

Employee Handbook

Introduction

This handbook is designed to acquaint employees with general information about working conditions, benefits and policies affecting your employment.

The information contained in this handbook applies to all employees of Best Care Nursing Services, Inc. The contents of this manual shall not constitute nor be construed as a promise of employment or as a contract between the company and any of its employees. The handbook is a summary of our policies, which are presented here only as a matter of information.

The policies in the handbook are subject to change and may change at any time at the sole discretion of the company. The current copy supersedes all prior manuals, policies, and memos that have been issued on policies covered in the manual. Updated handbooks are available at www.bestcarenursing.com

At Will Employer

Best Care Nursing Services, Inc. is an at will employer. The employer or the employee may terminate the employment relationship at any time, for any reason.

While the company may have a disciplinary system in place, this system does not have to be used. Best Care Nursing Services, Inc. may make the decision to terminate you without first taking these disciplinary steps.

None of the information provided in our policies signifies a contractual agreement or should be interpreted to conflict with, eliminate or modify in any way your employment-at-will status with Best Care Nursing Services, Inc.

Code of Conduct

The staff at Best Care Nursing Services, Inc. has been and continue to be committed to the highest of ethical standards in the conduct of our healthcare and business operations.

- We demand of ourselves full compliance with all federal, state, and local laws. We are committed to preventing, detecting, and disciplining any unethical behavior.
- We thrive and prosper on our quality medical treatment and outstanding reputation for professional conduct. We create systems and controls to keep ourselves tried and true to these standards.
- We are partners in defining the leading edge of vigilance and in protecting the rights of all those we interact with.
- Local and state laws are available for review at Best Care Nursing Services, Inc. office.

Dress Code

- Round neck or collard shifts to ensure modesty. Scrubs are expected in some client homes. Schedulers will notify you accordingly.
- Full length pants free from holes, rips or tears.
- Clothes must be moderate fit to ensure modesty when providing care.
- Closed toe shoes that provide proper support to feet and ankles.
- Client may require indoor shoes see care plan.
- Fingernails must be short and cannot exceed the length of your fingers.
- Hair should be pulled back during care.
- Perfume, powders to a minimum
- Good personal hygiene

Professional Conduct

Best Care Nursing Services, Inc. expects all employees to conduct themselves in a professional manner.

Best Care Nursing Services, Inc. considers the following ***unprofessional conduct***, which is not all-inclusive and may result in disciplinary action up to and including termination:

- Non-compliance with dress code
- Altering, damaging, or destroying company or client property.
- Client Endangerment.
- Discriminatory or harassing behavior/comments.
- Dishonesty.
- Failure or refusal to follow directions from a supervisor.
- Failure to cooperate with co-workers or clients.
- Failure to comply with company policies.
- Failure to comply with Homecare Guidelines.
- Failure to follow universal precautions and infection control practices.
- Failure to provide prescribed care to clients.
- Fighting or disorderly conduct.
- Falsifying documentation.
- Fraud.
- HIPAA/confidentiality violations.
- Insubordination.
- Patient abandonment.
- Personal phone calls from work assignments.
- Physical and/or verbal abuse.
- Possession of weapons
- Providing false or misleading information.
- Sexual harassment of any kind.
- Sleeping on duty.
- Theft.
- Threats of any nature.
- Unsatisfactory work performance.

- Use of vulgar language.
- Inappropriate behavior of any kind
- Violation of safety rules.
- Failure to follow cancellation protocol.
- Discrimination.
- Unauthorized removal of company or client property.
- Any other conduct which the company believes is unacceptable or inappropriate.

Employment Termination Policy

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation—voluntary employment termination initiated by an employee.
 - Termination—involuntary employment termination initiated by Best Care Nursing.
 - Layoff—involuntary employment termination initiated by Best Care Nursing for non-disciplinary reasons.
1. If you wish to resign, we ask that you notify your scheduler of your anticipated departure date at least four weeks in advance. Of course, as much notice as possible is appreciated by Best Care Nursing and your co-workers. This notice should be in the form of a written statement.
 2. Any outstanding financial obligations owed to Best Care Nursing will also be deducted from your final check given your prior written permission. If your final check does not sufficiently cover the money owed to the Company, you will remain liable for that amount.
 3. If you leave Best Care Nursing Services, Inc. in good standing, you may be considered for re-employment.
 4. Upon resigning from Best Care Nursing Services, Inc., please continue to provide us with an accurate address for at least one year for tax purposes.

Self-Termination Policy

Employees are considered self-terminated for the following reasons:

- Failure to keep employment files up to date.
- Working less than one shift per month.
- Not returning calls, emails and texts from scheduler.
- Quitting with or without notice.
- Refusal to work a scheduled or required shift if it cannot be covered.
- Refusal for mandatory re-assignment.
- No call/no show for scheduled shift(s).
- Refusal to attend mandatory appointment with Administration.

If an employee self-terminates, a new application must be completed. Best Care Nursing Services, Inc. reserves the right to deny rehires.

Homecare Guidelines

◆ *Introduction to Client*

- Employees must introduce themselves to the client and family upon arrival.
- Have Nametag with identification available for client, family or facility to verify.

◆ *Orientation*

- Orientation is individualized to each client. Orientation requirements must be completed prior to working with the client independently. This must be given to office via fax, email, or mail prior to first scheduled shift.

