

Employee Handbook

Managed Senior Care, LLC



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Managed Senior Care LLC is the exclusive staffing provider for Seniors Helping Seniors of W. Michigan (SHS). SHS of WMI is owned and operated by **Managed Senior Care LLC**, a Michigan company. You will see both names used.



Our promise to our customers

A quality resource for helping families take care of their parents.

Affordable options

Empathetic to the challenges of caring for parents.

Utilize the latest health technology so you make better care decisions for your parents and extend their long-term care funds.

Learn More

You can learn more about our services and what inspires us in several locations.

<https://www.facebook.com/MSCareGR>  Find us on Facebook

<https://www.pinterest.com/MSCareGR> 

Welcome

We extend a warm welcome to you and we are pleased you have chosen **Managed Senior Care, LLC®** as your employer. We are a dynamic and growing organization, and we believe you will find this to be a challenging and rewarding experience. We hope the relationship is long-lasting and mutually beneficial.

This manual is for your use, and we sincerely hope that it will guide you in fulfilling your responsibilities and answer most of your questions. Please read it carefully and refer any questions it does not address to your immediate supervisor. For clarity, we will frequently refer to **Managed Senior Care, LLC®** throughout this manual as **MSC**.

As a representative of **MSC**, you are joining a group of highly committed professionals who believe in the philosophy and goals of **MSC**. We are committed to providing an environment in which our Clients will feel good about themselves, the decisions they make and the services they receive.

It is an environment where our Clients are given opportunities to be as independent as possible, are encouraged to grow and develop their skills and interests, and where all of our employees, administrative and support staff are committed to providing exceptional and extraordinary customer service.

This commitment is also expected of you. Along with this Guidelines and Expectations Handbook, you will also be given a Job Description to assist you in the performance of your job and help clarify our expectations of you. The forms described herein are available at **MSC**. If you cannot locate what you need, please ask your supervisor.

The policies and benefits described in this handbook are subject to change at any time, with or without notice, at the sole discretion of the owner of **MSC**. This handbook is not intended as a contract of employment. By signing an "Acknowledgement Form", you certify that you have received a copy of this handbook, that you understand the information contained therein, and that you are in agreement to follow the policies and procedures established for **MSC**.

Guidelines and Expectations

In order for any of the representatives of **MSC** to perform successfully, it is important to establish and communicate our “ground rules” and to provide you with some basic guidelines and expectations. We must emphasize that all employees are expected to perform their work with enthusiasm, dedication, commitment and professionalism, show respect for **MSC** equipment, Clients, guests, fellow co-workers and management in their attitude, behavior and communication. Also, address and resolve directly, privately and professionally all concerns with your supervisor. While we expect you to have fun and truly enjoy your experience with **MSC**, we also expect you to take our business seriously.

While you are with us, please help us spread the word and tell everyone you know about **MSC**, our services and the work you do. We just ask that you respect the confidentiality and rights of our Clients. The information you provide or the stories you tell should never identify any Clients by name and should never reveal an address or divulge personal information about the Clients.

Who we are...

Managed Senior Care, LLC® was started in 2014 by Nora Ruder and Danna Gomez after their retirement from Farmers Insurance Group. They created **MSC** as a way to both act on their Christian beliefs and to help families lovingly care for their aging parents. Their mutual experience as working daughters trying to juggle the responsibilities of caring for their aging parents, their spouse, children and households and the gaps in services available to middle income families led them to provide solutions for other families.

What we do...

At **Managed Senior Care, LLC** we help families take care of their aging parents at home by employing people wanting to work and often finding purpose with employment.

How we do it ...

We do this by providing extraordinary support and guidance to the adult children and quality, reliable care of their senior. Our employees want to work, are experienced in maintaining a household and taking care of seniors and relate well to older adults.



Why...

Our work at **Managed Senior Care** is based on the belief that our work, done for the good of others, brings praise to God. We desire to act out our Christian faith by ministering to families and provide an income opportunity for able seniors and at home mothers.

