INTRODUCTION

Companions & Home Helpers, LLC is an independent licensed agency offering quality in-home services to seniors. We help them maintain their independence while living in the comfort of their own home. Our services include in house companion care; help with shopping, errand services, and transportation to appointments, laundry, therapy help, and light housework. At Companions & Home Helpers, LLC we strive to be the best in-home care agency available. We are always there to accommodate our clients with friendly and professional services.

EQUAL OPPORTUNITY

Companions & Home Helpers, LLC is an Equal Opportunity Employer. It is the policy of the company to provide equal opportunity for all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, National Origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law.

Under current law, it is unlawful for our company to hire anyone who is in the United States illegally. Therefore, Companions & Home Helpers, LLC requires new employees to furnish information that shows they are legally eligible for employment.

QUALITY ASSURANCE

Quality Assurance is a system of procedures, checks, audits and corrective actions to ensure that all activities are of the highest achievable quality. Quality Assurance also determines services that meet or exceed customer’s expectations. In general, quality assurance involves four steps, or phases as follows:

Planning: During the planning phase, inter-related problems are assessed, objectives are established, and problematic processes are cited. Processes that may be required to deliver the necessary results are established.

Implementation: During the implementation phase, developed processes are set in motion.

Monitoring: The Monitoring phase is an ongoing process. Usually handled by the manager, which involves evaluating and testing the implemented process to make sure they meet the objectives. This also involves monitoring for potential problems and future improvements.

Action: During the action phase, if necessary, actions are applied if the results require any changes.

HARASSMENT

In accordance with applicable laws, Companions & Home Helpers, LLC prohibits sexual harassment and workplace harassment because of race, color, creed, religion, gender, sexual orientation, National Origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. Companions & Home Helpers, LLC is committed to taking all reasonable steps to prevent harassment from occurring.

DISCIPLINARY ACTION

Employee’s discipline is a difficult experience that managers/supervisors sometimes faces, Companions & Home Helpers, LLC implements guidelines for the most effective approach to managing performance and/or behavioral issues. In most cases, the purpose of discipline is to instruct and correct rather than to punish. Discipline actions may include and not limited to, insubordination, assault/battery, abusive language, disrespect, absenteeism, tardiness, leaving early, misconduct and sexual harassment.
When it becomes necessary to discipline an employee, two principles apply, in a verbal meeting:

- First, the employee is clearly informed by the supervisor as to the source of dissatisfaction;
- Second, except in limited circumstances, the employee should be given the opportunity to correct the problem.

If the problem is NOT corrected with the steps described above Companions & Home Helpers, LLC will:

- Write a Disciplinary Action form to the employee. This form will explain the corrective action plan and the next action step if the problem continues.
- You will receive a maximum of two (2) written reprimands before the final step.

Finally, **DISCHARGE or TERMINATION**:

- In this case, the employee will be asked to leave his/her current position.
- The employee will also be fired for wilful misconduct
- The employee’s final paycheck will be generated. At that time the employee services with Companions & Home Helpers, LLC will no longer be needed, **with no exceptions.**

**PLEASE NOTE:** **THE USE OF CELL PHONES, DRINKING, DRUG USE, OR SMOKING WHILE WORKING IS STRICTLY PROHIBITED AND WILL NOT BE TOLERATED. WE ASK FOR YOUR FULL COOPERATION IN THIS EFFORT TO PROVIDE COMPLETE, SOUND WORKMENSHIP TO OUR CLIENTS.**

**CONFIDENTIALITY - HIPAA**

**Employee:** The Health Insurance Portability and Accountability Act, hereinafter known as “HIPAA,” is aimed primarily at streamlining claims processing and protecting the confidentiality, integrity, and availability of individual health information. These regulations applies to an individual’s past, present, or future physical or mental health or condition. The privacy rule, through HIPAA, protects information in any form, whether it is communicated electronically, on paper, or orally. This rule does not apply to information that had been “de-identified” (i.e., any information that could be used to identify the individual.)