◆ *Employee Expectations*

- Greet client, family, and Best Care staff upon arrival.
- Review charting, nursing notes, and communication book at the start of the shift.
- Complete daily charting.
- Check appointments and adjust schedule to have client ready at appropriate time

- Provide excellent care to client per care plan and as requested.
- All employees must have a Best Care Nursing Services, Inc. Name badge (given to clients, family, or facility supervisor) for first assignment or upon request.
- Have a photo ID for identification if requested.
- Current proof of insurance in vehicle upon arriving at client home.
- Bring Meal/snack for breaks during shift.
- Technology Policy- all electronics must be turned off. When care is not required, you can turn on your personal electronic devices to check messages, etc. Employees must respond to clients immediately.
- Follow Personal Belonging Policy
- Abide by House rules
- Be alert and responsive to the client needs at all times while on duty.
- Clean and maintain client home per care plan.
- Complete non-nursing responsibilities per care plan daily.
- Utilize Therapeutic Communication.
- Maintain a professional employee/client relationship.
- Keep a low profile.
- Avoid discussions about personal relationships, finances, hardships, etc.
- Allow the client to initiate conversation.
- Be polite, professional, and courteous.
- Avoid excessive talking.
- After all care, treatments and cleaning have been completed staff should stay in the designated nursing area or as directed by client
- Do not get involved in conversations unless directly invited.
- Keep conversation neutral to avoid conflict.
- Create opportunities for privacy. Excuse yourself after care is completed.

- Meet client needs in a timely manner.
 - Adhere to House Rules and Company Policies and Procedures.
 - Exit premises promptly after providing a brief report.
 - BCNS Employees cannot accept money or loans from clients.
 - BCNS caregivers cannot accept gifts unless pre-approved by BCNS Administration.
 - BCNS Employees cannot give any person(s) information about clients (names, address, phone numbers etc.) including HIPAA regulations as listed.
 - BCNS Employees cannot call client or client family members outside of working hours.
 - BCNS Employees can only call/contact client family members as instructed by client. Client must be present during conversation and give direction for all information discussed.
 - BCNS Employees are prohibited from bringing family, pets or visitors to client's home while on duty or unscheduled by client during non-working hours.
- *Team Work*
 - Working as a team with a nursing staff is an essential part of providing stability and continuity to clients. Do not participate in discussions about employees, families, or clients. Refer clients to the Nursing Supervisor.
 - Each Client has a Team that works together to cover; open shifts, time off requests, sick and emergency situations. It is the expectation that every BCNS employee work together with administration and Client Team to achieve 100% coverage of clients at all times. This is a requirement of employment.
- Suggestions and concerns must be addressed with the Nursing Supervisor. Complaining to another employee, clients or family members is unprofessional and will not be tolerated.
 - Address complaint in writing by fax, email, or letter.
- *Client Complaint Protocol*
 - If the client or family has concerns or complaints, refer them to the Nursing Supervisor. Do not participate in discussion.
 - Example: "I am sorry that happened. You should give Deanna or Deedee a call to let them know your concerns."
- *Client Appointments*
 - Employees transporting clients to doctor appointments are expected to leave the client alone with their doctor and case manager unless otherwise directed. Employees are expected to maintain a professional appearance and behave in a way that positively reflects Best Care Nursing Services.
- *Safety*
 - Best Care Nursing strives to provide safe working conditions for both clients and nursing staff. Staff must follow all safety protocols when working with clients.
- *Transportation*
 - Employees transporting clients must obey all traffic laws including speed limit, using turning signals, seatbelts, etc.
 - Employees are prohibited from cell phone use while driving clients or transporting on company time.
 - Employees must notify Nursing Supervisor if there are any accidents, damages, or injuries after authorities and medical clearance has been obtained. A police report is required for any claims and the driver is responsible for any damages.

Protocol for Complaints

Effective 2021

● *Employee Expectations*

- Employees are expected to comply with *the House Rules* designated in each client care plan in addition to Employee Handbook and Homecare Guidelines. Caregivers must review each of these documents prior to providing care. A copy these documents are available at client homes and online www.bestcarenursing.com
- Employees must take all personal with them at the end of their shift. Best Care Nursing Services and clients are not responsible personal items lost or stolen.

Complaint Policy

Best Care Nursing Services, Inc. strives to openly communicate with all employees. Any concerns employees have should be promptly reported to management so that a solution may be devised. Examples of some complaint's employees may include; suggestions for improvement, concerns about working conditions, issues with co-workers, concerns about treatment at work.

When a complaint is voiced and put in writing for management, Best Care Nursing Services, inc. will do its best to resolve the situation. While every employee may not be satisfied with every solution, every employee's feedback is valued, and Best Care Nursing Services, Inc. wants to foster an environment where all employees feel comfortable reporting their concerns.

Health Insurance

Health insurance: Available to any employee working thirty hours per week consistently after the new hire wait period of 31 days.

Vision and Dental: Available to all employees that work a minimum of 32 hours per month.

Rates change annually in accordance with insurance costs and employees will be notified if they are eligible.

Time-Off Policy

Effective 2021

A Time-Off Request Form must be filled out for time off and vacations.

Personal Time should be submitted a minimum of (2) weeks prior to requested day.

Vacation Time should be submitted at least four (4) weeks prior to the dates requested.

Forms must be faxed, emailed or mailed to the office. The Scheduling Coordinator will make every effort to find a replace for the requested shifts. *If BCNS is unable to find replacements, it will be the employee's responsibility to work scheduled shifts.* This includes holidays. Scheduling coordinator will notify you via email, fax, or mail when time off is approved and shifts have been covered by trained staff members as soon as possible.

Attendance Policy

It is a challenge to balance personal and work time. Excessive absenteeism can detract from quality of care, create a financial burden to Best Care Nursing Services, Inc. (BCNS), and create a burden to other staff and family members responsible for assuming the responsibilities of the absent worker. When time away from the scheduled work time does occur, it is recorded as an absence or tardy.

Absence: Missing an entire scheduled work day, or being tardy to work by a least 2 hours, not related to a work injury. (Leaves of absences are not counted as absences.)