Founding Scripture

2 Corinthian 9:12-13 NIV

12 This service that you perform is not only supplying the needs of the Lord's people but is also overflowing in many expressions of thanks to God. 13 Because of the service by which you have proved yourselves, others will praise God ... for your generosity in sharing with them and with everyone else.

Section I – Who We Are

Philosophy and Mission

The philosophy that constitutes the foundation of **MSC** is that, given the opportunity, seniors prefer to live in the place they call home for as long as possible and deserve the chance to live as independently and safely as possible without compromising privacy and the right to make choices.

Our mission is simple: “To provide our seniors with the ability to choose an independent lifestyle in their own homes, for as long as possible, with the dignity and respect they deserve.” We are committed to providing seniors with services from other caring seniors who help each other in order to maintain the desired level of independence.

We utilize a different business model than most of the senior care agencies today. We utilize a Relationship Based model of care for our seniors.

As few caregivers as possible are assigned to the client.

Every senior has a lead person that will know their needs the best and is expected to communicate with any other caregiver on the team.

You adjust your shift times directly with the client to minimize the need for a substitute.

The senior can call you directly to change their schedule.

Along with our business goal to provide outstanding care for our seniors, we are committed to creating an active and inviting ministry for all our caregivers that supports their faith development. We hope that your work with us will enhance your faith and relationship with God.

Non-discrimination

MSC is firmly committed to a policy of affirmative action, equal employment opportunity and non-discrimination for all Caregivers and Clients. All services are provided, referrals made and employment decisions taken without regard to race, color, national origin, creed, sex, age, handicap, height, weight, genetic information, marital or veteran’s status to ensure that each Caregiver and Client will be given equal treatment and opportunity with respect to terms and conditions of hiring, assignments, compensation and service delivery in order to match the best qualified applicant in every position to deliver services to the Client based on their stated needs, interests and preferences.

In recognition of our responsibility to our customers, employees and to the community, the Company reaffirms our policy to hire qualified applicants. In carrying out this responsibility: We will recruit, hire and promote for all job classifications without regard to race, creed, color, age, sex, religion, national origin, citizenship, marital status, height, weight, genetic information (regarding employee or family), family medical history, Vietnam Era Veterans Status or physical or mental disability, to the extent required by law. Decisions to employ will be based on the job description and job duties and the individual’s qualifications for the position(s) available. We will make promotional decisions based on the individual’s qualifications as related to the position for which he/she is being considered.

All other personnel actions, such as compensation, benefits, transfers, layoffs, returns from

layoffs, Company sponsored training, tuition assistance and social and recreational programs, will be administered without regard to race, creed, color, age, sex, genetic information (regarding employee or family), family medical history, national origin, marital status, height, weight, Vietnam Era Veterans Status or physical or mental disability, to the extent required by law.

The successful achievement of a non-discriminatory employment program requires maximum cooperation between **MSC** and its employees. In fulfilling its part in this cooperative effort, **MSC** will make efforts to lead the way by continuing procedures and practices which fulfill our objective, namely, equal opportunity employment. This policy applies to all employees and customers of **MSC** or employees of other contractors.

Any employee (inclusive of managers) who violates this policy will be subject to discipline up to and including termination of employment.

All employees must follow the Complaint Procedure located in the Anti-Discrimination/Unlawful Harassment Complaint Procedure set forth herein. When filing a discrimination complaint please review the complaint procedure under our Anti-Discrimination/Anti-Harassment policy.

Employment with **Managed Senior Care, LLC**[®] is “at will” and can be terminated at any time with or without reason and with or without notice either by you or **Managed Senior Care, LLC**[®].

This is not a contract for employment.

Any oral or written statements or promises to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee.

Section II – How We Work

Receiver & Customer Service

Exceptional customer service is expected of all **MSC** Employees when answering the telephone, greeting and working with the Clients in their home or in the community, providing information and providing any service or assistance. Our attitude at **MSC** is one of “we care” and “we can”. In providing good customer service, it is essential that, as an Employee, you listen to the Clients (or representative), never argue or lose your temper with a Clients or antagonize a Clients in any way. Apologize for any inconvenience related to a Clients issue and remain positive, calm and in control. This sometimes goes a long way in diffusing most angry situations. Always try to help the Clients feel better. If you need assistance, do not hesitate to call for assistance from **MSC** or someone from the **MSC** management team. Always remain professional and try to resolve any issue to the Clients’ satisfaction. Remember: If you do it well, the customer will tell at least one other person; but if you do it poorly, he will be sure to tell everyone!

