

Employee

Handbook



Since 2004, Cowesett Home Care Inc. located in Warwick, Rhode Island has been providing home care services to seniors, children, and disabled clients residing in Rhode Island.

*Thank you
for joining
our team!*

We are CHAP Accredited, Medicaid approved and a Rhode Island Department of Elderly Affairs program grantee.

**August
2011**

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Introduction

Welcome to Cowesett Home Care

We are pleased to have you join Cowesett Home Care, Inc. We enjoy our role in providing high quality home care services to seniors, children and disabled clients throughout the state of Rhode Island. We are proud of our reputation and recognize that our employees have made us the success that we are today. We hope that your experience while working here will be a positive and rewarding one.

To help you become familiar with Cowesett Home Care, we have prepared this handbook. We believe that it is important to communicate our policies and expectations and this Handbook will familiarize you with the privileges, benefits and responsibilities of being an employee. Please understand that this Handbook only summarizes our policies and practices. It is not meant to be a comprehensive description of every policy and procedure.

We ask you to review this handbook and make sure that you address any questions or concerns to the Administrator. Once you have completed your review, we ask you to sign and return a copy of the attached Acknowledgement of Receipt Statement. This is an acknowledgement of the fact that you have seen and read the handbook and that you understand its terms and provisions.

John Bucci
Chief Executive Officer

Laurie Ellison
Administrator

Handbook Acknowledgment Form

By signing this form, I acknowledge that I have received a copy of the Cowesett Home Care Employee Handbook. I understand that it contains important information about policies, that I am expected to read the Handbook and familiarize myself with its contents, and that the policies in the Handbook apply to me. I understand that nothing in the Handbook constitutes a contract or promise of continued employment and management may change the policies in the Handbook at any time.

By signing this form, I acknowledge that my employment is at will. I understand that I have the right to end the employment relationship at any time and for any reason, with or without notice, with or without cause, and that the organization has the same right. I acknowledge that neither Cowesett Home Care nor I have entered into an employment agreement for a specified period of time, that only the owner may make any agreement contrary to the at-will policy, and that any such agreement must be in writing, signed by the owner and me.

EMPLOYEE'S SIGNATURE

DATE

EMPLOYEE'S NAME (PRINT)

I. Philosophy of Cowesett Home Care

Mission

Cowesett Home Care is dedicated to providing the highest quality home-based client care with compassion and respect for each person.

Values

Cowesett Home Care recognizes and supports these values and their role in fulfilling our mission. We are:

- **Committed to Our Clients**

We recognize the unique physical, emotional, and spiritual needs of each person receiving health care in the home. We strive to extend the highest level of courtesy and service to clients, family/caregivers, visitors, and each other.

- **Committed to Leadership**

We engage in a wide range of continuing clinical education programs for our paraprofessionals.

- **Committed to Excellence**

We strive to create an environment of teamwork and participation, where, through continuous performance improvement, health care professionals pursue excellence and take pride in their work, the organization, and their personal development. We believe that the quality of our organization personnel is the key to our continued success and we require our staff to participate in a wide range of continuing clinical educational programs to maintain our quality of care. We maintain financial viability through a cost-effective operation to meet our long-term commitment to our clients.

II. The Employment Relationship

Employment at Will

We are happy to welcome you to Cowesett Home Care. We sincerely hope that your employment here will be a positive and rewarding experience. However, we cannot make any guarantees about your continued employment. Your employment here is at will. This means that you are free to quit at any time, for any reason. We are also free to terminate your employment at any time, for any reason with or without notice, with or without cause.

No employee or Cowesett Home Care representative, other than the CEO or Administrator has the authority to change the at-will employment relationship or to contract with any employee for different terms of employment. Nothing in this Handbook constitutes a contract or promise of continued employment.

