, Inc. is independently owned and licensed to operate in the State of Maryland. As an independent owner, the agency enjoys the benefit of corporate resources while maintaining autonomy to meet the specific needs of the client we serve.

At Compassionate Home Health Residential Services Inc, we operate in a mutually beneficial way in order to earn your trust as a partner to meet your staffing needs. We are responsive, we care, and we know that long term relationships are earned through providing experienced health care professionals who possess the specific skill set to successfully function in the position in which they are staffing.

Mission Statement

Compassionate Home Health Residential Services Inc is a home health care organization committed to providing the highest degree of service possible to our clients and the broadest range of employment process is in accordance with all local, state and federal law, regulation or contract requirements.

Please contact your Compassionate Home Health Residential Services Inc office at 410-616-9679 with any complaint/grievance. We will follow the process outlined when addressing your complaint/grievance.

It is your responsibility to complete your timesheet immediately after your assignment. All timesheets must be put together for submission to the office one week prior to pay day. (See pay day schedule).

Goals and Objectives

Our core values are essential and provide guidance in developing strategic direction and creating a vision for the future. Our core values help differentiate us and serve as a framework for everything we do.

Compassionate Home Health Residential Services Inc's core values are:

Integrity: We act openly and truthfully in all that we do and comply with laws and regulations.

Compassion: We care about the needs of others.

Customer Focus: We value long-term relationships by being committed to listening, respecting, and responding to our clients' needs.

Innovation: We find solutions and are resourceful in meeting the needs of our clients.

Financial Responsibility: We continue to grow and prosper to ensure long-term opportunities for our employees and clients.

Work Standards and Job Requirements

In addition to your job responsibilities, there are several other standards we expect all employees to adhere to:

Chapter 2

EMPLOYMENT INFORMATION

AT WILL EMPLOYMENT

It is our hope and expectation that both Compassionate Home Health Residential Services Inc and each employee will have a long-lasting and mutually beneficial relationship. However, as an employee develops new skills and as an employee's circumstances may change, an employee may choose to pursue other career opportunities. Likewise, business directions and needs are subject to change. For this reason, Compassionate Home Health Residential Services Inc has an at-will employment policy that allows either the employee or Compassionate HHRS to terminate the employment relationship at any time and for any reason.

EQUAL OPPORTUNITY EMPLOYMENT

Compassionate Home Health Residential Services Inc. is an equal opportunity employer. It is our policy to employ qualified people without regard to race, color, creed, religion, sex, sexual orientation, age, marital status, physical or mental disability, national origin or ancestry, veteran's status, or any other category protected by federal state or local law. This policy applies to all

aspects of employment, including but not limited to application, hiring, selection and placement, training and development, promotion, compensation, benefits, recalls, leaves of absence, discipline and termination.

OPEN DOOR POLICY

Compassionate Home Health Residential Services Inc values all of her employees and is committed to providing a positive work environment where employees take responsibility and ownership for problem solving at all levels of the business. We desire and expect all employees to be fully informed of Compassionate HHRS policies and procedures affecting their jobs, work environments and client relationships. We encourage at every opportunity that employees express their concerns and opinions and discuss their complaints and concerns with the Management.

Employees are invited to seek information on matters affecting their positions and their employment. If a problem or issue affecting work should arise, the Management is available to listen, counsel, or discuss concerns. Your direct supervisor should be your first point of contact when trying to resolve problems or concerns. If you feel your issues or concerns have still not been

resolved at this level, we would welcome you to bring your concerns to the management.

COMPLAINT RESOLUTION POLICY

Compassionate Home Health Care, Inc. fosters and promotes an atmosphere where employees can speak freely with members of the office staff and management team. Employees are encouraged to openly discuss with their chief administrative officer or any management personnel for any problems so that the appropriate action may be taken. If the Human Resource Manager or Billing Manager cannot be of assistance, a Manager is available.