**Client:** A clients protected health information may not be used or disclosed without a specific, signed authorization from the client. The privacy rule requires direct treatment providers to make a good faith effort to obtain a patient’s written acknowledgement of having received the notice of privacy rights and practices.

**CONFLICT OF INTEREST**

Solicitation of gifts, gratuities, donations, or loans from clients is strictly prohibited by Companions & Home Helpers, LLC employees.

**EMPLOYMENT WITH COMPANIONS & HOME HELPERS, LLC**

Once hired you are an employee of Companions & Home Helpers, LLC, you are not employed by an individual client, nor can you work privately for any client at any time while employed by Companions & Home Helpers, LLC. Your employment with Companions & Home Helpers, LLC is not a guaranteed 40 hour work week, nor is the client you are assigned to a permanent position. You are employed by Companions & Home Helpers, LLC, however this is an “at will” company meaning we may terminate your employment for any reason with or without cause or advanced notice.

**DESCRIPTION OF SERVICES**

**Homemaker:** This service includes general household activities including meal preparation, laundry, light house cleaning such as dusting, vacuuming, washing dishes, and bed making. See Homemaker Job Description for more information.
**Companion**- This service provides an individual with a caring and compassionate employee who will spend time interacting with the client as well as monitor them to help insure their safety. See Companion Job Description for more information.

**Sleep Over Companion**- This service is provided to the client for overnight supervision. The qualified aide will sleep over and assist the client throughout the night with tasks such as getting to the restroom and any other needs that individual may have.

**Personal Care Assistance**- This service is much like our homemaker service, but in addition to that we provide the individual with “hands on” care or assistance in personal hygiene including but not limited to showers, dressing, etc. See Personal Care Assistant Job Description for more information.

**Live In Companion**- Our live in service provides 24 hour around the clock care to our clients. We assist them with all aspects of their daily routines. See Live In Aide Job Description/Policy for more information.

**Alzheimer’s Care Companion**- We provide our clients with a trained aide that will provide them with special care for this sensitive disease. Our staff is trained by the Alzheimer’s Association of greater Hartford.

Above is a list of the many services we provide, however we will accommodate to each individual client’s specific needs.

**ATTIRE**

All of Companions & Home Helpers employees must be professional in appearance. Scrubs are acceptable and encouraged, but if scrubs are not worn you must wear slacks, long sleeved shirts, t-shirts (with no profane or obscene writing/pictures on it) no tank tops, short shorts may be worn.

**SCHEDULES**

Since we are in the business of helping people who may not be able to fully care for themselves, good attendance and schedule management is essential for all employees. The following are guidelines that will help to keep you in good standing.

- You are expected to be on time and attentive during your scheduled visits. If you are more than 6 minutes late you will be considered tardy. Being tardy three times will be considered an unexcused absence. Three unexcused absences can lead to suspension/discharge from our agency. **YOU MUST WORK THE FULL SHIFT OF YOUR SCHEDULE.** **TIME CAN BE MADE UP DURING THE WORK WEEK WHEN ABSENT.**

- All appointments and personal requests off need to be made two weeks prior to their dates. This includes but is not limited to birthdays, all scheduled medical appointments, vacation, child care, and availability changes. These are considered non-urgent absences, and these should be submitted in writing in addition to being called in.

- Urgent absences need a minimum of 48 hours’ notice, unless the situation prevents it. These include but are not limited to unscheduled/urgent medical appointments, car malfunction, serious illness, and non-critical injury. Urgent absences must include a notice from the facility involved with the absence. **For example,** if a medical appointment, the doctor must provide a note that explains what the problem was and why the appointment was not scheduled. **Vehicle malfunction must be accompanied by a service order.**

- Emergency absences must be called in as soon as possible and an estimated return date must be included with the notice. That return date will be noted and if violated will count as an additional unexcused absence. All emergency absences will require a written notice describing the emergency from an outside agency (doctor, vehicle repair, emergency room, death certificate) before you will be returned to work. These absences include but are not limited to car accidents, cardiac events, immediate family death, and broken bones.