Tardy: Arriving to work less than 2 hours after scheduled shift or not being prepared to start care when shift time begins.

Improper call-in: Giving at less than 2-hour notice of absence or tardy. *All staff must available to work if a replacement cannot be found.

Unscheduled Absences

Regular attendance is crucial to the success of this and any other business. Employees should be prepared to furnish a doctor's note or similar evidence of inability to work if the supervisor requests one. Abuse of sick leave is grounds for discipline, up to and including termination.

Weather Policy

It is customary for medical staff to report to work in poor weather conditions. Employees are expected to have a plan to get to work in poor weather conditions. This may include additional commuting time, a bus, a cab, or a backup driver.

Absences and tardiness are recorded with each occurrence. Excessive absences and tardiness will result in discipline up to and including termination.

Our attendance program treats all employees equally. It does not consider the reason(s) why you may be absent or tardy. This is why we refer to the policy as a "no-fault" policy.

If you have an absence/tardy problem, talk to your scheduler to correct it before disciplinary action starts.

How to report an Absence or Tardy Arrival

1. You are requested to give as much advanced notice as possible about an absence or tardy: 4-hour notice is preferred.
2. If you cannot provide 4-hour notice, please notify the office at least 2 hours before you are scheduled to start work. (Failure to provide at least 2-hour notice is considered an improper call-in and a violation of the attendance policy.)

| Steps | Disciplinary Action- Attendance Violations |
|--------|--|
| Step 1 | Written warning |
| Step 2 | Written warning with reduction of hours |

| | |
|--------|---|
| Step 3 | Written warning and possible suspension without pay |
| Step 4 | Termination |

Continued inappropriate conduct can cause you to progress from 1 step to the next in the process. Individual steps in the process remain active for one year. For example, if you violate the attendance policy and have just received a verbal warning, you will receive a written warning if you violate the policy again within the next year. This process is not position-specific. This means that if your position changes within the company, your record follows you. Corrective action steps remain active for a period of 1 year, after which the step drops off and is not considered for future corrective action.

Appointments with Administrative Staff Requirements

Appointments with administrative staff are required as a condition of employment. Failure to accept or schedule appointments or refusal to attend mandatory appointment with Administration is considered self-termination.

Employee Cancellation Policy

- Employees are required to call in a minimum of (4) four hours prior to scheduled shift.
- Employees must call in for themselves.
- Employees are required to speak directly to the scheduler or an on-call person after hours when leaving messages on the on-call line.
- In emergencies, employees are expected to give as much notice as possible.
- Employee must stay in contact with on-call/scheduler to ensure shift can be covered.
- Employees calling in may be required to cover their shift if a replacement cannot be found.

- A four (4) week written notice is required when employees elect to discontinue scheduled shifts to be eligible for re-hire or to maintain some of your regular scheduled hours.

After Hours Procedure

- **This service is for same day scheduling issues or medical emergencies only.** The After-Hours Service number is the main office number. Do not contact the on-call phone directly as on call phones are set to be alerted for calls from the main line only.
- If you are calling in for AM shift, call prior to 12am or after 5am as a courtesy to our on-call staff during their sleeping hours.
- Call 911 immediately if a home care client is in immediate distress (not breathing, unconscious, profuse bleeding, etc.). Contact the after-hours service once client is stabilized.
- ***All non-emergent issues must be held until usual business hours.*** Calls will go to the on-call scheduler. The scheduler will contact the nurse when necessary. Avoid calls between the hours of 12:00 AM and 5:00 AM unless there is a medical emergency. Some exceptions may apply.
- If you do not hear back from the on-call scheduler after 10 minutes, place another call and leave a message.
- If you are calling in after hours, ***it is the employee responsibility to stay available to communicate with the on-call scheduler.*** If the on-call scheduler is unable to fill your shift, it is your responsibility to work the shift and employees are expected to stay in communication with on-call scheduler until the shift(s) are filled and clients staffing is covered with a trained staff member.

Employee Requirements

Active employees are responsible for meeting the following requirements. Employees that fail to maintain updated information will be considered self-terminated.

COMMUNICATING WITH ADMINISTRATION

- VIA; phone, text, email require
- **URGENT SHIFTS**= a client needs coverage for an open shift in <24 hours. All trained employees will be contacted to cover opening. ALL STAFF must reply within **2 hours** with availability or reason they cannot cover. This will be tracked for attendance, bonus and employee reviews.
- **OPEN SHIFTS**= client needs coverage for open shifts that are >24 hours in advance. All trained employees will be contacted to cover openings. ALL STAFF must reply within 24 hours.
- **ON CALL**= weeknights, early AM and weekends are when we have last minute/urgent needs to cover client open shifts. ALL STAFF must reply within **2 hours** with availability or reason they cannot cover. This will be tracked for attendance, bonus and employee reviews.

Employees are required to maintain current availability on file with scheduler. This can be done via email or fax. (weekly or monthly if schedule changes)

Scheduling Requirements

- Employees are required to maintain current availability on file with scheduler. This can be done via email or fax. (weekly or monthly if schedule changes)
- ***Employees are responsible for being available to assist with a minimum of (2) on-call/urgent shifts monthly.***
- ***Employees are required to respond to urgent calls from schedulers for open clients that are not covered within 2 hours***
- Employees are required to work all scheduled shifts.
- Employees are prohibited from discussing work schedule with clients or employees.

Employee Scheduled Assignment Changes

- Employees are required to fill out *a Change of Assignment Form* and return to the office for review by the scheduling coordinator and nursing supervisors.
- Administration Review Meeting will determine approved changes and notify employee within (7) days of new scheduled assignment and effective date.