Compassionate Home Health Residential

Services Inc make every effort to respond to your concern within 3 business days and to reach final resolution within two weeks of receipt of your complaint or sooner. Employees are not subjected to coercion, discrimination, reprisal, or unreasonable interruption of services for voicing complaints or recommending changes.

ACCEPTING ASSIGNMENTS

When you are offered any assignment, you will receive as much information as we have available. It is your decision to accept or deny the assignment. We ask that you consider all the facts: which

shift, the hours, and if travel is involved. The customer, Compassionate Home Health Care, Inc, and patients are depending on you if you accept the assignment. Also, let us know why you decide not to accept any assignment so that we better understand your preferences. If you are offered an assignment outside your area of competence, please let us know immediately so that we can make sure that our information is correct. Assignment may include: but not limited to laundry, errands, housekeeping chores, and assisting client to medical appointments

PRN ASSIGNMENTS

On occasion, you may be asked to fill in on an assignment it is the policy of Compassionate Home Health Residential Services Inc, that you remain open and as flexible as possible to accept an assignment if you are contacted.

NO CALL/NO SHOW POLICY

All assignments and schedule changes must be done through contact with our office. When you accept an assignment, we expect that you will be there on time. If an emergency arises and you cannot make the assignment, you must call the office

immediately as soon as you know that you will not be there. No call/no show on any assignment may result in disciplinary action, including termination. Employees who cancel frequently on short notice may be terminated.

CANCELLATION POLICY

When you accept a routine assignment (same schedule every week) you need to plan the rest of your schedule around your work schedule and give plenty of notice when you anticipate conflicts. A minimum notice of two weeks is required. This request **MUST** be in writing.

1. When you cancel an assignment, we expect you to call as soon as possible but a minimum of 8 hours prior to the start of your scheduled shift.
2. Employees must personally contact the office by telephone. Do not have friends or relatives calling for you.
3. Two cancellations in a one (1) month period may result in a written warning, and more excessive cancellations could result in your termination.

4. Time off from work: If you are requesting time off from your schedule, you MUST put it in writing submit to the office or fax it to 410-616- 9687. It is advisable that you consider giving the agency ample time to find coverage for your requested day off. Any time office over two weeks does not guarantee your assignment when you return.
5. It is necessary that you MUST have a working cell phone for effective communication between you and your employer.

Performance Management & Evaluation Processes

Compassionate Home Health Care, Inc. maintains a job description for all positions. This description includes a summary of duties and responsibilities assigned to employees classified with that title. It specifies the prerequisite education and experience required. Any special licenses or certificates that may be required are also documented.

NOTE: It is the responsibility of the Employee to make sure that all licenses and credentials are current at all times. If at any time your credentials expire, or are not kept current, your active status will be changed, and your record will be classified as inactive until your

documents are current or renewed. The following is a list of credentials requirements;

CNA	- Active and valid / current at all times
CMT	- Active and valid / current at all times
CPR	- Active and valid / current at all times
First Aid	- Active and valid / current at all times

DISMISSAL POLICIES AND DISCIPLINARY PRACTICES

The goal of Compassionate Home Health Residential Services Inc. disciplinary policy is to correct improper behavior and eliminate unacceptable performance or behavior while protecting the interests of our clients. Compassionate HHRS may use progressive or creative disciplinary procedures when dealing with employee problems. The purpose is to enable employees to understand what is expected in terms of behavior and performance and to provide Compassionate HHRS employees with a reasonable opportunity to correct improper or unacceptable behavior. Compassionate Home Health Residential Services Inc goal is to resolve problems through

open communication. The normal steps in the process are as follows:

1. Oral reprimand
2. Written reprimand (placed in employee file)
 - Strike 1
 - Strike 2
 - Strike 3
3. Suspension (with or without pay) or Termination of employment

The above steps may not be used in all situations, and in no way should any provisions within this Manual be considered a contract or guarantee of employment. As described above, Compassionate Home Health Residential Services Inc has an “employment at will” policy, and either an employee or Compassionate may terminate the employment relationship at any time, with or without cause, and with or without advance notice.