Again, a commonsense approach can go a long way:

Greet and treat all Clients with respect and dignity.

Ask how the Clients would like to be addressed, then use their name often when communicating.

Be cheerful, never complain, and stay focused on the Clients.

Whenever handling equipment or personal items, whether in the Clients' home or at **MSC**, use extreme care. If you are unfamiliar with a piece of equipment, ask for assistance. Equipment is expensive and should be treated with care. This will show our Clients that we have the ultimate respect for them and their possessions.

Be prompt for all appointments and provide the best service you can. Do not cut corners and never leave a job unfinished.

Cleaning and personal care supplies should be requested of the client. If you find over time that they do not provide the necessary supplies for you to do quality work, please contact the office. We will arrange for the necessary supplies to be purchased and provided to you.

Client Confidential Information

Employees must treat all information about our business, our Clients, and our Employees with the strictest confidence. Our business, Clients and Employees must be protected from the possible consequences of information carelessly released. Remember: This includes verbal and written information. The rule we follow at **MSC** is the "need to know" rule. Unless, because of the responsibilities you perform, you need to know information about a Clients, a co-worker or the business, you should not know it! And, if you do know it, you should not repeat it! Doing so could constitute a breach of confidentiality and can result in a termination of the Employee Agreement and immediate dismissal from **MSC**.

When communicating with team members in writing outside of the Care Log or ClearCare / Wellsky always use initials or only first names.

Hours of Work

It is recognized that this statement cannot cover in detail the variety of situations that may prevail with regard to an employee's hours of work. Adjustments not herein provided for may be made at the discretion of the supervisor and/or Owner.

Regular hours – an employee's schedule is determined by the employee's supervisor in accordance with the Owner and based on the needs of **MSC**. It is paid at a "straight-time" rate (up to 40 hours/week). The employee's hours may be different than the **MSC** business hours. Employees are expected to work their assigned schedule unless specifically modified by their supervisor. Failure to work the hours as scheduled will result in disciplinary action and can result in termination of employment.

Overtime – **MSC** adheres to the Fair Labor Standards Act (FLSA) in that overtime for Employees and non-supervisory staff will be paid at 1 ½ (one and one-half) times their regular hourly wage for each hour worked in excess of 40 (forty) hours in a pay-period week. Overtime requires the pre-approval of the supervisor or Owner. Executive, Administrative and supervisory staff are exempt from overtime wages as specified in the FLSA.

Holiday hours – **MSC** does not pay for holiday time. However, **MSC** will pay time and a half for the following holidays that are actually worked by the employee: Easter, Thanksgiving, Christmas. **MSC** discourages working on all holidays and actively directs all Caregivers to work with their Clients to reschedule their shift to another time during the week in which the holiday occurs.

Pay Period - At **MSC**, the pay period begins on a Sunday and ends on Saturday. Payments for services rendered will be issued bi-weekly on a Friday. If a recognized holiday falls on a “pay day”, checks will be available on the day before the holiday. All Service Records must be turned in by Monday. Checks will be distributed via Direct Deposit and are available on Friday through your indicated bank.

We utilize a robust Employee Management system called Paycor. Paycor is available for the employee to access and utilize at any time by going [to www.paycor.com](http://www.paycor.com) and contains the following information:

- Paystubs for all past pay checks
- Annual W2
- Year to Date pay
- Paid Time Off balance
- Personal Profile
- W4 forms

Any discrepancies in a payroll check should be immediately reported to **MSC** management team or the **MSC** Bookkeeper.

Paid Time Off

MSC provides paid time off (PTO) for all its non-exempt hourly workers on an accrual basis. Employees will receive 1 hour of paid time off for each thirty-five hours of actual work for **MSC**.

