



Employee Handbook

Assist At Home Health LLC

4 November 2023	00	Title	
Date	Rev.	Description	Approved

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Welcome to Assist at Home Health LLC

Dear Assist at Home Health LLC Team,

Welcome to our Assist at Home Health LLC family! We are delighted to have you join our team and embark on this exciting journey together. Your presence strengthens our organization, and we are eager to work collectively toward achieving our shared goals. We believe that by leveraging your talents and dedication, we can deliver exceptional medical services to our clients and positively impact the industry.

As a new team member, you will have access to comprehensive training programs and valuable resources that will equip you for success in your role. We encourage you to actively engage with your colleagues and contact your manager whenever you need guidance or support. Collaboration and open communication are at the core of our culture, and we are here to help you thrive in your new position.

We are thrilled to introduce you to our Employee Handbook, which guides our company’s policies and practices. It outlines our commitment to fostering a work environment that is not only productive but also nurturing and inclusive. At Assist at Home Health LLC, we firmly believe in each team member’s potential and unique contributions. We embrace diversity and celebrate the rich tapestry of backgrounds, experiences, and identities that strengthen us.

By adhering to the principles outlined in our Employee Handbook, we ensure everyone is treated fairly, respectfully, and equally. It provides clear guidelines and expectations for conduct, performance, benefits, and professional growth opportunities. We encourage you to familiarize yourself with the handbook’s contents and use it as a reference throughout your employment journey with Assist at Home Health LLC.

Thank you for choosing Assist at Home Health LLC as your employer, and we extend our warmest wishes for your success and fulfillment in your new role. Should you have any questions or require further information, please don’t hesitate to contact the HR department.

Welcome aboard, and here’s to a prosperous and rewarding career with Assist at Home Health LLC!

Sincerely,

Samuel
President
Assist At Home Health LLC

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1 Employment at Will

Employment at Assist at Home Health LLC operates on an at-will basis unless otherwise specified in a written individual employment agreement signed by the company’s President. This means that the employee or Assist at Home Health LLC has the right to terminate the employment relationship at any time, with or without providing notice, and for any reason.

Please be aware that nothing in this employee handbook aims to establish an employment agreement, whether explicitly stated or implied. The information in this handbook and any other document given to the employee should not be interpreted as a contract guaranteeing ongoing employment or specific benefits for a defined period. Moreover, no representative of Assist at Home Health LLC is authorized to modify this policy for any employee or engage in any agreement, whether verbal or written, that alters the at-will nature of the employment relationship.

Any salary figures presented in annual or monthly terms are provided for convenience and comparison. They should not be the basis for creating an employment contract for any specific duration.

Lastly, it is important to emphasize that this policy does not intend to obstruct, restrict, or prevent protected concerted activities as defined by the National Labor Relations Act.

1.1 Employment Classification

Non-exempt employees at Assist at Home Health LLC are individuals whose job falls under the Fair Labor Standards Act (FLSA) jurisdiction. These employees are not exempt from the legal obligations imposed by the FLSA, which include adhering to minimum wage and overtime requirements. In this handbook, the term “clinicians” will encompass various roles, including Registered Nurse, Licensed Practical Nurse, Home Health Aide, Certified Nurse Aide, Physical Therapist, Occupational Therapist, Physical Therapy Assistant, Occupational Therapy Assistant, and Speech Therapist.

1.2 Company Vision

Our vision at Assist at Home Health LLC is to be the leading provider of health care and medical aid services, recognized for our unwavering commitment to excellence, compassionate care, and innovative

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solutions. We strive to become the trusted partner for individuals and families seeking comprehensive, personalized healthcare support. By combining cutting-edge medical expertise with a patient-centered approach, we aim to improve our clients’ well-being and positively impact the communities we serve.

1.3 Company Mission

At Assist at Home Health LLC, our mission is to provide exceptional health care and medical aid services that enhance the quality of life for our clients. We are dedicated to upholding the highest standards of care, leveraging advanced medical knowledge and practical skills to deliver the services offered by the agency. Our commitment to excellence and client satisfaction drives us to provide reliable, professional, and personalized healthcare services that address the unique needs and aspirations of every individual and family we serve.

2 Introduction to the Employee Handbook

2.1 Confidentiality

This manual is a confidential document that is only intended for use by Assist at Home Health LLC employees. Any unauthorized copying or reproduction of this manual, in whole or part, is strictly prohibited. The information in this manual is vital to our business operations and to protect our clients’ and customers’ sensitive data. Unauthorized use or distribution of the contents of this manual may result in disciplinary action, including termination of employment, and may also result in legal action. We request that you keep this manual secure and not share its contents with anyone outside of Assist at Home Health LLC to maintain the confidentiality of its information.

2.2 Purpose of the Manual

This employee manual aims to establish guidelines that govern the employment relationship and outline the organization’s daily operation concerning its people. The manual creates a formal framework for effectively managing people. It plays a vital role in Assist at Home Health LLC’s approach to managing and supporting employees, regardless of their job role or length of service.

This manual serves several purposes, including managing all employees fairly and consistently, setting and managing employee expectations, communicating the organization’s goals and values, ensuring policies align with legal requirements, creating a collaborative work environment, and providing

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guidance on applying policies across all levels of the organization.

The manual includes procedures to ensure proper end-to-end implementation and to document and record information. Employees should consult the HR Department if they have any questions or concerns regarding the policies outlined in this manual. Employees are encouraged to communicate openly and directly with their Attraction Manager to foster a positive work environment.

Any employees needing assistance accessing or interpreting the manual’s policies should contact the HR Department for guidance.

2.3 Changes to Manual

All changes, deletions, or revisions made to the handbook outlined in this manual require approval and sign-off by the HR Department. Any exceptions to the policies will be evaluated on a case-by-case basis and must be approved by the Management. This ensures that any modifications to the policies are consistent with the agency’s objectives and values and that all employees are treated fairly and consistently.

2.4 Applicable Law

The policies outlined in this manual are developed following the laws issued by the United States Government (US Labor Law). These policies apply to all employees unless any amendments in US labor laws are more favorable to the employee. All policies in this manual and any subsequent amendments are integral to all employment contracts issued to employees. In case of any discrepancies in the interpretation of this manual, the US labor law and Indiana state law will prevail. This ensures that the organization complies with the laws and regulations of the United States and provides a fair and transparent work environment for all employees.

2.5 Equal Employment Opportunity

At Assist at Home Health LLC, all qualified individuals are provided with an equal employment opportunity, without discrimination based on age, gender, race, disability, marital status, or religion, in compliance with relevant local, state, and national laws and regulations.

2.6 Implementation of Manual

The HR Department administers the manual, including any approved updates or amendments. They are

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also accountable for resolving any issues from interpreting the policies outlined in the manual. The HR Department is expected to approach these issues with the utmost concern for the well-being of the employees.

2.7 Compliance with the Manual

Each employee must comply with the handbook and guidelines articulated in this manual. Line Managers are responsible for acquainting themselves with this handbook and ensuring that all policies and procedures detailed in this manual are applied consistently.

3 Code of Conduct

- The Code of Conduct of Assist at Home Health LLC Company establishes expected behavior and ethical standards for all employees.
- It prohibits harassment, discrimination, theft, fraud, and conflict of interest.
- Employees must uphold a highly professional demeanor, including honesty, integrity, and respect.
- Confidentiality, privacy, and compliance with laws and regulations are emphasized.
- Discrimination or harassment based on protected characteristics is strictly prohibited.
- Employees are responsible for maintaining the company’s reputation and avoiding conflicts of interest.
- Violations of the Code of Conduct may result in disciplinary action, including termination.
- All employees must familiarize themselves with the Code of Conduct and seek guidance when needed.
- The Code of Conduct reflects Assist at Home Health LLC’s commitment to integrity, professionalism, and exceptional service.

4 Equal Employment Opportunity

- Assist At Home Health LLC Company is committed to providing equal employment opportunities to all individuals.

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- Employment decisions, including recruitment, hiring, promotion, and termination, are based on qualifications, merit, and business needs.
- Discrimination based on race, color, religion, sex, national origin, age, disability, or other protected status is strictly prohibited.
- Reasonable accommodation is provided to qualified individuals with disabilities, as the law requires.
- Employees who believe they have experienced discrimination or harassment are encouraged to report the incident promptly to the appropriate channels within the company.

5 Harassment Policy

At Assist at Home Health LLC, we are dedicated to fostering a work environment free from all forms of unlawful harassment, including sexual harassment. We recognize that such behavior violates Title VII of the Civil Rights Act of 1964 and Indiana state laws. Our policy strictly prohibits harassment based on protected characteristics, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, marital status, religion, age, disability, veteran status, or any other characteristic protected by applicable state or federal laws.

We maintain a zero-tolerance approach to harassment and ensure that all employees, including Management, supervisors, coworkers, and non-employees, are fully aware of this prohibition. Retaliation against individuals who report harassment or cooperate in investigations is unlawful and will not be tolerated. Assist At Home Health LLC is committed to taking all necessary actions to prevent and address unlawful harassment.

5.1 Definition of Unlawful Harassment

“Unlawful harassment” refers to conduct that is intended to or has the effect of creating an intimidating, hostile, or offensive work environment; significantly and unreasonably interfering with an individual’s work performance; or adversely affecting an individual’s employment opportunities due to their membership in a protected class.