There are some situations where progressive discipline is not appropriate, and an employee may be terminated without going through all or any of the steps indicated above. This may occur if the health, safety or welfare of a Compassionate HHRS client, employee or representative is endangered in any way by an

employee’s conduct; certain actions constituting grounds for termination as set forth within this Manual are taken, or in other situations deemed necessary by Compassionate HHRS in its sole and absolute discretion.

INVOLUNTARY TERMINATIONS

Conditions may arise that necessitate the discharge of an employee or a reduction in the workforce. It is impossible to list all the possible grounds that might constitute involuntary terminations. Involuntary termination includes situations such as unsatisfactory job performance or violation of a Company policy.

Acts that are detrimental to the Company and grounds for immediate termination without notice include, but are not limited to:

- Any act that adversely affects the Company, its employees' or customers' integrity, security, effectiveness or safety
- Unethical behavior
- Theft / Vandalism

- Unauthorized possession or removal of property from premises
- Insubordination
- Use of alcohol or drugs in a manner which impairs performance
- Criminal acts
- Falsification of records/data
- Major security violations

Key Return Policy: When your employment is terminated, you are required to return your client key/s or any of your client's items that are in your possession. Failure to do so, will result into holding your last payroll check to offset the cost of the items listed in your possession by the client.

Do Not Call: You must not call your client should your employment be terminated by the agency. Calling the client will result in harassment on your part towards the client

VOLUNTARY RESIGNATION

Compassionate HHRS requests that each employee provides Compassionate with written notice two (2) weeks prior to the employee's voluntary resignation.

EMPLOYEE RESPONSIBILITIES

PERSONAL APPEARANCE, DESS CODE & PROFESSIONALISM

A neat, professional, well-groomed health care professional appearance is expected. You must wear your scrubs during your work/assigned schedule. No facial piercing should be worn during your assignment. Tattoos must be covered with professional scrub during your assignment. Compassionate Home Health Care, Inc., Administrators are available to answer any questions you may have about the dress code for an assignment.

Electronic devices, including mobile/cellular phones, tablets, laptops and other mobile devices, have become an integral part of daily life and socialization. However, employees are expected to concentrate on their professional responsibilities and must refrain from the personal use of these devices at work (including while travelling between client's appointments or CDS).

To protect the client's safety, privacy, and quality of care, Caregivers must not bring others, including children and pets, to the client's home while working.

EMPLOYEE DOCUMENTATION

Employee files are maintained for each employee at the Human Resource Office. The purpose of an employee file is to maintain an accurate record of each employee's work history and current employment status with Compassionate HHRS. The following forms are required to be kept in an employee's file:

- ❖ Application Form
- ❖ Background Check Results
- ❖ Emergency Contact
- ❖ Withholding Tax Form (W-4)
- ❖ CMT Training Certificate
- ❖ Evidence of CPR Training
- ❖ MANDT Certificate
- ❖ Documentation of qualifications, orientation and training,

Each employee has the responsibility of notifying Compassionate Home Health Residential Services Inc. of changes to information within the employee's file to ensure that such employee's records are current as to the following:

- ❖ Name
- ❖ Address
- ❖ Telephone number

- ❖ Emergency Contact
- ❖ Withholding Tax Information (W-4)

UNABLE TO WORK/ CALL-OUTS

It is Compassionate HHRS expectation that staff work according to their schedule assignment. In the event a caregiver is unable to report to work, the Caregiver must contact their house manager, Program Manager and Scheduler.

PAYROLL/TIME SUBMISSION POLICY - ADP

Pay periods are bi-weekly, beginning with the start of the first shift on Sunday and ending with the last shift on Saturday.