Mandating Requirements

Mandating may occur if an oncoming employee is late or calls in. On-duty employees must call the office or the after hour on-call service for direction. Employees are legally required to stay with their clients until approved relief arrives. The administrative or on-call staff will provide relief as soon as possible. Employees are expected to remain professional and understand that this is an unplanned and infrequent occurrence.

Mandatory Reassignment

To cover open shifts, it may be necessary to mandate a change in location and client assignment to employee's schedule. When this occurs, all other options have been exhausted, and employees are required to comply.

Employees Bi-Annual Requirements

- Current Certification for CENA.
- Current License for LPN and RN.
- CEUs required by the State of Michigan

Employees Annual Requirements

- TB screening (skin test, x-ray, waiver).
- Standard Precautions.
- CPR
- HIPAA, Back Safety and other designated in-services.

- Current car insurance.

Employee records must be kept up to date, including the following:

- Name and/or marital status.
- Address and phone number.
- Email address
- Number of eligible dependents.
- W-4 deductions.
- Person to contact in case of emergency.
- Additional requirements per Director's request.

Contact and Transportation Requirements

- Employees must maintain a phone number where they can be reached for scheduling issues.
- Employees must have reliable transportation.
- Employees must be willing and able to transport clients per company policy.

Work Assignments

Employer will provide a Work Assignment form for every employee that designates specific days, times and clients that employee will work on a routine basis.

- Some employees may be asked to Non-Solicitation Agreement.
- Employees must sign and adhere to the guidelines listed for each client.
- Employees are required to work scheduled shifts if a replacement cannot be found.
- Best Care Nursing Services reserves the right to alter or modify the Client Assignments at any time without prior notification to meet the needs of the company.
- Adding to a Client Assignment may be done at the discretion of Administration and consent of employee.
- Employees electing to reduce or change their Client Assignment may be required to forfeit the entire

assignment. Administration will review each employee request for a reduction or change in their Client Assignment and inform employees of status within 7 days of receiving ***Change of Status*** form from employees.

Availability Requirements

- Employees working up to sixteen (16) hours per week must be available to work two (2) weekend shifts per month as required to cover weekend shifts.
- Employees working more than sixteen (16) hours per week must be available to work four (4) weekend shifts per month as required to cover weekend shifts.
- Employees working 8-20 hours per week are required to be available to assist with two (2) additional shifts per month as needed.
- Employees working 20 hours per week or more are required to assist with four (4) shifts per month as needed.
- Employees must be available to assist when clients care needs are not covered a minimum of 2 times monthly.

Covering Shifts Requirements

Employees are required to assist with covering open shifts. Failure to assist may result in a reduction or loss of hours.

Clients Requirements

An employee can be scheduled for a maximum of three (3) shifts per client assignment, per week.

Mandatory Meetings Requirements

Employees are required to attend mandatory meetings or make alternative arrangements to meet with the nursing supervisor.

Attendant Care Performance Bonus Policy

Non-skilled (Aide) are eligible for a monthly Performance Bonus based on the following criteria:

Within the prior month the employee must:

1. Works all scheduled shifts, unless previously approved for time off.
2. No calling in for scheduled shifts.
3. No tardiness for scheduled shifts.
4. No urgent open shift refusals that lead to another employee mandate.
5. Meets **Employee Requirements** for *communicating with administration*

Drug and Alcohol Policy

- Best Care Nursing Services and all employees are responsible for maintaining a safe work environment free from the effects of alcohol, drugs, or other intoxicating substances. This policy is a condition of employment. Violation of this policy will result in disciplinary action up to and including termination.
- Employees are prohibited from the use of illegal drugs.
- Employees are not permitted to work if employee consumes or has any unlawful involvement with illegal or controlled substances. Any convictions will result in immediate termination.
- If an employee is charged with a drug or alcohol related crime, the employee is required to report it to Best Care Nursing Services immediately.
- Employees are prohibited from reporting to work under the influence of alcohol or consuming alcohol while working.
- Employees taking controlled substances or other medications prescribed by physicians that may cause a safety risk, impaired judgment, or unusual behavior will not be permitted to work.
- Any employee suspected to be under the influence of drugs or alcohol will be required to submit to testing immediately.

Refusal to submit to drug or alcohol testing will be treated as a voluntary resignation.

- Best Care Nursing Services reserves the right to do random drug and alcohol screening of employees. Refusal to submit to drug or alcohol testing will be treated as a voluntary resignation.

Disciplinary action will be taken for drug-related crimes, regardless of whether they happened during working hours or on an employee's own time.

We recognize that employees suffering from alcohol or drug dependence can be treated. We encourage any employee to seek professional care and counseling prior to any violation of this policy.

Work Injury Procedure

Maintaining a safe work environment requires the continuous cooperation of all employees. Best Care Nursing requires safety concerns be reported to the nursing supervisor immediately.

Employees injured while at work are required to notify Best Care Nursing Services immediately for instruction for medical evaluation and drug screening. If it is an immediate medical emergency, employees are to first report to the nearest hospital or call 911. Failure to report accidents may disqualify employee coverage under Worker's Compensation Insurance.

Exposure Policy

If an employee is exposed to bodily fluids (i.e. needle stick), report to the office immediately. When relieved, go directly to occupational health for treatment.

Blood and Bodily Fluids Policy

Best Care Nursing Services Inc. is concerned about employees who may be exposed to blood and other bodily fluids when rendering

first aid to other employees. The following procedures are to be used when administering first aid:

- Always use the protective gloves that are provided.
- Hands should be thoroughly washed following any first-aid procedure.

Workers' Compensation Insurance Policy

Employees placed on restriction will not be allowed to return to usual work assignments until they are given a written release to return to work without restrictions from the occupational health physician. This release must be submitted to the office. Drug screening is required with all worker's comp injuries. Employees are required to follow the policy as directed by the Director of Nursing.