Equal Opportunity Employment Statement

It is contrary to our policy to discriminate against employees or applicants on the basis of race, color, creed, sex, age disability, national origin, marriage between co-workers, or veteran status. This policy applies not only to hiring, but also to working conditions, and privileges of employment. We ask that each employee take responsibility in helping us to fulfill our goal of being an equal opportunity employer.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) protects qualified applicants and employees with disabilities from discrimination in hiring, promotion, discharge, pay, benefits, job training, and other aspects of employment. Employers are also required by law to provide qualified applicants and employees who have disabilities with reasonable accommodations that do not pose an undue hardship on the organization.

Any employee that requires an accommodation for a disability should notify the Administrator of his/her request.

Genetic Information Nondiscrimination Act

The Genetic Information Nondiscrimination Act (GINA) will generally prohibit discrimination in health coverage and employment on the basis of genetic information. GINA, together with already existing nondiscrimination provisions of the Health Insurance Portability and Accountability Act, generally prohibits health insurers or health plan administrators from requesting or requiring genetic information of an individual or the individual's family members, or using it for decisions regarding coverage, rates, or preexisting conditions. Employers are prohibited from using genetic information for hiring, firing, or promotion decisions, and for any decisions regarding terms of employment.

Confidentiality Statement

In the course of your employment with Cowesett Home Care you may have access to confidential information relating to clients, agency policies and other medical information. Knowledge of such confidential information is a trust.

This agency has information regarding patients' names, financial and medical records, medical history, addresses, bills and payment records as well as record forms. This agency regards our information on patients as highly confidential and not to be discussed with anyone other than the Administrator. Failure to maintain confidentiality is grounds for immediate termination.

Respectful Work Environment

Cowesett Home Care prides itself in providing a respectful work environment. As such, the management consistently strives to treat staff with respect and requires all employees to be respectful to management, each other and to all clients.

Standards of Conduct / Ethical Behavior

The agency's conduct policies have been established for the guidance of all employees. All policies and procedures will be enforced in a fair and consistent manner. The purpose of these guidelines is to provide each employee and patient with a safe, healthy, and productive environment.

In your client's home, you are not a guest. You are there to provide services for the client. The following behaviors are strongly discouraged and may be dealt with in a disciplinary manner:

- HIPAA violations-discussing other clients or Protected Health Information (PHI) concerning clients with your client or other people or employees
- Discussing any office matters with the client
- Borrowing money or accepting gifts
- Fighting or creating a disturbance
- Idleness or loafing during working hours
- Reporting for duty under the influence of intoxicants
- Eating or drinking the client's food
- Smoking
- Giving your phone number to your client
- Offering medical advice
- Making or receiving phone calls (excluding the office)
- Use of cell phone unless in an emergency
- Bringing any one to clients home with you

A complete policy on Standards of Conduct/Ethical Behavior is located in the office for your reference.

III. Employment Policies

Employee File

An employee file is maintained for every employee. In addition, there is a separate confidential medical file retained separately from the personnel file. Generally, only the employee, the CEO and the Administrator have access to this file.

It is vital that we keep information about employees up-to-date. Please notify the Administrator of any changes in:

- Name
- Address
- Telephone number
- Whom to notify in case of accident
- Dependents
- Marital status
- Insurance beneficiary
- Military status
- Legal name (if changed by marriage or otherwise)

Employee Classification

1. A full-time or regular employee is one who is specifically scheduled to work at least 32 hours per week.
2. A part time employee is one who is scheduled to work less than 32 hours per week. Work hours may fluctuate if staff members are asked to cover for other employees or to insure proper care of all patients.
3. Exempt employees are those who hold executive, managerial, administrative, and professional jobs. Any employee who holds a position that meets certain tests established by the Fair Labor Standards Act will be exempt from overtime pay.
4. Nonexempt employees are those whose job positions do not meet the tests for exempt employees under the Fair Labor Standards Act. Employees will be paid at the rate of one and one half times the regular rate for any time worked over 40 hours in one given week.
5. On occasion, the Administrator makes other employment arrangements as need be.

Introductory Period

The first three months of employment will be an introductory period. At the end of three months, performance will be reviewed, and if proved satisfactory, employees will be placed on regular working status.

Attendance

▪ Tardiness

Tardiness or failing to report to work as scheduled can be problematic for the clients. If an employee is sick or is going to be late, he /she must call the office at 401-921-5644 directly.