Paid time off may be used for vacation time; sick time for the employee, including time off to care for an eligible family member (spouse or minor children); where the employee or eligible family member is a victim of sexual assault, domestic violence; school or work closures due to a public health emergency; or when the employee or eligible family member has actually contracted a communicable disease.

Time off for vacation should be requested at least two weeks in advance. Time off for a physical or mental health condition of the employee or eligible family member should be requested as soon as possible and before your shift starts. You must contact the office or the owner prior to the start of your assigned shift.

Time taken as PTO does not count as “time worked” for accrual purposes. You must be employed for a minimum of 90 days before you can utilize paid time off. Eligible employees

will earn .02197 per hour of PTO for actual work time.

For example, if an employee worked ten hours per week for five weeks, he/she would earn 1.09 hours of paid time off. If the employee worked ten hours per week for 52 weeks, he/she would be eligible for 11.8 hours of PTO. Employees who work 35 hours per week for fifty-two weeks would accrue 40 hours of PTO. Thus, the more time the employee works, the more paid time off accrues. Employees may carry over accrued PTO as long as the accrued time plus the earned time off in the new calendar year does not exceed 40 hours of paid time off.

Administrative staff will earn PTO at a rate of .04394 per actual hour of work. For example, an administrative staff member who worked 35 hours per week for 52 weeks would earn 80 hours of PTO.

Any employee who does not have enough PTO to cover an unexcused absence will be subject to corrective action under the Attendance Policy.

Employees who give appropriate notice prior to termination will receive their accrued paid time off shown on their last paycheck in their final paycheck. Failure to give appropriate notice or termination by **MSC** will result in forfeiture of any accrued PTO. Paid Time Off is not accrued with the last paycheck.

Advances and Loans

MSC does not give salary advances or loans to its employees.

Personal Property

MSC will not assume responsibility for the personal property of any Employee (lost, stolen or damaged). All Employees are asked, therefore, to exercise good judgement in deciding what to wear or bring to work and where to store and place personal property or belongings while on the job.

Time Management and Use of Time

MSC depends on consistent and exceptional customer service activities in order to grow our business. We recognize that there may be periods during a shift when there is a “lull” in the activity or you finish your tasks ahead of schedule, and we consider this “down time”. In our business, and especially because our Clients are paying for services during a specific period of time, “down time” must be considered “opportunity time” and be turned into a constructive and productive use of time. “Down time” is not to be considered time to be idle or to do nothing. And never is it acceptable to sleep while on duty. The following examples are offered as guidelines so we can use our time most productively, exceed our Clients’ expectations and enhance our business:

- Ask the Clients if there is anything else they want you to do,
- Make suggestions for other tasks or activities you could do,
- Engage the Clients in conversation or an activity,
- Learn and become familiar with all the resources for seniors in the Clients’ community,
- Re-stock supplies that are used on a day-to-day basis,

Ask the **MSC** management team for suggestions for something to do. Remember: There is always something to do.

If you go over your allotted time you will be subject to discipline.

Quality Improvement

MSC is continually seeking new, creative, and efficient ways to enhance and improve our programs and deliver extraordinary services to our Clients. Employees are encouraged to submit (preferably in writing to the **MSC** management team) any cost reduction ideas; suggestions for improvements; ideas for special events, training, programs, or services; opportunities for marketing, advertising or Public Relations; and any comments that will enhance the operations or Caregivers services of **MSC**.

Section III – Expected Behavior

To support our key attributes of Reliable, Relatable and Remarkable we have standards of behavior that support successful performance.

Attendance and Punctuality

All **MSC** employees are expected to be present and properly prepared to begin work at the time scheduled by their supervisor. If an employee must be late or absent due to illness or other emergency, it is the employee's responsibility to notify their immediate supervisor or the Owner with as much advance notice as possible before their scheduled work time. Please remember that our business and Clients are counting on you to be here, so make every effort to do so. It is ultimately the employee's responsibility to ensure this his shift and responsibilities are covered for that day. Any staff substitutions for an employee's schedule must be discussed with and approved by the immediate supervisor or the Owner prior to the start of the assigned shift.