Examples of unlawful harassment encompass but are not limited to, the use of offensive language, derogatory remarks, jokes, pranks, suggestive comments, written or graphic materials, stereotyping, or

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any behavior that is threatening, hostile, or intimidating based on protected characteristics defined by applicable state or federal laws.

5.2 Definition of Sexual Harassment

While all forms of harassment are strictly prohibited, special attention is given to sexual harassment. “Sexual harassment” generally refers to unwelcome sexual advances, requests for sexual favors, or any other verbal or physical conduct of a sexual nature when:

- Submission to or rejection of such conduct is explicitly or implicitly made a condition of employment or used as a basis for employment decisions, or
- Such conduct unreasonably interferes with an individual’s work performance or creates an intimidating, hostile, or offensive work environment.

It is important to note that any unwelcome sexually oriented conduct, regardless of intent, that creates a work environment that is hostile, offensive, intimidating, or humiliating may also be considered sexual harassment.

Depending on the circumstances, such conduct may include unwelcome advances, sexual comments, jokes, displays of sexually explicit materials, gestures, or discussions regarding an individual’s sexual activities.

Assist At Home Health LLC strictly prohibits retaliation against individuals who report sexual harassment or assist in investigating such complaints. We are committed to maintaining a workplace where employees feel safe and supported.

5.3 Harassment Complaint Procedure

If you believe you have experienced or witnessed illegal discrimination, including sexual or other unlawful harassment, we strongly encourage you to report the incident promptly. You may complain directly to your immediate supervisor, department manager, HR director, or any other trusted member of Management. In the case of discrimination or harassment towards another employee, we request that you report it to one of the individuals mentioned above.

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Assist At Home Health LLC prohibits retaliation, adverse action, or intimidation against employees who report discrimination or harassment or cooperate in investigations. Any suspected acts of retaliation or intimidation should be reported immediately to the designated individuals.

All complaints will be thoroughly and promptly investigated, with full respect for confidentiality. If an investigation substantiates a violation of our policy, Assist at Home Health LLC will take immediate and appropriate corrective action, which may include disciplinary measures up to and including termination.

6 Confidentiality and Data Protection

- Assist At Home Health LLC Company recognizes the importance of confidentiality and data protection in maintaining client trust and complying with applicable laws.
- Employees must handle and protect confidential information, including client records, financial data, and proprietary information, with the utmost care and professionalism.
- Access to confidential information is limited to authorized personnel on a need-to-know basis.
- Employees must comply with data protection regulations, such as the handling of personal data, under applicable privacy laws.
- Breaches of confidentiality or data protection policies may result in disciplinary action, including legal consequences.

7 Drug-Free and Alcohol-Free Workplace

At Assist at Home Health LLC, we are committed to maintaining a safe and productive work environment free from the influence of drugs and alcohol to benefit our employees and individuals conducting business with the company.

It is strictly prohibited to engage in unlawful use, possession, purchase, sale, distribution, or be under the influence of illegal drugs while on company or client premises or while performing services on behalf of the company. Misuse of legal drugs is also prohibited under the same circumstances. Additionally, reporting to work or performing services under the influence of alcohol or consuming alcohol during work hours or on duty is strictly prohibited. The agency also prohibits the off-premises abuse of alcohol

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and controlled substances if such activities negatively impact job performance, job safety, or the agency’s reputation in the community.

To ensure compliance with this policy, substance abuse screening will be conducted in the following situations:

- **Pre-employment:** All prospective employees who receive a conditional offer of employment will be required to undergo substance abuse screening as mandated by the agency.
- **For Cause:** If there is reasonable suspicion that an employee is under the influence of alcohol or drugs that may affect or have already adversely affected their job performance.
- **Random:** Substance abuse screening may be conducted randomly as authorized or required by federal or state law.

Compliance with this policy is a condition of employment. Employees who test positive for prohibited substances or refuse to submit to substance abuse screening will be subject to termination. It is important to note that this policy will always be enforced following applicable state and local laws.

Any employee found violating this policy is subject to disciplinary action, which may include termination for the first offense.

8 Dress Code and Personal Appearance

- Assist At Home Health LLC Company has established a dress code to maintain a professional and presentable appearance in line with business needs and client expectations.
- Employees are expected to adhere to the designated dress code, which may include attire, grooming, and personal hygiene guidelines.
- Personal protective equipment (PPE) may be required for certain roles or tasks and must be worn as directed.
- The dress code may vary depending on job responsibilities, client requirements, or specific work environments.

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- Exceptions or modifications to the dress code may be allowed in certain circumstances, subject to management approval.

9 Workplace Violence Prevention

At Assist at Home Health LLC, our policy strictly prohibits any acts or threats of violence by employees, former employees, or visitors against anyone present on our premises, including employees, clients, or visitors, whether on-site or engaged in business on behalf of the company elsewhere.

Furthermore, we expect all employees to fulfill their “duty to inform” by promptly reporting any suspicious workplace activities, situations, or incidents they observe or become aware of to their supervisor or other company management. This includes but is not limited to threats of violence, aggressive behavior, offensive acts, and any threatening or offensive comments or remarks.

All employee reports under this policy will be treated with utmost confidentiality. Assist At Home Health LLC will not tolerate any form of retaliation against employees for making reports under this policy.

9.1 Workplace Violence Prevention

Assist At Home Health LLC is committed to providing all employees with a safe and violence-free workplace. In line with this commitment, we strongly discourage employees from engaging in physical confrontations with individuals who are violent or potentially violent individuals and from displaying threatening or violent behavior themselves. Any threats, use of threatening language, or acts of aggression or violence directed toward employees are strictly prohibited. This policy encompasses violent or potentially violent behavior in the workplace or at agency-sponsored functions.

All employees are responsible for maintaining a work environment free from violence or the potential for violence. Employees who witness or are subjected to violent behavior should immediately report the incident to their supervisor, manager, or the Human Resources Department. All reported threats will be promptly investigated. No employee will face retaliation, intimidation, or disciplinary action for making a good-faith report under these guidelines.

Any individual who engages in violence against Assist at Home Health LLC, its employees, or its property will fully face legal prosecution of the law. All incidents will be thoroughly investigated, and

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appropriate action will be taken. Such acts or threatening behaviors may result in disciplinary measures, including termination.

Assist At Home Health LLC strictly prohibits the possession of weapons within our premises and clients' homes. Additionally, employees are not permitted to carry any weapon while on duty. Weapons include but are not limited to, handguns, rifles, automatic weapons, knives that can be used as weapons (excluding pocketknives, utility knives, and similar tools used for non-threatening purposes), martial arts paraphernalia, stun guns, tear gas. Employees violating this policy may face disciplinary action for the first offense, including dismissal.

The agency reserves the right to conduct inspections of employee belongings on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles parked on agency property. Additionally, the agency may inspect lockers, storage areas, file cabinets, desks, and workstations at any time and remove any agency property or items that violate agency rules and policies.

10 Whistleblower Policy

Assist At Home Health LLC is committed to maintaining a work environment free from unlawful, unsafe, or unethical practices. Our Whistleblower Policy aims to provide a mechanism for employees and others to report suspected or actual occurrences of illegal, unethical, or inappropriate events without fear of retaliation. Individuals reporting such occurrences or events will be referred to as "Whistleblowers" in this policy.

10.1 Whistleblower Process

- **Reporting:** Whistleblowers should promptly report the suspected or actual event to their immediate supervisor. However, suppose the Whistleblower is uncomfortable or reluctant to report to their supervisor. In that case, they may report the event to the next highest level of Management or another designated authority within the organization.
- **Confidentiality:** Whistleblowers have the option to report the event with their identity or anonymously. We respect the confidentiality of Whistleblowers to the maximum extent possible while ensuring a thorough investigation and appropriate actions are taken.

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- **Non-Retaliation:** Assist At Home Health LLC is committed to ensuring that Whistleblowers who report in good faith are protected from retaliation or retribution. Whistleblowers shall face no adverse actions due to making a report under this policy. “Good faith” refers to reporting not primarily motivated by malice to damage another person or the organization.
- **Discipline for False Reports:** Whistleblowers who intentionally make false or malicious reports that are not in good faith may be subject to disciplinary measures, including termination of their relationship with the organization or other appropriate actions to protect the reputation of Assist at Home Health LLC, its employees, and clients.
- **Anti-Retaliation Measures:** Any individual who retaliates against a Whistleblower, who reported an event in good faith, will face disciplinary action, including but not limited to termination of their relationship with Assist at Home Health LLC.
- **Reporting Crimes:** Incidents involving crimes against persons or property, such as assault, rape, burglary, etc., should be immediately reported to local law enforcement personnel.
- **Reporting to Corporate Compliance Officer:** Supervisors and managers who receive reports from Whistleblowers must promptly report the information to the designated Corporate Compliance Officer within Assist at Home Health LLC.
- **Communication and Updates:** Whistleblowers who file reports in good faith will receive timely updates regarding the reported issue’s investigation, disposition, or resolution.
- **Confidentiality of Whistleblower Identity:** The identity of Whistleblowers, if known, will be treated with utmost confidentiality to the extent possible, considering the circumstances involved. However, please note that in certain cases, such as when a law enforcement investigation is required, members of the organization may be subject to subpoenas.

Assist At Home Health LLC is committed to upholding integrity, transparency, and accountability. We encourage all employees and stakeholders to use this Whistleblower Policy to safeguard our organization’s values and ensure a culture of ethical conduct.