We may contact the client. You will be responsible to fulfill the entire shift. If on arrival your client does not respond to the door or buzzer, please call the office immediately. You should never leave without first speaking to office personnel.

Frequent tardiness is not acceptable and can jeopardize your position with Cowesett Home Care.

▪ Absences and Sick days

If you are sick, it is imperative that you call the office directly. If you need to get in touch with the on call supervisor after hours, call the office number 401-921-5644 and the answering service will get in touch with us. This is for emergencies and sick calls only.

It is also mandatory for you to speak to the on call supervisor. Do not leave a message or a text as doing so will constitute a no call or no show and disciplinary action will be taken.

1. If an employee is out for 3 or more days, a doctor's note must be provided.
2. An employee must provide an indication of when he/she will be able to work.
3. Employees will not be paid for time not worked with the exception of approved and documented leave time as defined under the Benefits Section of this handbook.

Time slips are to be documented appropriately. You will be paid for the actual hours worked.

- **Weekend Schedule**

It is mandatory for each employee to fulfill an obligation every other weekend. Shifts are at the office staff's discretion and are decided by the client's needs. Our policy requires that anyone who calls out on a weekend will have to make it up the following weekend. This will be mandatory for all employees to better serve our client's needs.

Cowesett Home Care understands that there will be incidents beyond your control; however, excessive or chronic violations will call for disciplinary action that may include termination.

- **Inclement Weather**

Cowesett Home Care provides primary care. Therefore, it is always open. In the event employees have difficulty with transportation due to the weather, they must contact a supervisor to arrange to be picked up and transported to a patient's home.

Employment of Relatives

Cowesett Home Care permits members of the same family to work at the agency. Cowesett Home Care will not, however, consider or accept employment applications from individuals whose employment would result in a supervisor/ subordinate relationship or in a possible conflict of interest.

Relatives are defined as: parent, spouse, child, sibling, grandparent, grandchild, aunt, uncle, cousin, in-law or step relative, or any person with whom the employee has a close personal relationship such as a domestic partner, romantic partner, or co-habitant.

Outside Employment

We ask that all employees dedicate themselves to the interest of the agency. Outside employment in another job may interfere with your job. We do not restrict this type of activity; however, we ask that you inform the Administrator if you have another job. If for any reason, your moonlighting job interferes with your job responsibilities at this agency, the Administrator may request that you discontinue the extra job.

Dress Code

It is Cowesett Home Care's policy that all employees present themselves in a professional way. All employees are required to be neat, clean and to wear a clean uniform consisting of solid and/or multi-colored scrubs, printed smocks, sneakers or nursing shoes. The following articles are not acceptable:

- Sweatpants
- Spandex

Shorts
Tank tops
Open-toe shoes or sandals

Personal Phone Calls

Employees are asked not to make personal phone calls while on duty. Occasionally there may be times when calls need to be made for family, medical or personal emergencies. When necessary, such calls should be brief and made between patient visits, during breaks or, in rare cases, at the client's home.

Solicitation

Employees will not solicit for any purpose on either onsite or at the client's home property. Any charitable efforts or fund-raising solicitations are to be handled by the CEO.

Smoking

In accordance with Rhode Island State Law, neither employees nor clients are allowed to smoke in the agency. Specifically, employees are not allowed to smoke within 50 feet of the agency or at a patient's residence.

IV. Standards of Care

Safety

Cowesett Home Care is committed to maintain a safe work environment for its employees and its patients. Therefore employees are expected to abide by the following safety rules.

Patient Care

In a client's home, you are not a guest. You are there to provide services for the client. The following behaviors are strongly discouraged and may be dealt with in a disciplinary manner:

- HIPAA violations - discussing other clients or Protected Health Information (PHI) concerning clients with your client or other people or employees
- Discussing any office matters with the client
- Borrowing money or accepting gifts
- Fighting or creating a disturbance
- Idleness or loafing during working hours
- Reporting for duty under the influence of intoxicants
- Eating or drinking the client's food
- Smoking
- Giving your phone number to your client
- Offering medical advice
- Making or receiving phone calls (excluding the office)
- Use of cell phone unless in an emergency
- Bringing any one to a client's home with you

A complete policy on Standards of Conduct/Ethical Behavior is located in the office for your reference.