VEHICLE HANDLING POLICY

The following rules apply when riding in COMPASSIONATE HOME HEALTH RESIDENTIAL SERVICES INC vehicles:

- ❖ No company vehicle shall be used to transport more passengers than it is intended to.
- ❖ The driver and all passengers in the vehicle must always wear Procedures seat belts.
- ❖ Individuals are never to be left in the vehicle unattended.
- ❖ All traffic laws must be strictly obeyed. Employees are responsible for paying the full cost of any tickets/fines that are levied against Compassionate Home Health Residential Services Inc while he/she is responsible for the company vehicle. Employees should immediately contact their Program Coordinator and/or the Property Manager when they receive a ticket/fine or become aware that they will receive a ticket/fine
- ❖ In case of accident, All occupants in the vehicle involved in an accident must be seen in a hospital emergency room at once following the accident even if they are not complaining of any pain and appear to be uninjured.

ETHICAL STANDARDS

As an employee of Compassionate Home Health Care, Inc. you are expected to perform and to conduct yourself in accordance with the established policies, rules, and procedures. Failure to do so may result in your being placed on a Performance Improvement Plan resulting in disciplinary action. Some behaviors that may result in disciplinary action may include:

- Failure to document medication and services on ICare Manager
- Completing personal work while on assignment
- Sleeping during an assignment
- Using of Telephone while on duty for personal use
- Texting while on duty
- Soliciting money or gifts from individuals
- Excessive absences/cancellations excused or unexcused (refer to cancellation policy)
- Excessive tardiness excused or unexcused
- No call/No show
- Leaving assignment prior to scheduled end of shift without authorization

- Using company vehicle for personal business

CONFLICTS OF INTEREST

CONFIDENTIALITY

We protect personal health information of our individual in accordance with the federal law and regulation, The Health Insurance Portability and Accountability Act (HIPAA), applicable state law and regulation, and the policies and procedures of the assigned facility or organization.

The right to confidentiality is one right held by our individual and protected by the Health Insurance Portability and Accountability Act (HIPAA). It is not appropriate to discuss individual or office staff

outside the context of professional conversation relevant to the individual condition and plan of care. Discussions regarding individual are not to be held in the presence of non-involved individuals. Any breach of confidentiality on the part of caregivers is grounds for possible termination.

Telephone & Communications

The house phone is NEVER to be used for your personal phone calls. You are being paid to take care of the individual assigned, not to be spending your shift talking on a phone. Compassionate Home Health Residential Services Inc. policy regarding cellphones is clear:

- ❖ Do not use cellphones while driving.
- ❖ Do not call the office while driving
- ❖ Do not respond to texts or calls to your cellphone while driving.

Compassionate HHRS relies on telephone and text contact heavily; it is our primary form of contact between office, staff and individuals. It is imperative that whenever you receive a call or text from our office that you respond when safe.

ALCOHOL AND DRUG RESTRICTIONS

Illegal drugs and alcohol in the workplace pose a danger to us all. They impair safety and health, promote crime, lower productivity and impair our ability to provide high quality service. For these reasons we cannot and will not tolerate the illegal use of drugs or alcohol abuse by any of our employees.

All employees are prohibited from unlawfully manufacturing, distributing, possessing, using or being under the influence of alcohol, illegal drugs or prescription medication without the proper prescription while at work. The use of illegal drugs, alcohol or prescription drugs without a valid prescription outside of the workplace that affects your ability to work is prohibited. This policy extends to cover regular and temporary employees working in clients' facilities. Any employee violating the above policy will be subject to dismissal/termination.

Compassionate Home Health Residential Services Inc utilizes testing as an objective way to know whether an employee is or has recently used drugs or if he/she has alcohol or other impairing substances in their system.