An employee who is chronically late or absent or who frequently has other employee's substitute for their work schedule will receive disciplinary actions that may result in termination from **MSC**. If an employee does not report to work (or does not report off properly) for 3 (three) consecutive days, it shall be considered job abandonment and a voluntary resignation without notice.

During inclement weather, employees should anticipate poor travel conditions and plan accordingly to be present at the start of their scheduled work time. Because many people rely on our business to remain open and services to be provided, we must expect our staff to make every effort to be at work regardless of weather conditions. The Owner may cancel services or close the business for severe weather conditions or other emergencies. In such cases, the employees will not be paid for time off.

Dress

Dress guidelines are established and will be communicated to you by **MSC** management team. The requirements may vary depending on the services you are providing and/or the responsibilities of your assignments. Always wear your **MSC** ID badge on all jobs. When providing services, we expect all Employees to wear clothing that is neat, clean, comfortable, and appropriate and expect them to present a professional appearance. Torn, soiled or wrinkled clothing is unacceptable. We also expect all Employees to wear shoes or sneakers while on duty. For reasons of safety, sandals or bare feet are not permitted.

Company logo shirts are available from our Lands' End store at: business.landsend.com/store/shswmi. We are delighted to offer a quality knit polo shirt to all employees after 90 days of service. (max value \$30.00) Please contact the office if you are interested in having one ordered for you.

We expect adherence to the Universal Precautions Guidelines. Gloves, Masks, and disposable gowns can be obtained from the office at any time.

Eating and Drinking

Employees are encouraged to bring their own food, snacks, or refreshments to the Clients' home, especially if their shift will exceed 5 hours; their service will be confined to the home; or the service is one that will involve cooking for the Clients. Any food prepared for the Clients is for the Receiver only. There must be discretion used if a Client "invites" the Employee to join them in the meal. This may be acceptable, but the Employee should first notify **MSC** management team and discuss the Clients' request.

Smoking

MSC is a smoke-free organization, therefore smoking is prohibited in or on **MSC** premises or in any **MSC** vehicle. Furthermore, Employees are not permitted to smoke anywhere in the Clients' home. Smoking must occur away from the home and, preferably, in the Employee's own vehicle. Our Employees must refrain from smoking in or on the premises of any Clients due to its negative and serious effect on health. Employees who must smoke should do so before arriving or after leaving the Clients' home.

Use of Drugs and Alcohol

MSC is a drug-free and alcohol-free organization. The use of illicit drugs or alcohol while working is prohibited. **MSC** is committed to protecting the safety, health and well-being of all employees and other individuals in our workplace. **MSC's** policy on drugs and alcohol in the workplace is designed to address the Company's concern for the health and well-being of its employees, and to ensure that it complies with the federal Drug-Free Workplace Act of 1988.

Covered Employees

Any individual who is employed by the organization or is applying for a position is covered by our drug-free workplace policy. Our policy includes but is not limited to full-time employees, part-time employees, and off-site employees.

Applicability

Our drug-free workplace policy is intended to apply whenever any employee is representing or conducting business for the organization whether on our premises, on company time or when you are with a client including their home, vehicle or while performing services. Therefore, this policy applies during all working hours or whenever conducting business or representing the organization.

Prohibited Behavior

It is a violation of our drug-free workplace policy to use, possess, sell, trade and/or offer for sale-controlled substances or alcohol. The presence of an amount of any controlled substance that results in a positive test is prohibited.

Controlled Substances

As used in this policy, controlled substances include any drug that is illegal under federal law. This includes prescribed drugs which are not being used for the prescribed purpose or in the prescribed manner. Examples include but are not limited to:
Marijuana*

Opiates
Amphetamines
Cocaine
Crack, phencyclidine (PCP)
Narcotics
Stimulants
Alcohol

*Despite Michigan law, marijuana for medical or recreational use remains illegal under federal law and is therefore prohibited.

Self-Reporting of Convictions

Any employee who is convicted of a criminal drug violation in the workplace must notify the organization in writing within five calendar days of the conviction. **MSC** will take appropriate action within 30 days of notification.