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11 Health Insurance Portability and Accountability Act

At Assist at Home Health LLC, we prioritize maintaining confidentiality and protecting our patient’s personal and medical information. Our commitment to confidentiality extends to every employee within our agency who acknowledges their understanding of our confidentiality policy and accepts their responsibility to uphold it.

Following the Health Insurance Portability and Accountability Act of 1996 (HIPAA), which became effective in April 2003, we adhere to national standards that safeguard the security and privacy of a patient’s health information, commonly called protected health information (PHI). As a covered entity under HIPAA, our agency, and other organizations, such as hospitals, doctor’s offices, nursing homes, assisted living facilities, and home health care agencies, are legally obligated to protect PHI.

Each agency employee is responsible for maintaining the strictest confidence when handling our patients’ confidential information. This includes safeguarding various types of personal and health information, such as:

- Patient’s name
- Telephone number, fax number, email address
- Patient’s address, city, state, zip code
- Social Security Number
- Medicaid number, insurance policy number
- Medical history
- Photographs
- All elements of dates (the date they became a patient, birth date, date of admission to a hospital, etc.)
- Vehicle identification number (VIN) and license plates
- Any other personal information that may identify an individual.

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We require all employees to strictly adhere to these guidelines to ensure the utmost confidentiality of our patient’s information. Breaches of confidentiality or unauthorized disclosure of PHI are strictly prohibited and may result in disciplinary actions, including termination and potential legal consequences.

Assist At Home Health LLC provides ongoing training and education to employees to ensure a comprehensive understanding of HIPAA regulations and the importance of safeguarding patient information. We continually review and update our policies and procedures to align with the evolving requirements of HIPAA and maintain the privacy and security of our patient’s health information.

By implementing these stringent confidentiality measures, Assist at Home Health LLC remains dedicated to protecting our patients’ privacy and maintaining their trust in our services.

12 Non-Solicitation Agreement

12.1 Agreement Not to Solicit Employees

During the period of employment with Assist at Home Health LLC and for two years following termination, employees are required to refrain from recruiting, soliciting, inducing, or attempting to induce any employees of Assist at Home Health LLC to terminate their employment or end their relationship with the company.

12.2 Agreement Not to Solicit Clients

During their employment with Assist at Home Health LLC and for two years after termination, employees are obligated not to solicit, divert, take away, or attempt to divert, solicit, or take away the business, patronage, clients, customers, accounts, or prospective clients, customers, or accounts of Assist at Home Health LLC.

This non-solicitation **agreement** is a binding commitment that employees must adhere to during their employment and after termination.

12.3 Your supervisor

You and your supervisor are essential components of a closely-knit working team. Your supervisor expects you to perform your assigned work diligently, utilizing equipment and safety measures as intended and striving for optimal productivity. Whenever necessary, seek guidance and direction from

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your supervisor. Their goal is to support your success and facilitate a positive work environment.

13 Open Door Policy

At Assist at Home Health LLC, open and honest communication is of utmost importance. Your immediate supervisor serves as your primary source of information. They are responsible for ensuring the timely and accurate flow of relevant information. Do not hesitate to consult your supervisor regarding any questions, concerns, or issues. Furthermore, feel free to proactively share your ideas and thoughts with your supervisor, as continuous improvement relies on constant and transparent communication.

14 Education & Training

Assist At Home Health LLC recognizes the pivotal role of education and training in fostering employee development and proficient job performance. Employees are encouraged to acquire the necessary skills and knowledge for career advancement.

You may be requested to participate in job-related educational or training events, activities, or in-service sessions focusing on specific skill development needs or covering topics such as health, safety, or equipment usage. In certain instances, attendance may be mandatory. In such cases, compensation for education and training sessions will be provided at minimum wage.

14.1 Licensure, Registration & Certification

Certain positions within Assist at Home Health LLC may necessitate a state and/or national license, registration, or certification. Employees hired or transferred into such positions must undergo verification of their status upon employment, transfer, and during renewal.

It is the responsibility of employees to maintain current licensure, registration, or certification, as applicable. Any status changes must be promptly reported to the Human Resources department.

15 Employment Records

A confidential personnel record is maintained for each employee. Your employment-related information is securely stored within this file.

To ensure an accurate employee database, it is crucial for you to promptly notify the Human Resources

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department of any changes in personal data, including your mailing address, telephone number, email address, names of dependents, emergency contact information, educational achievements, and more.

If you wish to review your personnel record at any time, you may request a meeting with a representative from the Human Resources department. Please note that full copies of personnel files will not be provided.

All relevant fees must be paid in full before receiving a copy of your TB history (annual fee of \$10) or CPR certification (\$25 per class).

It is your responsibility to maintain an active and current phone number. If your phone number changes, please immediately notify the Human Resources department.

15.1 Employment of Relatives

Assist At Home Health LLC supports the employment of qualified relatives of employees, provided that such employment does not give rise to actual conflicts of interest. While the agency discourages hiring relatives within the same department, it strictly prohibits situations where one relative supervises another.

For this policy, “relative” refers to a spouse, domestic partner, child, parent, sibling, grandparent, stepparent, stepchild, stepsibling, half-sibling, current mother-in-law, current father-in-law, or current brother- or sister-in-law.

The agency exercises its sole discretion and makes independent business judgments concerning the hiring and placement of related employees.

15.2 Employee Relations Principles:

At Assist at Home Health LLC, we endorse the following principles in our employee relations practices:

- **Respect for Individuality:** We value each employee’s unique qualities and individuality. We promote a culture that fosters inclusivity, diversity, and mutual respect among all members of our workforce.
- **Promotion Based on Ability and Competence:** We prioritize demonstrated ability and competence as the primary promotion criteria. We encourage promoting employees from within the organization whenever possible, recognizing and rewarding their dedication and growth.

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- **Training and Development:** We provide training opportunities to all employees, enabling them to enhance their skills and develop their capabilities to their fullest potential. We are committed to supporting continuous learning and professional growth throughout their careers.
- **Fair and Equitable Compensation:** We ensure that our employees receive fair and equitable compensation by maintaining competitive wage rates that align with comparable work in the community. We regularly review our compensation practices to uphold industry standards and acknowledge the contributions of our workforce.
- **Comprehensive Employee Benefits:** We administer a balanced employee benefits program where available. We strive to provide comprehensive and competitive benefits that support the well-being, health, and financial security of our employees and their families.
- **Open Communication Channels:** We foster an environment of free and open communication, where employees are encouraged to share their ideas, concerns, and feedback. We continuously seek to maintain high morale and create constructive dialogue and collaboration opportunities.
- **Equal Employment Opportunity:** We provide equal employment opportunities to all individuals regardless of race, color, religion, sex, national origin, age, veteran status, or disability. Our employment practices align with applicable laws and regulations, ensuring our workforce’s fairness, inclusivity, and diversity.

By upholding these employee relations principles, Assist at Home Health LLC strives to create a supportive and engaging work environment that values and empowers our employees, fostering their professional growth and overall well-being.

16 Social Media Policy

16.1 Policy Statement

This policy aims to guide employees on the appropriate use of social media channels in connection with their employment at Assist at Home Health LLC Company. This policy outlines the expectations and guidelines for employees when using social media in their professional and personal capacities.

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16.2 Scope

This policy applies to all employees of Assist at Home Health LLC Company who use social media for work-related purposes or personal use that may impact the company.

16.3 Professional Social Media Use

- Professionally use social media channels when representing Assist at Home Health LLC Company.
- Comply with all applicable laws and regulations.
- Respect the confidentiality and proprietary information of the company and its clients.
- Ensure that social media activities do not conflict with the company’s interests or values.
- Disclose affiliation with Assist at Home Health LLC Company in social media profiles if discussing company-related topics.
- Do not engage in any behavior on social media that could harm the company’s reputation, image, or business interests.

16.4 Personal Social Media Use

- Free to use social media for personal purposes outside of work hours.
- Ensure that personal social media activities do not negatively affect the company’s image, reputation, or business interests.
- Respect the confidentiality and proprietary information of the company and its clients.
- Do not use social media to harass, discriminate, or defame others, including other employees, clients, customers, or partners.

16.5 Social Media Account Ownership

- Do not create social media accounts using the company’s name, logo, or other intellectual property without prior approval from the Management.
- Do not use personal social media accounts to impersonate or misrepresent the company or its official

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positions.

- Do not claim ownership of any social media accounts or followers created or acquired during employment at Assist at Home Health LLC Company.

16.6 Monitoring and Enforcement

- Assist At Home Health LLC Company reserves the right to monitor employees’ social media activities to ensure compliance with this policy.
- Violations of this policy may result in disciplinary action, including termination of employment.
- Employees with questions or concerns about this policy should contact their supervisor or the HR department.

17 Scheduling and Availability Policy:

At Assist at Home Health LLC, we understand that work hours may vary weekly based on client needs. We cannot guarantee a specific number of hours or availability in a particular area or on certain days. Changes in a client’s needs may also impact on the available work hours.

You may not change your availability during the first 90 days of employment. Any changes in availability after this period may affect the number of hours that can be offered to you.