Use of Gloves

Gloves, as well as any other necessary protective clothing, are supplied by Cowesett Home Care. Gloves must not be so large and loose fitting as to easily slip off during use. Disposable gloves will be removed and discarded after contact with each person, fluid item, surface, if torn or punctured, or when their ability to function as a barrier is compromised. Gloves may not be washed or disinfected for reuse. Gloves are to be changed: between tasks and procedures on the same client; after changing or cleaning an incontinent client; after removing an old dressing; and when the integrity of the glove is in doubt. Hands must be washed immediately, or as soon as feasible, after removal of gloves or any other personal protective equipment.

Client Banking

In most situations, performing banking transactions for your client is prohibited. Banking transactions include check cashing and ATM transactions. Client banking will be allowed when prior authorization has been given from Cowesett Home Care management. If a situation is questionable, please do not hesitate to call the office. Whenever you are given cash for shopping, etc., you must give your client a receipt along with the correct change.

Client Transportation

Under no circumstances is any client to be transported by any employee of Cowesett Home Care.

Emergency Planning

Cowesett Home Care has established a plan and an alternate business location which will allow for continuation of services in the event of a workplace emergency affecting our organization or the community.

Cowesett Home Care will provide for orientation and education of all personnel regarding participation in the emergency management plan. Education will be provided during orientation and at least annually thereafter. In general, preparing for an emergency includes preparing an emergency kit, making a plan and staying informed regarding the emergency situation. Directions for preparing emergency kits include the following:

- Pack food and water for each person and pet which are non perishable
- Pack infant formula if needed
- Pack changes of clothing for three days
- Bring blankets
- Bring a First Aid Kit
- Bring flashlights and a battery operated radio and extra batteries
- Bring small tools
- Bring copies of important documents
- Bring a list of medical problems and prescriptions and supplies for up to three days
- Bring supplies for family members with special needs

V. Pay Practices

Time Slips

At orientation, you were given an example of a time slip and care plan. Please use this as a guide to complete time slips.

All time slips must correspond with the client's Care Plan, which you will find in the Cowesett Home Care folder at each of your client's homes. They must be initialed daily and signed by your client at the end of the week. Time slips are due in our locked mailbox every other week by the end of the day on Saturday.

Under the Rhode Island Medicaid program, Cowesett Home Care is subject to inspections. Your time slips are documents used as a part of this inspection. Please submit accurate, truthful and neat time slips.

All staff will be required to keep a timecard record. The timecard is the basis for pay.

1. It is the employee's responsibility to record hours accurately and on a daily basis. Any errors on computer time sheets must be corrected by the Administrator before the end of the week.
2. It is the employee's responsibility to record breaks in the workday, such as personal time off, medical appointments, or lunch breaks. The goal is to allow everyone a one-half hour lunch break, but there may be occasions when this is not possible. Such circumstances will be addressed and paid appropriately.
3. Any employee who is hired to work holidays or weekends is expected to keep to that schedule.
4. Deviations from standard hours must be approved by the Administrator or CEO. Excessive overtime must be approved by the Administrator in advance.
5. Employees who misrepresent time worked or punch in for another employee may be subject to immediate dismissal.

Pay Checks

Payday is every other Friday. Paychecks are available anytime during office hours. Cowesett Home Care is not responsible for lost checks. The employee will incur a \$25.00 stop payment for lost checks. Direct deposit is available. Please come into the office to fill out an employee authorization.