- As you know Companions & Home Helpers, LLC is an independent agency that works one on one with seniors and their families; therefore there is no permanent schedule. When you are placed on a job you are given the hours of that job. When and if the hours/duties change you will be notified and given the opportunity to agree to the changes, or at that time let us know if you are unable to work with the...
changes. When you are unable to accept the changes we will then try to place you on a new job as soon as one becomes available. All jobs at Companions & Home Helpers, LLC are temporary per diem positions as we cannot predict how long a client will need our services.

- When you need to make a change in your schedule for any reason, you must contact the office a minimum of 2 weeks in advance so that we can make the proper scheduling changes. It is your responsibility as the employee to communicate any conflicts with your schedule to us.
- If for some reason you are unable to work for an upcoming shift do not contact the client, as you are employed by Companions & Home Helpers, LLC. We will notify the client of any changes.
- You may not switch shifts with any other employee OR any family member without permission from your Care Coordinator.
- It is your responsibility to ensure we have the proper contact information and are accessible. If for any reason you are not reachable, we assume no responsibility for decisions made and changes to your schedule approved. This includes faulty telephone numbers, full voice mail, and no answering service. *All changes must be approved by the office.*

**PAY**

- Pay day is bi-weekly, Friday of every other week; our pay period runs from Sunday to Saturday.
- Paychecks will be available after 12pm Friday and any day following after 12pm.
- Your pay will be based on hours worked and the type of work you are performing. You will be informed of the pay before you are sent to the case. You will not be paid for any unauthorized hours (authorization is given solely by the main office, not by the clients).
- Time sheets must be filled out completely, including, the clients name, your name, the week ending date, and the date and time for each day you were at the client’s house. The appropriate boxes should be filled in for services rendered.
- **MANDATORY TELEPHONY:** Remember to clock in and out using the telephony system (effect. 3/31/13), any attempt will be registered in the telephony logs. Press “7” to enter your tasks.
- Timesheets are ONLY used when there are power issues/no phone service. If for any reason you DO NOT have timesheets, you may contact the office as soon as you arrive on site where the office personnel will confirm with the client that you were there. You need to contact the office again before you leave to let us know when your shift is over so we can manually enter your time. If there are no notes in the system there is no evidence of work performed.
- Please remember, a client’s signature is required for each day services are provided.
- If the time sheet is incorrectly filled out it will not be accepted. Time sheets may be submitted again with the correct information.
- **MANDATORY DIRECT DEPOSIT:** All employees must submit financial information in order to get paid for work performed at the client’s home. Company direct deposit forms need to be filled out and signed attached with a voided check, bank statement, bank direct deposit form, or a letter from the bank to confirm that it is your account.
- It is your responsibility to turn in time sheets and direct deposit forms by 2 PM TUESDAY every week.
- Timesheets or direct deposit forms not turned in on time will result in pay being delayed until the following pay week.
- If you are unable to make it to the office during business hours your check will be mailed to you at the address provided by you.
- Time needs to be filled out each day. Do not fill out days that you did not work ahead of time, in cases of absence. Do not leave time sheets at the clients house.
GENERAL RULES

Office Hours: Monday – Friday, 8:30am – 5pm.
Phone: 860-216-0496, 800-687-3820, Fax: 860-290-8174
Emergency cell phone: 860-709-3188 (after hours/weekends)
Website: companioncares.com, E-mail: info@companioncares.com

You must have your own transportation to and from all jobs. For live-in clients we will provide you with a one-time ride to the job the very first day for the orientation with the client, after that it is the employee’s responsibility to have transportation.