- **Schedule Changes:** You cannot directly contact the client or their family to request changes. If you need to make schedule adjustments, please discuss them with the Care Coordination department. In case of lateness, difficulty finding a client’s home, or an emergency preventing you from working, be sure to contact the office immediately. We have on-call staff members available 24/7 to address your concerns. It is important not to contact the client directly in such situations.
- **Staying in Touch:** You must regularly contact the office to inquire about available work. Additionally, it is essential to ensure that your contact information, including phone number, address, and current availability, is up to date. Failure to contact the office or pick up shifts for 60 consecutive days during your employment will be considered voluntary termination. In such cases, we will deactivate you from our system. To be considered for reemployment, you must complete the entire hiring and

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orientation process again.

- **New Assignments:** Consider the required responsibilities and hours before accepting a new case. If you have any doubts or questions about the case, please seek clarification to ensure a good fit. If you accept a case and subsequently cancel, it will be treated as an unscheduled absence. Punctuality is crucial in our work, so please always arrive on time.
- **Orientation and New Patients:** Home health aides (HHAs) must receive an orientation from a Registered Nurse (RN) for each new patient they will assist. This orientation is also required if the patient is newly admitted or returns after a leave/discharge from the agency. It is the responsibility of HHAs to ensure they receive an orientation from an RN before providing care. Failure to receive orientation will result in disciplinary action.
- **Shift/Visit Confirmation:** You are responsible for regularly confirming your shifts/visits in our agency’s electronic medical record system at least once a week. This includes your regularly assigned shifts/visits and any pick-up /visits you have accepted.
- **Requesting time Off a Case:** If you encounter any issues while working at a client’s home, don’t hesitate to contact the office first so we can assist in resolving the matter. A two-week written notice is required to request time off a case. However, if the situation cannot be resolved, you may request to be removed from the case, but you will need to continue working with the client until a suitable replacement can be found. Requests for case changes can be emailed to the HR department.

Assist At Home Health LLC strives to maintain effective communication, professionalism, and procedure adherence to ensure smooth scheduling and service delivery.

17.1 Break Periods

At Assist at Home Health LLC, it is not typical to have unpaid break times in-home care. Due to the nature of our services, where many agency clients require continuous supervision, they mustn’t be left alone. As part of our agency guidelines, we have established the following:

- For visits lasting up to 4 hours, smoking or meal breaks should not be included.

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- For visits lasting 4 hours or more, employees may have a meal break while at the client’s home.
- It is important to note that leaving the client’s home to obtain a meal is prohibited. Employees should bring their meals.
- Please be aware that smoke breaks are not guaranteed, regardless of the length of work hours.

These guidelines ensure that we maintain the highest level of care and attention for our clients while recognizing the unique demands of the homecare environment.

17.2 Clocking in/out and Schedule

At Assist at Home Health LLC, employees must accurately clock in and out using our company’s attendance machine. The backup method for clocking in and out is through the client’s associated telephone, including landline and/or cell phones. Exceptions to this procedure can only be made with explicit permission from the office. If you encounter any difficulties with clocking in or out, please get in touch with the office. Violations of this procedure will result in disciplinary action, which may include termination (see below).

- **FIRST OFFENSE:** A Communication Note will be issued, and you will receive verbal feedback. This may occur over the phone.
- **SECOND OFFENSE:** Corrective Action will be taken, and you will be required to have a write-up session with a supervisor at the office.
- **THIRD OFFENSE:** Probationary Period will be initiated, and you will be placed on a 30-day probation period. Any further issues during this period may lead to termination.
- **FOURTH OFFENSE:** Termination will occur.

Please note that you must inform the Care Coordination Department whenever you leave your work premises. Your schedule can be accessed through the company’s electronic medical records system. You are responsible for regularly checking your schedule and reporting any questions or concerns to the Care Coordination department.

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Adherence to your posted schedule is expected. Client schedules are determined based on various factors, such as funding sources, authorizations, and client/family requests. Deviating from your posted schedule (e.g., staying over or leaving early) will result in disciplinary action.

You are not permitted to be present at a client’s home during non-working hours.

17.3 Recording Hours: Charting and Client/Client Representative Signature

Recording work hours begins by clocking in using an attendance application. When clocking out, charting should be completed using the attendance machine at the end of your shift. It is your responsibility to ensure that the chart is accurately and promptly completed. Additionally, you should obtain e your client’s or their representative’s signature at the end of each visit. It is not recommended to save up visits for signatures later.

Signature sheets are only necessary if you encounter issues with the attendance Machine or cannot use the app. We encourage keeping 1-2 signature sheets in your clinician care bag as a backup. Signed sheets may be mailed, emailed, or faxed to the office by 5 pm on Mondays for the previous week. Ensuring the security and confirmation of their delivery is your responsibility.

Please ensure that your hours worked, and any leave time taken are accurately recorded. Falsifying a signature is considered a violation of company policy and may result in disciplinary action, up to and including termination.

18 Leave Policy

18.1 Policy Statement

The leave policy of Assist at Home Health LLC, based in the United States of America, is designed to provide employees with clear guidelines and procedures for taking time off work for personal, medical, or other reasons while ensuring the smooth operation. This policy outlines the available types of leave, eligibility criteria, procedures for requesting and approving leave, and the responsibilities of both employees and managers. It aims to promote work-life balance, support employee well-being, and maintain compliance with relevant labor laws and regulations.

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18.2 Scope

The leave policy applies to all employees of Assist at Home Health LLC.

18.3 Family and Medical Leave Act (FMLA)

- Eligible employees at Assist at Home Health LLC may take up to 12 weeks of unpaid, job-protected leave within 12 months as provided by the Family and Medical Leave Act (FMLA).
- Qualifying reasons for FMLA leave include:
 - Birth, adoption, or foster care placement of a child.
 - Care for a spouse, child, or parent with a serious health condition.
 - The employee’s serious health condition.

18.4 Paid Time Off (PTO)

- Assist At Home Health LLC Corporation offers a comprehensive paid time off (PTO) program to provide employees with flexibility and work-life balance.
- PTO accrual rates are based on the length of service and are prorated for part-time employees.
- Employees may utilize their accrued PTO for vacation, personal days, or illness, subject to supervisor approval and proper notice.

18.5 Sick Leave

- Assist At Home Health LLC Corporation recognizes the significance of employee well-being and provides a separate bank of sick leave.
- Eligible employees accrue sick leave based on the number of hours worked.
- Sick leave can be utilized for personal illness, medical appointments, or caring for a sick family member, as permitted by applicable laws and company policy.

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18.6 Military Leave

- Assist At Home Health LLC Corporation fully supports employees serving in the military and complies with the Uniformed Services Employment and Reemployment Rights Act (USERRA).
- Employees called to active, reserve, or National Guard duty are entitled to job-protected leave.
- The federal, and state law determines the length of military leave and reemployment rights. Federal and state laws determine the length of military leave and reemployment rights.

18.7 Jury Duty and Voting Leave

- Assist At Home Health LLC Corporation respects the civic responsibilities of its employees and provides time off for jury duty obligations as required by law.
- During the period of jury duty, employees will receive their regular pay.
- Reasonable time off is granted to employees to vote in local, state, and federal elections following the applicable laws.

18.8 Disability Accommodations

- Assist At Home Health LLC Corporation is committed to providing reasonable accommodations to qualified employees with disabilities as mandated by the Americans with Disabilities Act (ADA) and applicable state laws.
- Employees needing accommodation should contact the Human Resources department to initiate the interactive process and explore available accommodations.

19 Working Schedule

19.1 Policy Statement

The Working Schedule policy of Assist at Home Health LLC, based in the United States of America, outlines the expected working hours and overtime arrangements for all employees. The policy ensures employees understand their designated working hours and applicable overtime arrangements.

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19.2 Scope

The working schedule applies to all employees of Assist at Home Health LLC.

19.3 Regular Work Hours

- Full-time employees are expected to work 40 hours per week, typically five days a week from 9:00 a.m. to 5:30 p.m., with a 30-minute lunch break as specified by company policy.
- Part-time employees' work hours will be determined individually, basis individually, and individually communicated by their supervisor.

19.4 Overtime

- Non-exempt employees, as defined by the Fair Labor Standards Act (FLSA), will be eligible for overtime pay at one and a half times their regular hourly rate for hours worked beyond 40 hours in a workweek.
- Overtime must be pre-approved by the employee's supervisor to ensure appropriate staffing and workload management.

19.5 Meal and Rest Breaks

- Non-exempt employees are entitled to meal and rest breaks following applicable state and federal laws.
- Break duration and frequency will be communicated by the supervisor or as required by law.
- Employees should accurately record their breaks in the designated timekeeping system.

19.6 Timekeeping

- Accurate recording of work hours is crucial. All exempt and non-exempt employees must record their work hours using the designated timekeeping system.
- Employees must adhere to the company's timekeeping policies and promptly report discrepancies or errors to their supervisor or the HR department.

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19.7 Flexible Work Arrangements

- Assist At Home Health LLC Corporation recognizes the value of flexible work arrangements and may offer options such as telecommuting or flexible schedules where appropriate and feasible.
- The employee’s supervisor must approve flexible work arrangements and comply with company policies and applicable laws.

19.8 Compliance with Laws

- Assist At Home Health LLC Corporation is committed to complying with all applicable federal, state, and local labor laws and regulations governing work hours, including but not limited to the Fair Labor Standards Act (FLSA).
- This work time policy provides a general framework for employee work hours and breaks. Please note that specific laws and regulations may vary by state and industry. It is important to consult with legal professionals to ensure compliance with the specific labor laws and regulations applicable to Assist at Home Health LLC Corporation’s location and industry.