Searches

Entering the organization's property, during worktime or on client premises constitutes consent to searches and inspections. If an individual is suspected of violating the drug-free workplace policy, he or she may be asked to submit to a search or inspection at any time.

Drug Testing

All testings will be conducted according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines. Testing will be conducted for the following reasons:

Pre-employment: Pre-employment testing will take place after a conditional job offer has been extended. Applicants who test positive for drugs will be rejected for employment.

Post-accident: Any employee involved in an on-the-job accident requiring professional medical attention or involving property damage of any kind will be subject to immediate testing. Employees who test positive for drugs or alcohol will be immediately terminated.

Reasonable Suspicion: Employees may be subject to testing based on a belief by company management that an employee is using or has used drugs in violation of this policy. Employees who test positive for drugs or alcohol will be terminated.

Medication Guidelines

Employees are expected to manage potential impairment during working hours due to the legitimate use of medications (prescribed medical marijuana is not a permitted medication). There are numerous over the counter and prescription drugs that may negatively impact safe work performance. Therefore, employees are expected to consult with their personal physician or other health care professional to determine if use of such medication will have any potential negative impact on safe job performance. Use of medication that may pose a threat to workplace safety must be discussed with the employee's supervisor.

Consequences

Employees who violate this policy will be immediately discharged from employment. Additionally, an employee will be subject to immediate termination for refusing to cooperate

in the testing process in such a way that prevents completion of the test or adulterating the results of their test in any way.

Social Media Policy and Guidelines

We actively engage in content interesting to seniors and caregivers on our Facebook page. Please follow us @ Facebook.com/SHSWM. **MSC** does not wish to intrude upon any employee's activities outside of work, however, it is generally understood that that the internet allows personal activities to become widely and quickly known. Additionally, certain internet-based activities can create perceptions about the employee, which by and through their employment, is a reflection of the Company as well. Thus, employees are expected to at all times, conduct themselves in a manner that will not create any public embarrassment for themselves or their employer, and in a manner mindful of complete professionalism. Employees must recognize that activities involving personal websites, social websites, blogging, etc., can create lasting impressions about themselves and **MSC**, and therefore should conduct themselves accordingly.

Employees may not post financial, confidential, sensitive, or proprietary information about the company, clients, employees or applicants. Divulging information like the company's design plans, internal operations and legal matters are prohibited. Do not engage in online communication that amounts to harassment, bullying, or discrimination.

Employees are allowed to associate themselves with the company when posting but they must clearly brand their online posts as personal and purely their own. **MSC** will not be held liable for any repercussions the employees' content may generate. When posting on social media sites, employees must use the following disclaimer when discussing job-related matters, "The opinions expressed on this site are my own and do not necessarily represent the views of **MSC**."

Using Social Media at Work

Refrain from using social media while on work time or on equipment we provide, unless it is work related, as authorized by your Manager or consistent with **MSC** Computer, Electronic Mail and On-Line Service Usage Policy. Do not use the Company email addresses to register on social networks, blogs or other online tools utilized for personal use.

Media Contacts

Employees should not speak to the media on **MSC's** behalf without contacting the Owner. All media inquiries should be directed to the Owner.

Media Release

Unless revoked in writing, employees give permission to "Managed Senior Care" to use their photo and name in any and all publicity efforts. Photos could be used in print advertisements, brochures, Facebook and other social or traditional media. Employees relinquish any monetary claims and agree to hold "Managed Senior Care" harmless for any liability arising from association with the company.

Personal Visitors

Entertaining personal visitors during working hours is not permitted.

Work Assignments

In addition to specific duties that may accompany an employee's job responsibilities, each job also includes "and other assigned duties". From time to time, you may be required to perform duties or tasks of a fellow employee who is absent or for a position that is temporarily vacant. You will be compensated at your regular rate of pay while performing other assigned duties on a temporary basis.