All employees must report any non-work injuries to Best Care Nursing Services and provide medical documentation related to incident for excused absence from scheduled shifts. Upon returning to work, a full medical release without restrictions must be obtained from treating physician prior to returning to work.

Personal Safety

Best Care Nursing Services is committed to providing employee safety. If at any time an employee's personal safety is in jeopardy, he/she should find a secure location within the work site and contact Best Care Nursing Services, 911, or both, depending on the circumstances. Safety concerns that are not emergent in nature should be addressed with a Best Care Nursing Services Administrator during normal business hours.

Personal Property

Best Care Nursing Services is not responsible for personal property of employees while at company locations. It is recommended personal property be left at home or in your vehicle for the duration of your shift, and no property should be left at a work location unattended.

Best Care Nursing Services is not responsible for any damage to employee vehicles while working.

Pay Period

Pay period starts Sunday morning shift and ends Saturday night shift. Weekly time sheets must be filled out at the client home and signed by two employees, confirming the time in and out.

Clock in / Time Keeping Policy

- Clock in and outs must occur at the client's home.
- Mileage must be noted prior to payroll or payment will be excluded.
- Client charting must be completed at the end of each shift. Failure to complete charting can cause delays in payroll.

Weekly Pay

Employees receive weekly pay via direct deposit. Weekly payments may be deposited to a bank, credit union, or credit card. Paystubs can be emailed to you weekly on Wednesdays.

Overtime Pay

Overtime will be paid to non-exempt employees at a rate of one and one-half the employee's regular rate of pay for all hours worked over 40 in a workweek. Any overtime worked must be approved in advance by a supervisor or scheduling coordinator.

Holiday Pay Rates

The following holidays will be paid at a rate of time and one half the normal rate:

- New Year's Day
- Easter
- Memorial Day
- July 4th
- Labor Day

- Thanksgiving
- Christmas

The holiday rate will be paid from 11pm the night before the holiday to 11pm on the holiday.

The holiday rate will be paid for the following days for the 3:00 PM to 11:00 PM shift only:

- Christmas Eve
- New Year's Eve

If an employee is scheduled to work on a holiday that falls into overtime, the rate paid will be paid at time and one half.

Daylight Savings Policy

Staff working third shift on the Saturday of a time change must fill out the time sheet for **actual** hours worked. Spring time change will result in the loss of one (1) hour. Fall time change will result in the addition of one (1) hour.

Gas Allowance

Gas allowance may be given if proper criteria is met. Employees will be notified of eligible clients. Mileage must noted each shift or it will not be paid.

Miscellaneous Reimbursement Procedure

There may be times employees are asked to purchase client supplies or tickets for outings while on shift. These items are typically reimbursable to the employee. All such items must be approved in advance by the office for reimbursement. Employee must submit a receipt to the office for reimbursement in the next payroll period. Some exclusions may apply.

CPR Reimbursement Policy

Employees are required to keep CPR certification current. Best Care Nursing will provide classes four time per year.

Hepatitis B Reimbursement Procedure

Employees completing the Hepatitis B series must follow the guidelines set up by the Kent County Public Health Department. Once the employee has completed an immunization series, they can submit a paid receipt for reimbursement.

Motor Vehicle Policy

All employees who drive during the course of their employment should adhere to general safety rules. Employees are required to wear their seat belts while driving. Employees whose job responsibilities include regular or occasional driving are expected to refrain from using their cell phones while driving on Company business. Employees who receive or make cell phone calls while driving should pull off the road to a safe location before making or receiving a phone call. If a call is unavoidable, employees should utilize hands free calling. While driving in the course of employment, employees are expected to follow the posted speed signs, practice defensive driving, wear seat belts and take breaks to remain alert. The Company reserves the right to check employees, who are required to drive in the course of their employment, to ensure that they are properly licensed and may request a copy annually of their driving record. Employees who drive their own vehicles for the Company are required to make sure they maintain appropriate liability insurance.

Employees who are required to drive in the course of their employment shall have and maintain a valid Michigan operator's license or chauffeur's license as required by law, be insurable, and provide evidence of insurance coverage. They must abide by all state and local traffic laws and must be subject to the following additional standards:

1. License shall not have been suspended, revoked, or restricted within the last five years.

2. No more than two moving violations with no more than seven points within the last five years.
3. No accidents (at fault with ticket issued) within the last five years.
4. No violations in the previous three years for any of the following:
 - driving under the influence of a alcohol or a controlled substance
 - driving while impaired
 - leaving the scene of an accident
 - reckless driving
 - careless driving
 - driving on a suspended license
 - manslaughter, negligent homicide, or a felony resulting from the operation of a motor vehicle
 - Failing to stop and disclose identity at the scene of an accident when required by law
 - fleeing or eluding a police officer
 - failure to yield

Employees are required to report to Human Resources all points assessed to their driving records, whether for a civil infraction or a criminal conviction under the Michigan Motor Vehicle Code, within five (5) days of the court's finding. Criminal convictions include a plea of *nolo contendere*. Employees may be required to provide Human Resources with any consent needed to obtain information concerning their driving records or conviction records, which may be verified on an annual basis. Employees will be required to cover any deductible, cost or expense related to their negligence while operating a motor vehicle in the course of their employment.

Smoking Policy

In compliance with the City of Grand Rapids Clean Indoor Air ordinance, Best Care Nursing Services, Inc. shall be entirely smoke free, effective 10-1-07. This policy applies to all employees, clients, contractors, and visitors. Smoking outside of clients home is okayed on a client basis, according to their preferences.