20 Pay Policy

20.1 Regular Pay Procedures

- Paydays at Assist at Home Health LLC occur every other week on Wednesday. If a payday falls on a holiday, you will receive your payment on the last business day before the holiday. Upon receiving your paycheck, please review your paystub carefully for any errors. If you identify any mistakes, report them to the payroll department immediately.
- Various deductions are mandatory as required by law. Additionally, you may request other deductions that align with your personal needs, such as health benefits or city taxes. Keeping your W-4 and I-8 forms current is essential to ensure accurate income tax withholding. If you have any changes or inquiries related to your W-4 and I-8 forms, please get in touch with the Human Resources department.

20.2 Direct Deposit

- We highly encourage all employees to enroll in direct deposit. This allows your paycheck to be

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deposited directly into your chosen financial institution each payday. Your paycheck stub will detail your deposit and mandatory and voluntary deductions.

- If you need to change your direct deposit information due to updates in your banking details, please submit a written request to the office. The administration reserves the right to discontinue direct deposit and provide a paper check on payday for any reason.

20.3 Overtime Hours & Minimum Wage

In compliance with the Fair Labor Standards Act set by the US Department of Labor’s Wage and Hour Division, overtime is calculated based on a 40-hour workweek. Our agency follows the minimum wage requirements of the State of Indiana.

20.4 Holiday Pay

Assist At Home Health LLC observes the following standard holidays:

- New Year’s Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Holiday pay is compensated at a rate of time and a half when you work on the holiday. Eligibility for holiday pay requires a minimum of 90 days of service as a clinician during probation.

20.5 Referral Compensation

Referral compensations are as follows:

- Clinician: Up to \$250 after the referred employee works 250 hours and completes 90 days of employment.

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- Patient: Up to \$250 after 30 days of service.

The referring employee is responsible for tracking the eligibility of their referral compensation and reporting it to the office for verification and inclusion in the payroll. Please note that referral compensation is considered taxable income.

However, the client must have auto insurance with the agency to allow the clinician to drive their vehicle.

20.6 Mileage Pay

- Mileage reimbursement is only available for pre-approved private pay clients. Mileage reimbursement is not applicable for Medicaid recipients under Prior Authorization funding.
- For private pay mileage, you must record the mileage using the Private Pay Mileage Tracker and have the client sign for each trip. Mileage will be reimbursed at a rate of \$0.42 per mile. The mileage tracker should be submitted to the payroll department.
- If a client provides a vehicle for the aide to use for errands or transportation, mileage will not be reimbursed to the aide. However, the client must have auto insurance with the agency to allow the clinician to drive their vehicle.

20.7 Orientation and Training Pay

Orientation, onboarding, training/shadowing, and meet-and-greet sessions are compensated at the minimum wage set by the state. It is important to note that you are not considered an employee of the company until you have completed your first client shift. Orientation and onboarding pay will be included in your first paycheck.

20.8 Requesting Time Off

- Clinicians can request Paid Time Off (PTO) and Unpaid Time Off (UTO). Requests for UTO must be submitted in writing to the HR Department's email or through Attendance Machine at least two weeks in advance.
- Requests for PTO or UTO not submitted at least two weeks in advance will be treated as call-offs and are subject to the attendance policy. PTO requests should also be made in writing, at least two weeks

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in advance, to the dedicated PTO email address. Clinicians can request one Spring/Summer and one Fall/Winter Holiday off.

- Spring/Summer Holidays: Memorial Day, Independence Day, Labor Day. Fall/Winter Holidays: Thanksgiving Day, Christmas Day, New Year’s Day
- Requests for holiday time off must be submitted at least four weeks before the requested holiday. Approval of holiday requests may be subject to agency discretion based on the requests received and client needs. Not all time-off requests are guaranteed, and the Human Resources department will notify you if your request is denied.

20.9 Performance Evaluations & Pay Adjustments

At Assist at Home Health LLC, we believe it is important for employees to have a clear understanding of their performance and alignment with company goals. Therefore, both informal and formal evaluations take place. Informal evaluations occur within the context of daily activities, while formal evaluations are conducted annually.

New employees typically receive their first evaluation after three months of service. Annual evaluations assess past accomplishments, strengths, and potential areas for growth and development and allow for the creation of career goals. Completed evaluation documents are placed in your personnel file and serve as a basis for future evaluations. It is important to note that performance appraisals do not guarantee automatic raises and pay adjustments may or may not be made in conjunction with the evaluations.

21 Benefits Policy:

21.1 Insurance Coverage:

- Assist At Home Health LLC extends insurance benefits to employees who work at least 30 hours per week." This means that employees who work at least 30 hours per week are eligible for insurance benefits provided by the company.
- Our comprehensive insurance coverage includes medical, dental, vision, and life insurance, among other options." This indicates that the insurance package offered by the company includes various types of coverage, such as medical, dental, vision, and life insurance.

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- However, if an employee’s average weekly hours fall below 30 hours over a continuous 60-day period, they will be ineligible to receive insurance benefits from the agency." This means that if an employee's average weekly working hours drop below 30 hours for a continuous 60-day period, they will lose their eligibility for insurance benefits.
- Employees are no longer eligible for insurance benefits due to insufficient hours can re-enroll during the next agency open enrollment period." Employees who become ineligible due to insufficient hours can regain their eligibility during the next open enrollment period. Open enrollment is typically a designated time when employees can sign up for or make changes to their insurance plans.
- Assist At Home Health LLC will handle the enrollment and auditing of employee benefits." The company takes responsibility for managing the enrollment process and auditing employee benefits to ensure compliance with their policies.
- As part of our commitment to providing the best coverage, the agency, in consultation with Assist at Home Health LLC, may evaluate and select new insurance providers annually." This suggests that the company is committed to offering the best insurance coverage and may review and potentially change insurance providers on an annual basis.

21.2 Paid Time Off (PTO):

- At Assist at Home Health LLC, we recognize the importance of work-life balance and offer Paid Time Off (PTO) for our clinicians based on their length of employment." The company values work-life balance and provides PTO to its employees, specifically clinicians (likely healthcare professionals), based on how long they have been employed by the company.
- The accrual rates and maximum allowed PTO hours are as follows:
- For employees with 0-12 months of employment, the hourly accrual rate is 0.01924, and the annual maximum allowed PTO hours are 40.
- For employees with 13+ months of employment, the hourly accrual rate is 0.03847, and the annual maximum allowed PTO hours are 80.
- This information outlines the criteria for insurance benefits eligibility and the PTO policies at Assist at Home Health LLC. It's important for employees to understand these policies to make informed decisions about their benefits and time off.

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21.3 Workers' Compensation

- Assist At Home Health LLC provides workers' compensation insurance coverage for all employees to protect them in case of work-related injuries or illnesses.
- Benefits of this insurance may include payment for medical treatment and compensation for income loss.
- Prompt notification to your supervisor within 24 hours of a work-related injury or illness is required, regardless of severity, to facilitate medical evaluation and treatment.
- Authorization from the administration is necessary before visiting an approved medical professional for a job-related injury.
- Unauthorized medical visits may result in the agency not being responsible for incurred medical costs.
- Medical authorization is required for returning to work after a work-related injury that causes a missed workday or prevents you from returning to work.
- The agency will make reasonable efforts to accommodate temporary physical restrictions if you are cleared to return to work with such restrictions.
- Injuries occurring during voluntary off-duty recreational, social, or athletic activities, even if sponsored by the agency, are not covered by workers' compensation, as they are not considered part of job duties or directly related to employment.

22 Separation Policy

22.1 Policy Statement

The Separation Policy of Assist at Home Health LLC, based in the United States of America, explains the separation process for employees.

22.2 Resignation

- Employees wishing to resign from Assist at Home Health LLC must submit a written resignation

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letter. Their immediate supervisor/attractions manager must approve the letter before submission to the HR Department.

- To ensure a smooth transition and maintain accurate record-keeping, employees are strongly encouraged to explain their resignation in the resignation letter briefly.
- As per the terms of their employment contract, employees must serve the agreed-upon notice period established at the time of their joining.
- Generally, leave is not taken during the notice period, and any remaining vacation time is paid out as part of the final settlement.
- An employee’s salary for the month preceding their resignation will be withheld until the completion of the Clearance Form and included in the final settlement.

22.3 Termination

According to US Labor Law, an employer may terminate an employee’s services without notice if the employee:

- Obtains employment using false identity or forgery.
- Makes a mistake resulting in a significant material loss to the employer, reported to the relevant Directorate within three days of discovery.
- Fails to comply with safety instructions despite written warnings displayed in a visible location.
- Is absent from work for more than ten days per year or more than seven consecutive days without reasonable justification, following a written warning after a five-day absence.
- Reveals confidential information about the establishment.
- Is convicted of a crime or misdemeanor involving breach of honor or trust or a misdemeanor committed at the workplace or during work.
- Is found to be under the influence of drugs or alcohol during working hours, assaults the employer

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or manager, or severely assaults a superior or fellow employee resulting in work discontinuation exceeding ten days.

- Seriously violates their obligations as per the employment contract. Please note that this list is not exhaustive, and the employer reserves the right to terminate an employee’s contract in other circumstances as per labor laws and regulations.