Time Away From Work Pay Policies

Approval for any time off must be requested at least two weeks in advance. Because the needs of the agency and its clients must come first, there may be occasions when time off is denied. Paid time off benefits are defined below

Holidays

If an employee is scheduled to work on a Rhode Island State Holiday he/she will be paid time and one half for these holidays. Paid holidays Include:

- New Years Day*
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day*

* Christmas Eve and New Years Eve are not holidays

Paid Time Off

Employees are eligible for paid time off once they have worked at least six months. The schedule is as follows:

- If employees have worked a minimum of 64 hours per pay period, they will accumulate paid time off in the amount of 3.08 hours per pay period, for a maximum of 80 hours per year.

Employee Referral Bonus

Employees may be eligible for an employee referral bonus of \$100. Applicants must identify the name of the employee who referred them. Employees will be eligible for half after the successful completion of one month of service and the other half after a total of six months of successful service.

VI. Rules of Conduct

Respectful Work Environment

It is expected that employees will adhere to the agency's commitment to a respectful work environment at all times when interacting with co-workers, clients, and management.

Personal Issues

During your employment, there may be occasions when personal or work problems arise. When these occur, we ask that you seek help from the Administrator.

Problem Resolution Procedure

- **Employee Grievances**

Employees will have the right to express concerns regarding any aspect of services or the application of policies or procedures.

Any dispute or controversy should be brought to the attention of the Administrator. If the Administrator cannot resolve the issue, the issue may be referred to the CEO.

Every attempt will be made to resolve the issue confidentially.

Sexual Harassment

Cowesett Home Care strictly prohibits sexual harassment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature if:

- a. Submission to such conduct is explicitly or implicitly made a term or condition of an individual's employment;
- b. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual; or
- c. Such conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

Any harassment that is directed at a person because of that person's gender is also sexual harassment, regardless of whether it is sexual in nature. Conduct of this nature is prohibited by the practice, whether the person engaging in such conduct is a manager, supervisor, coworker, or third party (such as suppliers, customers, and service personnel). If an employee thinks he or she has been subjected to sexual harassment, or is aware of sexual harassment in the workplace, it should immediately be brought to the attention of the Administrator. If the complaint is directed against the Administrator, then the employee should bring it to the attention of the CEO. All complaints will be investigated and the appropriate parties will be notified of the results. Investigations will be conducted as confidentially as possible. Any employee found to have engaged in sexual harassment will be subject to disciplinary action, up to and including termination.

Cowesett Home Care will not retaliate against employees for making sexual harassment complaints or bringing possible sexual harassment to the practice's attention.

Drug and Alcohol

To ensure a safe and productive work environment, Cowesett Home Care prohibits the use, purchase, sale, possession, or transfer of any alcoholic beverage or nonmedical prescribed controlled drug while on agency property, client property or scheduled Cowesett Home Care working hours.

Cowesett Home Care also prohibits employees from reporting for or being at work while under the influence of alcohol or drugs. Employees who are using a prescribed drug which might in any way affect job performance should report this to the Administrator.

Any violation of this policy will result in disciplinary action, including termination. Any employee found to have possession or be under the influence of alcohol or drugs will be terminated immediately. Any possession of illegal drugs either through purchasing or selling while at the practice will involve police notification.

Electronic Mail, Social Media and Internet

Some employees will have access to the agency's electronic mail (e-mail) system and the Internet. Cowesett Home Care's policy is that all electronic communications means should be used strictly for business related matters. There should be no expectation of privacy. Personal use should be limited to break periods and exclusively for personal matters requiring immediate attention.

In accordance with our policy of respectful work environment it is our policy to compose and send e-mail messages that are productive and respectful to coworkers. It is strictly prohibited to create or download any messages or files which may be considered offensive, disruptive, derogatory, obscene, defamatory or harassing in nature, or to visit any offensive web sites. Among those which are considered offensive are any messages, files or web sites which contain

sexually explicit material, sexual implications, racial slurs, gender-specific comments, or any other comment or depiction that offensively addresses someone's race, age, sex, sexual orientation, gender identity, HIV/AIDS status, religious or political beliefs, national origin or disability.