Employee Classification Policy

Employees are classified as either exempt or non-exempt for pay administration purposes, as determined by the federal Fair Labor Standards Act (FLSA).

The definitions of the worker classification categories can be summarized as follows:

Exempt—Employees who meet any of the FLSA’s exemption standards, including managerial, supervisory, professional, sales, or administrative employees.

Non-exempt—Employees whose positions do not meet the FLSA exemption standards. Overtime work is prohibited without specific supervisor authorization for these employees.

In addition, each individual’s employment status is defined as one of the following:

Full-time - Employees who work at least 30 hours per week are considered to be full-time. Such full-time employees are eligible for benefits after applicable requirements for length of service have been met.

Part-time - Employees who work fewer than 30 hours per week are considered to be part-time. Employees who work 30 hours or fewer per week, or who work on a temporary project basis, will receive all legally mandated benefits (such as worker’s compensation and Social Security benefits), but are ineligible for other benefit programs.

Training Pay (Client Orientation)

Best Care Nursing Services provides specialized training at each individual assignment that is paid at minimum wage for non-licensed (Aide) clients. LPN/RN will be paid at 50% of their hourly wage during orientation and the balance will be paid after 40 hours of working with client is completed.

Confidentiality

Client information is confidential. In accordance with HIPAA guidelines, employees must treat all matters accordingly. No information pertaining to clients may be removed from client homes. See HIPAA Policy for complete details.

HIPAA Training Information

HIPAA is a state-wide and federally mandated requirement for all health care organizations. All health care organizations must be in compliance.

HIPAA stands for:

H Health
I Insurance
P Portability &
A Accountability
A Act

Accountability includes the following:

- Privacy – following the rules for disclosure and accessing information
- Security – safeguarding information
- Money – transaction and code set standards

Individually Identifiable Health Information (IIHI)

Health information, including demographic information collected from an individual that is created or received by a health care provider, health plan, employer, or health clearing house.

Information that relates to the past, present, or future physical and/or mental health of an individual's condition; the provision of health care to an individual; past, present or future payment for the provision of health care to an individual.

Protected Health Information (PHI)

IIHI transmitted by electronic media and/or maintained by a CE or BA in any medium described in the definition of electronic media or transmitted or maintained in any other form or medium including oral, written or electronic.

Treatment, Provision of Health Care Operations (TPO)

The provision, coordination or management of health care and related services. This includes coordination and management by a provider with a third party, consultation between the health care provider's relation to a patient, or the referral of a patient for health care from one provider to another.

Activities taken by a provider to obtain reimbursement for health care services provided to the patient.

Conducting quality assessment and improvement activities including contracting patients and health care provider with information about treatment alternatives. Reviewing the competence of qualifications of health care professional and conduction or arranging medical review, legal services auditing.

Covered Entity (CE)

A Covered Entity includes:

- ◆ A health plan
- ◆ A health clearing house or billing company
- ◆ A health care provider that receives payment for health care services
- ◆ A health care provider who transmits health care information

Business Associate (BA)

Any outside entity or person who performs a function or activity on behalf of or provides services to a CE that involves an IIHI.

Office for Civil Rights (OCR)

OCR enforces HIPAA compliance.

Department of Health and Human Services (DHHS)

DHHS established guidelines for HIPAA compliance.

Privacy Officer

Responsible for development and implementation of the policies and procedures for protecting Protected Health Information. Deanna Cronk, RN Homecare Director holds this role at Best Care Nursing Services.

Contact Person

Responsible for receiving privacy complaints. The scheduling coordinators will act as the contact persons for Best Care Nursing Services.

Privacy Attest

I attest to knowledge and understanding of the privacy policy of Best Care Nursing Services, Inc. as well as all applicable Federal and State laws.

I attest to the understanding that any violation of Best Care Nursing Services, Inc. policy, Federal law, or State law will result in termination of my employment and could result in criminal prosecution.

I attest that I will always protect all confidential information whether written, verbal or electronic. I understand that any failure to do so will result in termination of my employment and could result in criminal prosecution.

I attest that under no circumstance will I maliciously harm, access, modify or in any way alter, modify or destroy any computer software, network or workstation. I understand that any such activity will result in termination of my employment and is subject to civil and/or criminal liability.

I attest to the understanding that all information, data, and knowledge on or regarding computer hardware/software, company policy, company manuals and customer information is the property of Best Care Nursing Services Inc. This may be reviewed by authorized personnel at any time.

I attest to the understanding that my access to computer systems as well as any and all written or verbal communications constitutes my acknowledgement of responsibility to guard the confidentiality and accuracy of all such communications. I understand that any failure to do so will result in termination of my employment and could result in criminal prosecution.

I attest to the understanding that this signed document is applicable and in force from this point forward.

Privacy Checklist

- Confidential information is not to be discussed in public areas.
- Overhead/intercom announcements do not include confidential information.
- Phone conversations that include confidential information are not held in public areas.
- Computer monitors do not face public areas and cannot be seen from public areas.
- Confidential information is not displayed or left unprotected on computer screens while computer is unattended.

- All employees accessing confidential information on a computer have password-protected user names that are changed on a regular basis.
- User IDs and password for computer access are never shared.
- No paper files containing confidential information are left unattended at any time.
- All archived confidential information is kept in locked file cabinets in a secure location.
- Confidential information is only accessible and released to authorized personnel.
- All patient confidential information is printed at or faxed from a secure location.
- All discarded paperwork containing confidential information is shredded by authorized personnel.
- Voicemail and answering machine messages are kept secure and cannot be overheard by unauthorized personnel.
- All patient lists and procedure schedules are kept secure and not visible to unauthorized personnel.
- Unauthorized personnel are denied access to secure areas.
- Files are to be accessed by authorized personnel for authorized uses only. All access is kept to a bare minimum.
- All staff receives regular training in HIPAA compliance and is tested to demonstrate competence.
- All staff is comfortable with the process for reporting violation of client privacy.