22.4 Retirement

- Employees will be retired by Assist at Home Health LLC at 60, except in special cases approved by the authorized person.
- Exceptions may include retaining employees with an exceptional experience that benefits Assist at Home Health LLC.
- These employees must meet all the terms of their appointment, and a medical body designated by Assist at Home Health LLC will confirm their physical fitness for the position.
- The purpose of the notice period is to inform employees of the upcoming retirement decision and give them time to plan accordingly.
- Extension of the retirement age will require approval from the Ministry based on specified occupations that allow employees over 60 to obtain work permits.
- If an extension is mutually agreed upon, the HR department will issue a new employment contract confirming the extension of the retirement age.
- The contract renewal will be on an annual basis.

23 Financial Record and Disclosure

23.1 Policy Statement

Assist At Home Health LLC is committed to maintaining accurate financial records and transparent financial disclosures to stakeholders. We comply with all applicable laws and regulations, maintain effective controls, and provide ongoing employee training. We monitor and assess our policies regularly

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to ensure our commitments are met.

23.2 Scope

The policy applies to all employees of Assist at Home Health LLC.

23.3 General

- Keep accurate and complete financial records that comply with local laws and regulations.
- Use a reliable accounting system that accurately reflects the company’s financial transactions.
- Ensure that financial records are kept in a secure location and are accessible only to authorized personnel.
- As local laws and regulations specify, retain financial records for the required period.
- Disclose all financial information accurately and honestly and avoid misleading statements or omissions.
- Develop and implement a financial disclosure policy that outlines the types of financial information that must be disclosed, the procedures for disclosing it, and the penalties for non-compliance.
- Ensure that all employees are aware of the financial disclosure policy and understand their obligations under it.
- Disclose conflicts of interest that may affect financial transactions or decisions.
- Conduct regular internal audits to ensure that financial records are accurate and complete and that financial transactions are conducted transparently and ethically.
- Work with external auditors to ensure that financial statements are accurate, comply with local laws and regulations and provide a true and fair view of the company’s financial position.

23.4 Finance Disclosure to Customers

- Provide clear and accurate information about the cost of goods or services, including any fees, taxes, or other charges that may apply.
- Ensure that all advertising and promotional materials accurately represent the cost and features of the

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product or service.

- Provide customers with information about their payment options, including the timing and frequency of payments, any penalties for late payments, and the consequences of defaulting on payments.
- Disclose any conflicts of interest that may affect the advice or recommendations given to customers.
- Provide customers with information about the company’s financial strength and stability, including its credit rating and relevant financial metrics.
- Ensure all customer transactions are transparent and ethical, with no hidden fees or charges.
- Respond promptly and professionally to customer inquiries and complaints about financial disclosures and take steps to address any issues or concerns raised.
- Work with regulators and industry associations to develop and implement best practices for financial disclosures to customers and to stay abreast of any changes in laws or regulations that may affect these disclosures.

23.5 Finance Disclosure to Regulators

- Comply with all applicable laws, regulations, and reporting requirements, including financial reporting, accounting, and tax compliance.
- Provide regulators with accurate and timely information about the company’s financial position, performance, risks, risks, and any significant changes or events that may affect its operations.
- Maintain detailed records and documentation to support financial disclosures to regulators, including audited financial statements, tax filings, and other financial reports.
- Cooperate fully with regulators during any inspections, audits, or investigations related to financial disclosures, and provide prompt and complete responses to any requests for information.
- Develop and maintain effective internal controls and risk management processes to ensure the accuracy and integrity of financial disclosures to regulators.
- Provide ongoing training and education to employees about their roles and responsibilities

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concerning financial disclosures to regulators and ensure that all staff know the importance of compliance in this area.

- Monitor and assess the effectiveness of financial disclosure processes and controls and take action to address any identified weaknesses or deficiencies.
- Work with regulators and industry associations to develop and implement best practices for financial disclosures and to stay abreast of any changes in laws or regulations that may affect these disclosures.

24 Exit Interview

24.1 Policy Statement

This policy outlines how and when exit interviews shall be conducted at Assist at Home Health LLC.

24.2 Scope

This policy applies to all employees of Assist at Home Health LLC.

- Completing a confidential exit questionnaire and/or participating in an exit interview with HR is voluntary for employees leaving Assist at Home Health LLC. This should be done on or before their last working day.
- The HR Department is responsible for arranging and conducting the exit interview process.
- Exit interviews will not be conducted in cases of termination of employment due to gross misconduct.
- The exit interview will cover the employees’ reasons for departure and their opinion of their experience at Assist at Home Health LLC.
- HR will retain a copy of the completed exit interview for record-keeping purposes.
- During the exit interview, employees can discuss various employment-related issues, including responses to the exit questionnaire, working hours, work experience, performance ratings, relationships with colleagues and immediate supervisor, job satisfaction, salary satisfaction, and personal issues.

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24.3 Service Certificate

- Employees can request a service certificate from HR, which will contain standard information such as dates of employment, job title, and final salary.
- If future employers require additional information, they should be directed to the HR department, which will provide the information after consulting with the line manager and reviewing the employee’s file.
- Attraction Managers should not provide written references on organizational letterhead or email.

25 IT Policy

25.1 Policy Statement

The purpose of the information security policy is to outline the rules and guidelines that all users of information technology within Assist at Home Health LLC must follow to ensure compliance.

25.2 Scope

The policy applies to all employees of Assist at Home Health LLC.

25.3 Internet Usage

To ensure the ethical and lawful use of the Internet and avoid disruptions to the organization’s computer network and employee productivity, Assist at Home Health LLC has established the following guidelines for its employees:

- Internet services may only be used for business-related purposes with authorization from managers.
- Employees are responsible for using the Internet responsibly and ethically.
- Accessing, downloading, or contributing to indecent, sexually oriented, or illegal materials, job-search sites, entertainment sites, gambling sites, games, humor, drug-oriented sites, personal pages, and social networking sites, including Facebook, Twitter, and Instagram using Assist at Home Health LLC’s resources, is strictly prohibited.
- Assist At Home Health LLC monitors the Time employees spend online and the sites they visit. The organization reserves the right to restrict access using any available means, including revoking access

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entirely.

- These guidelines will ensure that Assist at Home Health LLC employees use the Internet responsibly and only for business-related purposes, helping to protect the organization’s network and productivity.

25.4 Email Usage

To ensure the appropriate use of email and protect the interests of the organization, Assist at Home Health LLC has established the following guidelines for its employees:

- Email access is only provided to employees working on the organization’s premises.
- All emails are subject to monitoring, accessing, reading, disclosing, and use by Assist at Home Health LLC without prior notice to the originator or recipient.
- Authorized personnel may monitor and read emails for any violation of laws or organizational policies, communications that are harmful to the organization, or for any other reason.
- Employees should not use their corporate email IDs for personal usage such as banking, utilities, etc.
- Prohibited content includes statements or content that are defamatory, offensive, harassing, illegal, derogatory, or discriminatory.
- Foul, inappropriate, or offensive messages, including racial, sexual, political, or religious slurs or jokes, are prohibited.
- Employees shall not disclose their passwords to others and may not use someone else’s password without express written authorization from the organization.
- These guidelines will ensure that employees use email appropriately and that the organization’s interests are protected from potential harm.

25.5 Password Security

To ensure the security of IT devices and user accounts, the following guidelines have been established:

- All IT devices must be password-protected and secured with a password-protected screen saver with automatic activation set at 5 minutes or less or manually locking the screen when the computer is

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unattended.

- Passwords must be kept secure, and user accounts must not be shared. Employees are responsible for the security of their passwords and user accounts and must not allow another person to access a computer system under their username and password.
- New joiners must reset their system/user password provided when joining. Passwords should be reset every 180 days for greater security. IT Administrators will prompt a password change every 180 days, and employees must comply with it.
- By following these guidelines, employees can ensure the security of their IT devices and user accounts, preventing unauthorized access and potential security breaches.

26 Disciplinary Policy

26.1 Policy Statement

The disciplinary policy outlines the expectations, procedures, and consequences of employee behavior in the workplace. It is intended to ensure employees know workplace behavior expectations and the consequences of not meeting them.

26.2 Scope

The policy applies to all employees of Assist at Home Health LLC.

26.3 Disciplinary Action

At Assist at Home Health LLC, we maintain a policy that expects all employees to adhere to standards of behavior and performance, and any deviations from these standards must be addressed and corrected.

Under normal circumstances, we follow a progressive discipline approach, which allows employees to receive notice of deficiencies and an opportunity to improve. However, it is important to note that the agency reserves the right to administer discipline as it deems appropriate. This policy does not alter the employment-at-will status of employees or restrict the agency's discretion to bypass suggested disciplinary procedures.

The typical application of progressive discipline at Assist at Home Health LLC is as follows:

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- **Initial Discussion:** If an employee’s behavior or performance falls below company standards, their supervisor or the Human Resources department may take the following steps:
 - Schedule a meeting with the employee to discuss the issue.
 - Communicate the nature of the problem and the necessary corrective actions.
 - Document the meeting in a memorandum for the supervisor’s records.
- **Second Occurrence:** If the issue persists, the supervisor or Human Resources may hold another meeting with the employee and take the following actions:
 - Issue a written discipline form requesting the employee’s signature.
 - Provide a warning that further incidents will result in more severe disciplinary action.
 - Prepare a written report for Human Resources, summarizing the first and second incidents and the actions taken during the meeting. This report will be included in the employees’ personnel file.
- **Additional Occurrences:** For subsequent incidents, the supervisor or Human Resources may take the following actions, depending on the seriousness of the misconduct:
 - Issue a written warning.
 - Impose a suspension of up to five paid or unpaid working days.
 - Recommend indefinite suspension and termination.