Some employees may use social media websites e.g. MySpace, Face Book, Linked In, etc. as a medium of self-expression and Cowesett Home Care respects the right of employees to use such sites. However, if an employee chooses to identify him or herself on such Internet venues, the following code of conduct is expected:

Employees must be professional, truthful and respectful in all communications and blogs. Employees must not use obscenities, profanity, or vulgar language. Employees must not use blogs or personal Web sites to disparage Cowesett Home Care or share any confidential information. Employees may not use blogs or personal Web sites to harass or intimidate other employees as defined above.

Employees may not use blogs or personal Web sites to discuss engaging in behavior that is prohibited by company policies, including, but not limited to, the use of alcohol and drugs, sexual activity, sexual harassment.

Any employee found to be in violation of any portion of this Social Networking Policy may be subject to immediate disciplinary action, up to and including termination of employment.

Gifts, Gratuities and Business Courtesies

It is Cowesett's Home Care's Policy to discourage employees from accepting, extending or soliciting courtesies to/from clients, vendors, service referral sources, or other individuals/entities who have a financial interest in Cowesett. While this policy is not intended to prohibit employees from accepting or extending nominal non-cash business courtesies (e.g. meals, refreshments, goods valued at less than \$25.00, etc.), employees should exercise the utmost care in such matters to avoid any semblance of impropriety or unethical business practice.

VII. Performance Standards

Licenses and Certifications

Licenses and/or certifications are to be presented at the initial interview. On or before the first day of May, the Rhode Island Department of Health shall mail an application for renewal of registration to every individual who is to renew that year. Employees must then present their renewal form along with their check to the administrator and all license renewals must be mailed directly from the agency. It is the employee's responsibility to keep the license and/or certification current. In the event that an employee does not have sufficient funds to pay for his/her license renewal, Cowesett Home Care will advance the fee and make arrangements to be repaid through payroll deduction.

Employees are also required to have a Supervisory Visit at their client's home every three months by a Cowesett Home Care registered nurse.

In-service Education

Cowesett Home Care is required to conduct an in-service educational program. The in-service program shall include improvement of skills of staff to ensure the delivery of quality home care services as well as recognition and reporting of abuse, neglect, mistreatment, and exploitation.

Our program requires all employees to have 14 hours of in-services per year. These in-services are mandatory for all employees without exceptions. The in-service schedule is posted in the office.

Performance Management

Cowesett Home Care employees are expected to perform at the highest level of skill, competency and compassion at all times. As needed, the management staff will work with employees who have performance difficulties.

On an ongoing basis, job performance, attendance records, work attitude, quality of work, work relations with other staff members and the willingness and responsiveness to work will determine how pay increases will be distributed. Pay levels are determined by the staff member's position with the agency, as well as by economics and merit. Salaries are based on information compiled from performance appraisals, client feedback and supervision and the income of the agency.

Performance reviews are an ongoing communication between employees and supervisors to provide a clear understanding of what is expected in the job. A performance review provides an opportunity for employees to communicate any concerns they may have about their job or their future. The schedule for reviews of performance is as follows:

- **Three-Month Review**

The first scheduled performance review usually occurs after three months of employment or once the introductory period has been completed.

- **Annual Review**

After the initial three-month review, employees will be reviewed at least once annually, on or around their anniversary date. Other periodic reviews may be scheduled as an ongoing form of communication between employees and supervisors.

Performance Problems

In the event that an employee demonstrates unacceptable behavior or has difficulty performing all of the duties as assigned, the Administrator will work with the employee to correct job performance. Initially, this may mean that an employee may be spoken to or provided with training.

Verbal Warning

This is a formal discussion between an employee and the Administrator to discuss a minor violation or poor job performance. If the behavior continues, the employee may be subject to a written warning or termination. The Administrator will document the verbal warning for his/her record.

Written Warning

This is a formal discussion accompanied by written notice stating the violation of Cowesett Home Care policy or poor job performance. If the behavior is not corrected the employee may be subject to termination of employment. The Administrator will file a copy of any written warning in the personnel file.

VIII. Benefits

Health and Dental Plan

Employees are eligible for health and dental coverage if they work a minimum of 32 hours a week or 64 hours in a pay period.