EMPLOYEE CONDUCT

- Always be respectful to the client and their families as well as to all other employees. Sometimes it is difficult for the client to communicate to the employee, but if you remain respectful it makes the situation easier.
- You are employed strictly by Companions & Home Helpers, LLC, but you must always remain polite and courteous to the client, their families, as well as the facility staff for which you are working in. The clients have the right to report any negative, unprofessional behavior to the office and we will address that with the employee.
- Always be professional. We expect you to maintain a professional attitude at all times. You are representing Companions & Home Helpers, LLC and we strive to ensure quality professional services to our clients.
- Do the job with a smile. Remember you are going into their home to assist them. That is your job as an employee of this company.
- Do what is requested of you by the client with a smile. If for some reason you feel you cannot complete a task requested of you, or have an issue with a task you need to contact the office and speak to one of the staff immediately.
- Always treat the clients home and personal belongings with care. If you are using the client’s personal belonging such as radios, telephones, televisions etc. treat those items with care. Improperly use of client’s personal items can result in a liability to the company. After further investigation if it has come to the company’s attention that you have used the client’s phone – you will be responsible for payment of that bill.
- Always treat the office staff with respect. We work hard for you and we will always try our best to make sure your job is as easy as possible.
- TO OFFICE STAFF: you are given one 30 minute lunch and two 15 minute breaks. You MUST be on the premise during your 15 minute break.

THINGS THAT CAN RESULT IN AN IMMEDIATE TERMINATION

- Theft- If for any reason a client reports something missing in their home and there is reason to believe the client’s claim you can be terminated immediately.
- Accepting or asking for gifts/money from clients
- Excessively using the client’s phone under company time other than to clock in and out
- Improperly documenting your timecard- Any employee who knowingly writes down more hours than actually worked can be terminated. If you did not work the hours for which you are claiming on your timesheet and you are collecting pay for hours not actually worked that is considered stealing from the company.
- Treating any client, family member, facility employee, or any Companions & Home Helpers employee
with hostility, verbal or physical, can result in the immediate termination of your employment. No weapons of any kind are allowed on site.

- Loss of a client. If your behavior/actions cause the loss of a client, we reserve the right to discharge you from our employ.
- Dishonesty of any kind will not be tolerated.
- Misusing company property for personal use – including or not limited to: office supplies, company computers, company cell phone, company laptop, and company phones. Downloading software/programs onto company computers resulting in a liability to the company in which the offender will be responsible for damages.
- Failure to maintain a safe and healthy environment for the client such as forgetting to turn off all kitchen appliances, stove, microwave, toaster, etc.
- Call-outs or no transportation to your job can result in a termination of your employment. This is your job and it is your responsibility to provide transportation to and from the job. It is also very important that you arrive at the job on time, as the client is depending on you and so is Companions & Home Helpers, LLC.
- Insubordination. Wilful misconduct or refusal to follow any of the company guidelines can result in immediate termination, depending on the severity of the offense.
- **VIOLATION OF HIPAA:** Abuse of client information. Improper contact with the client, case worker, or family may be grounds for immediate termination.
  - Only authorized personnel are allowed on site. Any unauthorized personal (family, children, significant others, etc.) are trespassing and you may be terminated.
- Inconsistent schedule: scheduling without prior approval through your designated Care Coordinator. You must complete the full shift during each scheduled visit to each client. Repeated warnings due to inconsistencies in time worked will lead to discharge.

If any of the afore-mentioned requirements are violated you may be subjected to disciplinary action, up to and/or including termination of your employment. If you have any questions regarding this notice or any other matter, please feel free to call our office.

Always, let us all give the reliable courteous care assistance and understanding that the clients and their loved ones deserve. We all ultimately work for them.
Companions & Home Helpers, LLC Office Copy

I have been oriented to the above information. I understand all policies and procedures and agree to abide by all of them. I understand these policies and procedures and have no questions. **I understand that Companions & Home Helpers, LLC reserves the right to terminate employment at will.**

Print Name: ___________________________

Signature: ____________________________

Date: ________________________________

Revised (12/30/13)