Privacy Policy

Employees are required to do the following:

- Take reasonable precautions to keep medical records, lab reports, x-rays, etc. out of view of other patients (e.g., not

leaving records and documentation in common areas and turning charts over so they are not exposed).

- Take patients to a private area or speak quietly when discussing patient health information (e.g., extensive discussions regarding treatment, medical history, and problems should be limited in common areas).
- Refrain from talking about patients outside of the workplace (in elevators, hallways, restaurants, or any social situation).
- Lock file cabinets or record storage rooms where applicable at the end of the day.
- Appropriately file patient charts at the end of the day, and keep them in a covered bin on a desk if a provider is working on them, so as to not leave them in areas where uninvolved personnel or the public could see.
- Not allow visitors to be unsupervised in office areas.
- Take precautions and use judgment when leaving messages on answering machines (e.g., minimal information regarding appointment reminders and taking care to avoid leaving specific information).
- Conduct telephone conversations requiring extensive discussion of a patient's protected health information in an area with some privacy.
- Require all fax communications to be accompanied by a confidential cover sheet with a named recipient (no blind faxes).

Standardized Disciplinary Measures for HIPAA Violations

Progression I

Is due to incomplete privacy and security education, unintentional violation, or lack of vigilance. , For example:

- Sharing computer user names
- Not protecting the secrecy of passwords
- Not logging off a computer when left unattended
- Accessing his/her own record
- Asking another employee to access his/her own record

- Inappropriate sharing of confidential information

Correctional action may include a verbal or written warning and additional training.

Progression II

Is deliberate disregard of the organizations policy of a repeated Progression I Violation. For example:

- Inappropriate sharing of confidential information
- Accessing patient records without a legitimate reason
- Using another employee's log-on without authorization
- Using confidential information without proper authorization
- Releasing patient information without proper authorization
- Continued violation of policy

Correction action may include a written reprimand and additional training or one-to-three-day suspension and additional training.

Progression III

- A malicious violation of policy and/or applicable law. including:
 - Inappropriate sharing of confidential information
 - Accessing and divulging confidential information for personal gain
 - Intentionally modifying or destroying computer hardware, software or any information
 - Intentionally divulging confidential information in order to damage an individual or Best Care Nursing Services
 - Continued violation of policy

Corrective action may result in termination of employment with Best Care Nursing Services, Inc.

Reporting

Any violations of privacy policy and/or law must be immediately reported to a Compliance Officer or a scheduling coordinator in a confidential manner.

Retention and Accounting for Disclosures

Any violations of privacy policy and/or law are to be documented in the appropriate personnel file. It is necessary to include all handwritten notes and copies of affected computer files. In addition, a copy of all documentation and copies of computer files must be kept in a secure location under the control of the compliance officers and scheduling coordinators.

Equal Employment Opportunity

It is our policy to provide an equal employment opportunity to all individuals. We are committed to a diverse workforce. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy, and believe in the concept and spirit of the law.

We are committed to assuring that:

- All recruiting, hiring, training, promotion, compensation and other employment-related programs are provided fairly to all persons on an equal opportunity basis.
- Employment decisions are based on the principles of equal opportunity. All personnel actions such as compensation, benefits, transfers, training, and participation in social and recreational programs are administered without regard to any characteristic protected by state, federal or local law.
- Employees and applicants will not be subjected to harassment, intimidation, threats, retaliation, coercion or discrimination because they have exercised any right protected by law.
- Reasonable accommodations will be made for disabilities and religious beliefs.

We believe in and practice equal opportunity. The director serves as our Equal Opportunity Coordinator and has overall responsibility for assuring compliance with this policy. All employees are responsible for supporting the concept of equal opportunity and diversity and assisting our company in meeting its objectives.

Please contact human resources with questions or concerns.

I-9 Immigration Reform

Best Care Nursing Services, Inc. complies with the Immigration Reform and Control Act, employing only those persons who are legally eligible to work in the United States. All employees are asked on their first day of employment to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (INS Form I-9). If an individual cannot verify his or her right to work within three days of hire, his or her employment must be terminated.

Sexual Harassment Policy

Best Care Nursing prohibits sexual harassment of all kinds. This policy applies not only to employees, but also to clients, customers, guests, vendors, and anyone else doing business with Best Care Nursing. Any employee who feels that he or she has been a victim of sexual harassment, or who believes that he or she has witnessed sexual harassment, should notify Nursing Administration immediately.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment
- Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment

- Such conduct has the purpose or effect of interfering with an individual's work performance or creates an intimidating, hostile, or offensive work environment

Sexual harassment includes many forms of offensive behavior, including the harassment of a person of the same gender as the harasser. Examples of sexual harassment include, but are not limited to, the following:

- Unwelcome sexual flirtation, advances or propositions
- Verbal comments related to an individual's gender or sexual orientation
- Explicit or degrading verbal comments about another individual or his or her appearance
- The display of sexually suggestive pictures or objects in any workplace location, including transmission or display via computer
- Any sexually offensive or abusive physical conduct
- The taking of or the refusal to take any personnel action based on an employee's submission to or rejection of sexual overtures
- Displaying cartoons or telling jokes which relate to an individual's gender or sexual orientation

It is important to Best Care Nursing that all employees are protected from harassment. Any incidents that are perceived as harassment will be investigated and appropriate action will be taken by Best Care Nursing Services, Inc.