Employees may obtain additional information regarding health plans and employee share of premium from the Office Manager. Health benefits are available to new hires after thirty days.

Temporary Disability Insurance

Employees are eligible to apply to Temporary Disability Insurance in accordance with the law. Employees must file directly for TDI.

Leaves of Absence

Full-time employees who have been with Cowesett Home Care for at least one continuous year may be entitled to an unpaid leave of absence for varied reasons. All requests for a leave of absence will be handled on an individual basis and a decision will be made based on performance, the employee's length of service, the reason for the request, responsibility level, and the impact the leave will have on other staff.

This leave will be limited to 30 days and, in special circumstances, may be extended to include another 30 days.

Please submit all requests to the doctor in charge with as much advance notice as possible. When requesting a leave due to a disability, employees must submit the following:

1. A doctor's statement verifying the disability and the length of recuperation.
2. A statement verifying the employee's ability to return to work.

COBRA

Any employee and qualified beneficiaries covered by Cowesett's Home Care health and/or dental insurance may be eligible to continue coverage if they lose coverage for any of the following reasons:

- Termination of employment (other than for gross misconduct)
- Reduction in hours
- Divorce or legal separation
- Death
- A dependent child ceasing to be a dependent according to plan provisions
- An employee's entitlement to Medicare benefits.

Workers Compensation

If an employee is injured on the job, the Administrator must be notified and a first report of injury must be filed immediately. If an employee is determined eligible for Workers' Compensation, benefits will be provided to cover medical expenses and a percentage of lost wages while the employee is injured and disabled at work. All employees are to file for state disability benefits immediately following the accident or injury.

Funeral

In the event of a death in the immediate family, Cowesett Home Care may provide a bereavement day with pay. The Administrator in consultation with the CEO may or may not approve of additional time.

Jury Duty

If an employee is called to jury duty, he/she must notify the Administrator and submit a copy of the Notice to Serve. If an employee reports for jury duty and is excused, Cowesett Home Care requests that he/she return to work to complete his/her regular workday.

Military

Members of the Armed Forces. A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable. The leave will be unpaid.

However, employees may use any available paid time off for the absence. Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment. Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

IX. Dismissal/Termination of Employment

If an employee is not able to correct performance problems or if an employee violates a Cowesett Home Care policy, serious action will be taken. Specifically, actions that are illegal or purposeful violations of Cowesett's Home Care are subject to immediate termination, and do not require a written warning prior to termination.

Employment at Cowesett Home Care is "at will" and employees can be terminated with or without good cause, and with or without notice, at any time, at the option of the Administrator, and/or the CEO except as otherwise provided by law.

At Cowesett Home Care, honesty, respect, and adherence to all appropriate care guidelines represent the foundation of Cowesett Home Care's mission. All policies and procedures will be enforced in a fair and consistent manner. The list below is meant to be representative of the behaviors that are not acceptable.

The following is a list of things that could lead to disciplinary action, including immediate dismissal:

- No Call / No Show
- Falsifying time slips
- Transporting patients
- Excessive tardiness or absenteeism
- Lying on the employment application
- While at the agency or when at a client's home, being under the influence of alcoholic beverages or illegal drugs
- Disregarding safety regulations
- Disregarding HIPPA
- Being impolite to clients or other staff members
- Theft, destruction or damage of any property
- Language that insults, threatens, intimidates, or abuses clients or other staff members
- Failure to comply with written or verbal instructions or assigned duties
- Performance that does not meet the supervisor's expectations
- Participation in activities, including off-premises activities, that may be inconsistent with the Rules of Conduct expected by all employees
- Unexcused absenteeism or tardiness
- Walk outs

Resignation

Employees who resign are required to give two week's written notice. Employees who resign and employees who are terminated are required to come into the office to pick up their last check and return their ID Badge. They are also required to leave all client information and time slips.

Final payment for all wages due will be made as soon as practical, but no later than the next regularly scheduled payday. Upon termination of employment, employees will be paid for any accrued but unused time. If employees have taken vacation or sick time in advance of accrued time, the last paycheck will be adjusted accordingly.