Following the above actions, the supervisor should prepare and submit another written report to Human Resources. This report should detail the occurrences, the time between incidents, the action taken or recommended, and the justification for such actions.

The progressive disciplinary procedures outlined above may also be applied to employees facing unrelated problems related to job performance or behavior.

Please note that the specific application of disciplinary measures may vary depending on the

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circumstances and severity of the situation. The agency will exercise discretion to ensure fair and appropriate disciplinary actions are taken when necessary.

27 Grievance Policy

27.1 Policy Statement

This section outlines Assist at Home Health LLC’s grievances, discipline, and code of conduct policies. These policies aim to create a secure environment where employees feel comfortable raising concerns and discipline is managed transparently and proactively.

27.2 Scope

The policy applies to all employees of Assist at Home Health LLC.

27.3 Grievance

- The Grievance procedure should be used when an employee wants to raise concerns about their terms and conditions of employment, individual working relationships within the organization, or individual working conditions or situations.
- Employees should first approach their immediate supervisor with any grievance issues.
- Concerns may include but are not limited to financial malpractice or fraud, failure to comply with legal obligations, breach of health and safety practices, criminal activity, violation of rights or justice, improper conduct, or unethical behavior, attempts to conceal any of the above, sexual harassment, unfair treatment at work, bullying, unfavorable working conditions such as noise or hygiene issues, and excessive workload.
- If the issue is not resolved with the immediate supervisor, employees can raise the grievance in writing to their Head of Department (HOD).
- The HOD will review the matter and decide within five working days after the meeting. The outcome will be communicated to the employee in writing.
- Employees who are unsatisfied with the outcome can appeal to the HR Department.
- The decision of the HR Department will be final.

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27.4 Collective Grievance

- When handling collective grievances submitted by a group of employees with a common interest, US law should be followed as a standard procedure.
- Employees can present collective grievances in writing to Assist at Home Health LLC management, and all employees involved should sign the written document.
- The HR department will be responsible for the following:
 - Interviewing the employees involved or their representatives if the number is too large, in collaboration with the concerned department.
 - Obtaining all the relevant information about the issues.
 - Consulting with the concerned department at appropriate levels.
 - Advising the Management.
 - Replying in writing within a reasonable period from when the grievance is received.

28 Tuberculosis Evaluation and Documentation for Employees and Care Providers

Policy and Procedure Statement: Tuberculosis (TB) Screening and Education for Home Health Care Personnel

28.1 Purpose

To annually ensure all employees, staff members, persons providing care on behalf of the agency, and contractors on behalf of the agency, who will have direct patient contact are evaluated for tuberculosis as required by the Indiana Code Laws for Home Health Agencies and PSA agencies.

28.2 Instructions

- Upon hire, each employee, staff member, persons and/or contractors providing care on behalf of the agency who will have direct patient contact will be evaluated for tuberculosis and documented as outlined in this policy.

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- Any person with a negative history of tuberculosis or a negative test result must have a baseline two-step tuberculin skin test using the Mantoux method or a QuantiFERON-TB assay **unless** the individual has documentation that a tuberculin skin test has been applied at any time during the previous twelve (12) months and the result was negative.
- The second step of a two-step tuberculin skin test using the Mantoux method must be administered one (1) to three (3) weeks after the first tuberculin skin test was administered. Employees may not provide patient care until the second step is ready.
- Any person:
 - with a documented history of tuberculosis.
 - previously had a positive test result for tuberculosis; or
 - completion of treatment for tuberculosis; or
 - newly positive results to the tuberculin skin test.
- Must have one (1) chest radiograph (chest x-ray) to exclude the diagnosis of tuberculosis and complete an TB Annual Assessment of Symptoms thereafter.
- The one (1) chest radiograph (chest x-ray) is not required to be repeated **unless** the annual follow up did not occur timely based on the initial evaluation. Should be repeated every five (5) years.
- After baseline testing, tuberculosis evaluation will be completed annually; and include at a minimum, a tuberculin skin test using the Mantoux method or a QuantiFERON-TB assay test. If the employee meets the exception in #4. of this policy they will complete an TB Annual Assessment of Symptoms.
- The agency is responsible for maintaining documentation showing people who are working for the agency with direct patient contact have a negative finding on a tuberculosis evaluation within the previous twelve (12) months.
- The agency is responsible for maintaining the tuberculosis evaluations and clinical follow- ups required in separate medical files and treated as confidential medical records.
- These records shall be made available, on request, to the Indiana State Board of Health or their agent for review.

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- The Indiana State Board of Health or their agent will treat the information as confidential medical records and use it only for the purpose it is obtained.
 - Any person having a positive finding on the tuberculosis assessment will not work in the agency or provide direct patient contact unless approved by a physician to work.
- The agency is responsible for having policies and procedures for the control of communicable disease in compliance with applicable federal and state laws.

29 Non-Compete Policy

29.1 Policy Statement

This Non-Compete Policy (the "Policy") of Assist at Home Health LLC is designed to safeguard our business interests, proprietary information, and competitive edge, while also ensuring the continuity of exceptional home health care services for our clients. This Policy applies to all current employees and former employees who have voluntarily terminated their employment with Assist at Home Health LLC.

29.2 Non-Compete Agreement

Upon commencement of employment with Assist at Home Health LLC, all employees are required to execute a formal Non-Compete Agreement. This Agreement explicitly prohibits employees from engaging in activities that compete with the business interests of Assist at Home Health LLC for a specified duration following the termination of their employment.

29.3 Duration

The non-compete period shall extend for a duration of two (2) years from the date of an employee's termination.

29.4 Restricted Activities

During the non-compete period, employees are expressly prohibited from:

- Establishing, owning, managing, or working for any business or entity that provides home health care services, including but not limited to home health agencies, caregiving services, or related healthcare services, within [Specify Geographic Area].
- Soliciting or attempting to solicit any of our clients, employees, or contractors for the purpose of providing competitive home health care services.

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- Disclosing or using any confidential, proprietary, or trade secret information of Assist at Home Health LLC for any purpose other than in the performance of their duties during their employment with our company.

29.5 Consideration

In consideration for adhering to this non-compete policy, employees will receive compensation in the form of employment with Assist at Home Health LLC, as well as access to our comprehensive training and resources.

29.6 Enforcement

Assist At Home Health LLC views violations of this non-compete policy as a serious matter and reserves the right to take legal action to enforce it. In the event of a breach of this Policy, employees may be subject to legal remedies, including injunctive relief and damages.

29.7 Exceptions

Exceptions to this Policy may be considered on a case-by-case basis and must be approved in writing by the executive leadership of Assist at Home Health LLC.

29.8 Review and Amendment

This Non-Compete Policy will be periodically reviewed and, if necessary, amended to ensure its continued effectiveness and alignment with relevant laws and regulations.

30 Handbook Summary

The Assist at Home Health LLC Employee Handbook is designed to facilitate effective communication between you and the company. It is important to note that the handbook does not create a binding employment contract, ensuring flexibility for you and the company.

The handbook is organized into relevant topics and includes an index. While it can be used as a quick reference manual, it is recommended that you read the entire handbook to understand its content comprehensively. Revisions and updates may be made to the handbook periodically, and we will ensure that you are informed of any changes.

By familiarizing yourself with the Assist at Home Health LLC Employee Handbook, you can become

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well-informed about company policies and procedures, enabling you to navigate your role effectively. We value open communication and transparency, and this handbook serves as a valuable resource to support a productive and positive work environment.

30.1 Patient Notice of Privacy Practices and Patient Bill of Rights

On the following pages, you will find the Patient Notice of Privacy Practices and the Patient Bill of Rights specifically for Assist at Home Health LLC. These documents are presented to patients and/or their representatives upon admission to ensure transparency and protection of their rights.

30.2 Notice of Privacy Practices

The Assist at Home Health LLC Notice of Privacy Practices outlines how we use and disclose patients’ medical information and their rights regarding their protected health information. This notice is reviewed verbally with patients, and a written copy is provided upon admission. Patients must review this notice carefully.

If there are any questions or concerns about this notice, patients can contact our Privacy Officer at Assist at Home Health LLC, 123 Main Street, Anytown, State, or call (555) 123-4567.

30.3 Who Will Follow This Notice

The Notice of Privacy Practices applies to all Assist at Home Health LLC employees, staff, directors, and other workforce members. It applies to all services provided by Assist at Home Health LLC.

30.4 Your Protected Health Information

At Assist at Home Health LLC, we are committed to protecting the privacy of patients’ medical information. This Notice of Privacy Practices describes how we use and disclose their medical information to provide healthcare services. It also explains patients’ rights to access and control their medical information.

30.5 How We May Use and Disclose Your Protected Health Information

We may use and disclose patients’ medical information for treatment, payment, and healthcare operations without prior authorization. Examples include sharing medical information with healthcare providers involved in their treatment, billing and collection activities, and quality assessment activities. We may

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also use and disclose medical information for appointment reminders, treatment alternatives, and health-related benefits and services.