Harassment Policy

Effective 2021

Best Care Nursing Services, Inc. strives to provide a work environment that is free from harassment. Therefore, Best Care Nursing Services, Inc. will not tolerate harassment based on age, race, gender, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance, and other characteristics protected under state, federal, or local law. This conduct is prohibited in any form at the workplace, at work-related functions or outside of work if it affects the workplace. This policy applies to all employees, clients, customers, guests, vendors and persons doing business with the Company.

Harassment consists of unwelcome conduct toward an individual because of his or her age, race, gender, color, religion, or other protected status when the conduct creates an intimidating, hostile or offensive work environment that causes work performance to suffer or negatively affects job opportunities.

Types of prohibited harassment include, but are not limited to, the following:

- Verbal or written comments related to a trait someone possesses, including name-calling, jokes, slurs, negative stereotyping, or threats
- Explicit or degrading verbal comments about another individual or his or her appearance
- Nonverbal conduct, such as staring, leering or giving inappropriate gifts
- Physical conduct, such as assault or unwanted touching
- Visual images, in hard copy or electronic form, relating to a trait someone possesses (for example, cartoons, drawings or pictures)

Appropriate performance reviews, counseling or discipline by your manager do not constitute harassment.

If you feel that you are being harassed, take the following steps:

- Tell the harasser that his or her actions are not welcome and they must stop, if you feel comfortable enough to do so
- Report the incident immediately to your manager or site Human Resources representative
- Report any additional incidents or retaliation that may occur to your manager or site Human Resources representative

All reports will be investigated immediately and thoroughly. Complaints and actions taken to resolve complaints will be handled as confidentially as possible. Appropriate actions will be taken to stop and remedy such conduct, including interim measures during a period of investigation.

Retaliating or discriminating against an employee who reports a suspected incident of harassment or who cooperates in an investigation is prohibited. Employees who violate this policy or retaliate against an employee in any way will be subject to disciplinary action, up to and including termination.

Violence in the Workplace Policy

It is Best Care Nursing Services, Inc.'s policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, the Company will not tolerate violence or threats of violence of any form in the workplace, at work-related functions or outside of work if it affects the workplace. This policy applies to Company employees, clients, customers, guests, vendors, and persons doing business with the Company.

It is a violation of this policy for any individual to engage in any conduct, verbal or physical, that intimidates, endangers, or creates the perception of intent to harm persons or property. Examples include but are not limited to:

- Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax or email)

- Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker
- Any other conduct or acts that management believes represent an imminent or potential danger to workplace safety or security

Anyone with questions or complaints about workplace behaviors that fall under this policy may discuss them with a supervisor or a Human Resources representative. The Company will promptly and thoroughly investigate any reported occurrences or threats of violence. Violations of this policy will result in disciplinary action, up to and including immediate termination of employees. Where such actions involve non-employees, the Company will take action appropriate for the circumstances. Where appropriate and/or necessary, the Company will also take whatever legal actions are available and necessary to stop the conduct and protect Company employees and property.

Medical Leave Policy

Employees taking a medical leave for pregnancy or surgery are required to put their leave in writing and submit it to the office a minimum of three weeks prior to time off. Employees that take an unexpected medical leave of absence are required to contact their scheduler and inform them of the medical leave verbally. Written notice is required within seven days of event.

Family and Medical Leave Act

The Family & Medical Leave Act (FMLA) allows eligible employees to take unpaid leave or 40 hours paid leave during a year for:

- a personal serious health condition, childbirth or to care for the employee's newborn child, newly-adopted child, newly-placed foster child or a child, parent or spouse with a serious health condition ("Regular FMLA").
- Family members of military personnel under certain qualifying circumstances ("Servicemember FMLA").

Nursing Mothers Policy

The Company will accommodate the transition of mothers who are returning to work after the birth of a child for up to 2 years. Nursing employees will be provided with reasonable break time to express breast milk during the workday. Nursing mothers returning from maternity leave should speak with their manager or supervisor regarding their needs. Supervisors will work with nursing employees to develop a break schedule that is reasonable, accounts for needs that may vary from day to day and creates the least amount of disruption to the Company's operations. Best Care Nursing Services, Inc. will provide a private area for nursing employees to express breast milk. Employees may use normal break and lunch periods to accommodate nursing needs. However, if the breaks needed to express milk exceed the standard daily break time, then the employee must use personal time (either in the form of an unpaid break or paid time off). If you have any further questions or concerns regarding this policy, please contact Human Resources.

Hazard Communications

Under the Hazard Communication Standard, you are entitled to know about any hazardous materials with which you may come into contact on the job. You are also entitled to information about those materials (provided on Safety Data Sheets or SDSs) and to personal protective equipment for dealing with them. You are entitled to receive guidance and instruction in how to handle those materials safely. When you are working with employees from another employer, you are also entitled to know about any hazardous materials those employees bring into your workplace.

The Company maintains a file and plan for hazard communications. This file contains the SDSs and a list of the likely hazardous materials with which you may come into contact. That file is located Best Care Nursing Services, Inc., 2013 Eastcastle Drive SE. Ste. C, Grand Rapids, MI 49508, and may be inspected by you at any time.

All containers should be labeled. No container of hazardous chemicals can be released for use until the following requirements are met:

- containers are clearly labeled as to their contents
- appropriate hazard warnings are noted.
- name and address of the manufacturer is listed.

Please direct any questions regarding this policy to management personnel.

Use of Technology

Best Care Nursing Services provided and supports computers, software (Quick-Mar-online charting) network communication resources, electronic chart for employees in order to efficiently conduct Best Care Nursing Services. Computer and software are the property of Best Care Nursing Services.

Any personal or inappropriate use of Best Care Nursing Services' computer is strictly prohibited. Employees who misuses Best Care Nursing Services' computer, system or knowingly allow others to do so, may be subject to disciplinary action up to and including termination and may also be subject to legal action.