Compassionate Home Health Residential Services Inc may test for drugs and/or alcohol or other harmful substances in the following circumstances:

- ❖ *As a requirement of the staffing assignment.*
- ❖ *There is reasonable cause to believe that an employee may be under the influence of alcohol or drugs.*
- ❖ *The employee has been involved in an incident in the workplace or elsewhere*

SMOKING

Smoking is not permitted while on duty. Compassionate HHRS strives to provide our patients with a healthy environment. Many of our patients are allergic to or sensitive to smoke

SEXUAL HARASSMENT

Compassionate Home Health Care, Inc., has been and will continue to be committed to providing a work environment where all employees are treated with dignity and respect. We maintain our unequivocal commitment that harassment on the basis of an employee's race, religion, color, national origin, citizenship, marital status, sex, age, sexual orientation, Vietnam Era or disabled veteran

status, or the presence of a non-job related physical, mental or sensory disability, or any other protected status does not occur and will not be tolerated at Compassionate Home Health Residential Services Inc office. This prohibition against such conduct covers non-employees as well, such as a vendor or client.

Any employee who is found, after an appropriate investigation, to have engaged in actionable harassment of another employee will be subject to disciplinary action, up to and including, termination. Sexual harassment is a form of misconduct which undermines the integrity of the employment relationship and will not, under any circumstances, be tolerated. The EEOC has issued guidelines on the subject of sexual harassment. Sexual harassment is very clearly a violation of the law. Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made explicitly or implicitly as a term or condition of an individual's employment.
- Submission to or the rejection of such conduct by an individual is used as the basis for making employment decisions affecting the individual or; and such employees will be terminated immediately from the agency.

DO NOT DO LIST:

- You must not solicit gifts either cash or item from the client.
- You must not borrow from or to the client.
- You must not borrow or request to use client's vehicle for personal gain

Any request that is not within your scope of work or assignment must be reported immediately to the agency. You must not exchange words or argue with your client

Chapter Five 5

SERVICES

Compassionate Home Health Residential Services Inc. provides Residential Service, Supported Living, Personal Support, Day Habilitation, Respite Care services, Nursing Support Services, Community development Service, (as described within this Manual). Accordingly, some clients may receive more than one service from Compassionate HHRS.

RESIDENTIAL SERVICES

Residential Services at Compassionate Home Residential Services Inc. provide a supportive, safe, and nurturing environment for individuals with disabilities or other special needs. These services are designed to promote independence, enhance quality of life, and ensure the physical and emotional well-being of residents. Direct Support Professionals (DSPs) play a vital role in delivering personalized care and fostering an inclusive and respectful living environment.

Key Information for DSPs to support residential individuals

- Understand the unique needs, preferences, PCP and goals of each individual.
- Promote independence while offering appropriate levels of support.
- Respect residents' privacy, dignity, and personal choices.
- Be vigilant about residents' health conditions and medication schedules.
- Recognize and report signs of illness, distress, or changes in behavior.
- Maintain a clean, safe, and organized living environment.
- Develop effective communication skills tailored to residents' needs (e.g., nonverbal cues, assistive devices).
- Assist residents with personal care, such as bathing, dressing, grooming, and hygiene.
- Support residents in meal preparation, grocery shopping, and household tasks.
- Keep accurate documentation of residents' activities, progress, and incidents.

- Monitor individuals' adherence to care plans and report deviations to the program manager or delegating nurse.
- Be prepared to handle medical or behavioral emergencies calmly and effectively.
- Follow emergency protocols and provide first aid or CPR and fire protocol when necessary.
- Assist residents in making informed decisions about their care and lifestyle.
- Attend ongoing training sessions to stay informed about best practices and regulations.

By adhering to these guidelines and responsibilities, DSPs will contribute significantly to the well-being and personal growth of residents, aligning with the mission of Compassionate Home Residential Services Inc.

Personal Support Services

Personal Support Services at Compassionate Home Residential Services Inc. aim to empower individuals with disabilities to live independently, engage meaningfully in their communities, and

exercise choice and control over their own lives. These services are designed to foster community integration and provide individualized support that aligns with the individuals' unique needs, goals, and aspirations.