Certain uses and disclosures require patients’ written authorization, while others may be made without authorization, such as disclosures required by law, public health activities, health oversight activities, and workers’ compensation.

Patients have the right to object to certain disclosures and can request limits on using and disclosing their medical information. They also have the right to access and obtain copies of their medical information, request corrections or updates to their information, and receive a list of certain disclosures made. Patients may file a complaint if they believe their privacy rights have been violated.

30.6 Patient Bill of Rights

At Assist at Home Health LLC, we value and respect the rights of our patients. The Patient Bill of Rights outlines patients’ fundamental rights while receiving care from our organization. These rights include:

- **Right to Respect and Dignity:** Patients have the right to be treated with respect, dignity, and consideration for their needs and cultural beliefs.
- **Right to Privacy and Confidentiality:** Patients’ personal and medical information will be kept confidential, and their privacy will always be respected.
- **Right to Informed Consent:** Patients have the right to receive complete and understandable information about their medical condition, proposed treatment options, risks, benefits, and alternatives, enabling them to make informed decisions about their care.
- **Right to Access and Communication:** Patients have the right to access their medical records, receive information in a manner they can understand, and communicate with healthcare providers regarding their care.
- **Right to Quality Care and Safety:** Patients have the right to receive quality care in a safe environment, with healthcare providers who are competent and respectful.
- **Right to Participation in Treatment Decisions:** Patients have the right to actively participate in

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decisions about their treatment and have their preferences and choices respected.

- **Right to Pain Management:** Patients have the right to receive appropriate assessment and Management of their pain.
- **Right to Refuse Treatment:** Patients have the right to refuse or discontinue treatment, as permitted by law, and to be informed of the potential consequences of their decision.
- **Right to Grievance and Resolution:** Patients can voice their concerns, complaints, or grievances about their care without fear of reprisal and promptly address them.
- **Right to Cultural and Religious Beliefs:** Patients can receive care sensitive to their cultural, religious, and spiritual beliefs.

30.7 Changes to This Notice and Patient Bill of Rights

Assist At Home Health LLC may change the Notice of Privacy Practices and the Patient Bill of Rights. Any revisions will be effective for all protected health information maintained by Assist at Home Health LLC. A copy of the revised notice will be posted and made available. Patients can also request a copy from the Privacy Officer at any time.

Assist At Home Health LLC is committed to ensuring patient privacy and protecting their rights throughout their healthcare journey.

30.8 Patient Bill of Rights

Assist At Home Health LLC recognizes, protects, and promotes the Patient Bill of Rights and Responsibilities for each patient under our care. If applicable, the patient and their representative have the right to be informed of their rights in a language and manner they understand. Assist At Home Health LLC is committed to ensuring the exercise of these rights.

Notice of Rights

Assist At Home Health LLC must:

- Provide the patient and their legal representative, if any, with the following information before

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furnishing care or during the initial evaluation visit:

- a. Written notice of the patient’s rights and responsibilities under this rule and Assist at Home Health LLC’s transfer and discharge policies. The written notice should be easily understood by individuals with limited English proficiency and accessible to individuals with disabilities.
 - b. Make available a written notice containing information about all individuals or legal entities with ownership or controlled interest in Assist at Home Health LLC.
 - c. Provide contact information for the Assist at Home Health LLC administrator, including their name, business address, and business phone number for lodging complaints.
 - d. Provide an OASIS privacy notice to all patients for whom OASIS data is collected.
 - e. Provide written information about Assist at Home Health LLC’s policies on advance directives, including a description of applicable state laws.
- Obtain the patient’s or legal representative’s signature confirming receipt of the notice of rights and responsibilities.
 - Provide verbal notice of the patient’s rights and responsibilities in their primary or preferred language, free of charge, and in a manner they understand. This should be done no later than completing the second visit from a skilled professional.
 - Provide written notice of the patient’s rights and responsibilities and transfer and discharge policies to the patient’s selected representative within four business days of the initial evaluation visit.
 - Maintain written documentation of compliance with these requirements.

30.9 Exercise of Rights

The patient, their family, or legal representative may exercise the patient’s rights as the law permits. If the patient lacks the legal capacity to make health care decisions, the rights may be exercised by a person appointed by a state court. If the patient has not been adjudged lacking legal capacity, the patient’s representative may exercise the rights. If the patient lacks legal capacity as determined by a court, they may exercise their rights to the extent allowed by court order.

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30.10 Rights of the Patient

The patient has the right to:

- Have their property and person treated with respect.
- Be free from verbal, mental, sexual, and physical abuse, neglect, and misappropriation of property.
- Complaints Assist at Home Health LLC regarding treatment, care, and lack of respect for property or person. Assist At Home Health LLC will document the complaint and its resolution.
- Participate in, be informed about, and consent or refuse care, including assessments, plan of care, frequency of visits, expected outcomes, and changes in care.
- Receive all services outlined in the plan of care.
- Have a confidential record, with access permitted under Indiana law.
- Be advised of payment expectations, charges not covered by certain programs, charges to be paid before care initiation, and changes in this information.
- Receive written notice before non-covered care or reductions/termination of ongoing care.
- Be advised of the state toll-free home health telephone hotline, its contact information, hours of operation, and purpose.
- Be advised of federally funded and state-funded entities serving the area.
- Be free from discrimination or reprisal for exercising rights or voicing grievances.
- Be informed of the right to access auxiliary aids and language services.

30.11 Transfer and Discharge

The patient and their representative have the right to be informed of Assist at Home Health LLC’s policies regarding transfer and discharge. Assist At Home Health LLC may transfer or discharge the patient if necessary for their welfare if payment is not made if measurable outcomes and goals have been

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achieved, if the patient refuses services, if the patient’s behavior impairs care, if the patient dies, or if Assist at Home Health LLC ceases operation.

30.12 Investigation of Complaints

Assist At Home Health LLC must investigate complaints made by patients, their representatives, caregivers, and family members regarding treatment, care, mistreatment, neglect, abuse, and misappropriation of patient property. Documentation of complaints and resolutions must be maintained, and actions must be taken to prevent further violations.

30.13 Accessibility

The information must be provided in plain language and an accessible manner to persons with disabilities and limited English proficiency. This includes providing auxiliary aids and language services at no cost to the individual.

You can be advised of the names, addresses, and telephone numbers of federally funded and state-funded entities serving your area.

30.14 Patient Responsibilities:

At Assist at Home Health LLC, we uphold the importance of patient engagement and cooperation to ensure the provision of exceptional healthcare services. As a valued patient, we kindly request that you fulfill the following responsibilities:

- **Provide Accurate Information:** Please provide comprehensive and precise information to the best of your knowledge regarding your current concerns, past medical history, hospitalizations, pain, medications, allergies, and other relevant health-related details.
- **Continue Under Doctor’s Care:** It is crucial to remain under the care of your designated physician while receiving services from our organization.
- **Notify Us of Changes:** Promptly inform us of any perceived risks or unexpected changes in your condition, such as hospitalizations, modifications to the care plan, symptoms requiring attention, pain experiences, homebound status updates, or changes in your primary physician.

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- **Follow the Care Plan:** Adhere to the prescribed care plan and instructions provided, taking responsibility for the outcomes if you choose not to follow the recommended care, treatment, or service plan.
- **Seek Clarification:** Feel free to ask questions about your care, treatment, service, or any instructions that require further explanation. If you have concerns about your care or find it challenging to comply with the plan, please communicate them to us.
- **Discuss Pain Management:** Engage in open discussions with our staff or appropriate medical personnel regarding pain management, pain relief options, and any questions, worries, or concerns you may have about pain medication.
- **Notify Schedule Changes:** Kindly inform us if you need to modify your scheduled visits due to medical appointments, family emergencies, or other relevant circumstances.
- **Update Insurance Coverage:** Keep us informed about any changes in your insurance coverage.
- **Fulfill Financial Obligations:** Promptly meet your financial obligations and responsibilities as agreed upon with our organization.
- **Comply with Policies and Procedures:** Adhere to the policies and procedures of Assist at Home Health LLC.
- **Communicate Advance Directives:** Inform us of any advance directives and promptly communicate any changes made to them.
- **Provide Feedback:** Share any problems or dissatisfaction with the services provided, as your feedback is invaluable for continuous improvement.
- **Provide a Safe Environment:** Create a safe and cooperative environment for care delivery by ensuring that pets are properly confined, refraining from smoking, and securely storing weapons during your care.
- **Respect Assist at Home Health LLC Staff and Equipment:** Show respect and consideration to our dedicated staff and the equipment used while delivering healthcare services.

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- **Fulfill Mutually Agreed Responsibilities:** Carry out the responsibilities mutually agreed upon between you and Assist at Home Health LLC.

At Assist at Home Health LLC, we highly value your active participation in your healthcare journey, and by working together, we can achieve the best possible outcomes for your overall well-being.

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Acknowledgment

By signing below, I acknowledge that I have thoroughly reviewed, fully understood, and committed to adhering to the Assist at Home Health LLC Employee handbook. I also acknowledge my right to seek legal counsel or advice before finalizing my agreement.

Note: Please note that this Policy and Procedure manual is a legally binding document, subject to potential amendments without prior notification to employees. You are encouraged to seek legal counsel before signing. Non-compliance with this Policy may lead to legal consequences.

Employee's Name: _____ Date: _____

Employee's Signature: _____