Key Information for Personal Support DSPs

- Focus on independence: Support individuals in developing and enhancing skills needed for independent living.
- Facilitate opportunities for individuals to engage in social, recreational, and vocational activities within their communities.
- Foster relationships and connections that enhance social inclusion.
- Tailor support services to each individuals' strengths, preferences, and personal goals.
- Empower individuals to make decisions about their daily activities, goals, and care.
- Accompany individuals to events, appointments, or outings as needed.

- Provide guidance on navigating social interactions and building relationships.
- Monitor individuals' physical and emotional health, ensuring their needs are met.
- Provide support in accessing medical care, therapy, or other services when necessary.
- Maintain accurate records of individuals' progress, activities, and incidents.
- Report any concerns, challenges, or achievements to program manager.

Supported Living Services

Supported Living Services at Compassionate Home Residential Services Inc. are tailored to meet the unique needs and preferences of each individual as outlined in their Person-Centered Plan. Delivered in a highly personalized manner, these services empower individuals to live independently, enhance their problem-solving skills, and engage in meaningful community-based activities. The goal is to provide the necessary support for

individuals to thrive in their chosen living arrangements and maintain control over their daily lives.

Key Information for Personal Support DSPs

- Understand and adhere to each individual's Person-Centered Plan.
- Respect the individuals' choices about where and with whom they live.
- Tailor services to align with the individual's specific goals, interests, and resources.
- Provide guidance and support while encouraging self-direction and decision-making.
- Ensure activities are chosen by the individual and aligned with their personal resources.
- Guide individuals in planning and organizing their day-to-day activities.
- Support individuals in developing problem-solving and self-direction skills to handle activities of daily living (ADLs) and instrumental activities of daily living (IADLs).

- Support individuals in building and maintaining relationships outside their living environment.
- Monitor health and well-being and assist in accessing medical or support services when needed.
- Accurately document progress, activities, and any issues encountered.
- Report updates, concerns, or significant changes to program manager.

RESPITE CARE SERVICES

Respite Care services are short-term care services provided due to the absence or need for relief of the family member(s) or primary caregiver. Compassionate HHRS ensures those Primary caregivers and clients receiving respite care meet specific requirements. Respite care is limited to thirty (30) consecutive days per respite stay in accordance with the care plan and is based on the client's needs.

Key Information for Respite Care DSPs

- Ensure the individual's safety at all times, adhering to established care plans and protocols.
- Provide reminders, cuing or physical assistance to complete ADLs
- Household management assistance - assist with housekeeping, meal planning, shopping, budget/money management, communication and transportation when other resources are unavailable
- Health, safety and wellness oversight - support health and wellness as identified in the service plan, which may include monitor and identify health needs, exercise and other wellness improvement activities, medication and medical equipment device assistance
- Community living engagement - help live independently in the community by assisting the individual to achieve their community engagement goals by accessing activities, services and resources and provide transportation when other resources are unavailable.
- Follow any specific health or medical instructions outlined in the care plan.

- Be familiar with emergency protocols and prepared to respond to medical or behavioral incidents.

DAY HABILITATION SERVICE (Day Program)

Day Habilitation Services at Compassionate Home Residential Services Inc. are designed to provide individuals with disabilities the opportunity to develop life skills, enhance their independence, and participate meaningfully in their communities. These services are structured to support personal growth, socialization, and community engagement in a group or individual setting during daytime hours. Day Habilitation focuses on improving individuals' abilities to function independently and achieve their personal goals.

Key Information for Day Habilitation DSPs

- Focus on teaching daily living skills, communication, and social interaction
- Deliver services based on the individual's Person-Centered Plan, tailoring activities to their unique needs, preferences, and goals.
- Encourage and facilitate participation in community-based activities, volunteer opportunities, or other events.



Guiding You to Healthier Horizons

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