Phone Calls and Use of Telephone

Making or receiving personal phone calls while on duty is discouraged except for bona fide emergencies. In the event it is necessary to use the telephone (whether in the Clients' home or in the office) for a personal call, please limit the duration of the call to 1 (one) minute. Remember that all lines should remain open for their communication with family or for **MSC** business. Under no circumstances should the Clients' phone (or **MSC** business phone) be used for a long-distance or toll call unless it is required to conduct business for **MSC** or on behalf of and is at the request and knowledge of the Clients. Please use the same guidelines if you have/use a cell phone when on duty.

Solicitation

Solicitation of the Clients or anyone at **MSC** for personal gain of any kind, which includes (but is not limited to) selling, purchasing, distributing, or taking merchandise, literature or money is strictly prohibited. Under no circumstances should any Employee accept gifts, money, food, clothing, household item or merchandise from a Client. If a Client attempts to give an Employee a gift, money, food, clothing, household items or merchandise, the Employee must notify the **MSC** management team to report this immediately. Failure to do so is grounds for disciplinary action and can result in dismissal. No Employee may purchase equipment or merchandise from a Client or sell equipment or merchandise to a Caregivers under any circumstances unless authorized in writing by the **MSC** management team. Any gifts or tips given at the Clients' (or family's) insistence must be reported immediately to **MSC** management team.

Power of Attorney

No individual associated with **MSC** may assume Power of Attorney or Guardianship over a Client utilizing the services of **MSC**.

Section IV – We’ve Got You Covered

Training and Education

All **MSC** staff will go through a designated orientation and training period in order to ensure their success as a team member. Each staff member will receive a general orientation to all areas of service operations and complete the new hire training videos. We utilize Care Academy for our professional training courses.

All **MSC** staff, including supervisory staff, are required to attend in-service training throughout the year. This training is frequently presented at our Quarterly Employee Meetings which is usually offered at multiple times during the months of Feb, May, Aug, and Nov for the convenience of the employee. Depending on schedules, required training could be assigned through the Care Academy application and the employee will be expected to complete the course remotely.

Training is presented to introduce new services, concepts, procedures, teaching skills, motivational and behavioral concepts as well as other information that might be necessary to ensure the success of **MSC** and continue the growth and development of all staff. Scheduled staff training and department/facility meetings may be mandatory.

Continued education of all employees is encouraged by **MSC** in order to stay ahead of the market and compete within the industry. **MSC** may participate in some or all of the expenses of pre-approved seminars, workshops or conventions. Any training request must be submitted to the employee’s immediate supervisor and approved by both the supervisor and the Director prior to the event registration. Failure to follow this procedure will result in the employee being fully responsible for all costs related to the event and the possibility of not being permitted to attend. When an employee attends a training program or conference for which he was reimbursed, s/he must summarize the training in writing and present the information to staff at a management meeting. In the event **MSC** is requested and willing to pay for a considerable expense for education or training of the employee, the employee will be required to sign an Agreement for Reimbursement. Should the employee terminate employment in less than a reasonable period of time after such training, s/he will be responsible to repay the expense.

Communication

MSC is committed to keeping our Employees well-informed about **MSC** information, programs, training opportunities, activities, events, and services. The primary method of communication from **MSC** is via text or email. Ultimately, it is the responsibility of the Employee to keep in touch with **MSC** for the purpose of keeping the lines of communication open and keeping us informed about the Clients’ services, accomplishments, needs, concerns, and issues.

A Provider Newsletter is distributed via email regularly. It will come from “Seniors Helping Seniors of WMI” and contains information on community classes and resources along with

Employee updates.

Safety in the Workplace

The safety of our employees and all our Clients is our primary concern (first and foremost). At any time, if there is a concern about a Clients, an Employee, a program, an activity, or any condition relative to **MSC**, it is the Employee's obligation to act responsibly and to bring this concern immediately to the attention of **MSC** or management team. All employees are encouraged to follow all procedures designed to ensure the safe and high standards of service for which we assume responsibility (in our facility, in someone's home or in the community). The following "common sense" rules apply:

- During a designated shift, a Clients should never be left alone or totally unattended for any reason or for any substantial length of time. If you need to leave the area, let the Clients know where you are going and what you are doing. Always remain with or in the immediate vicinity of the Clients. This is a good customer service.
- Always pay attention to the security "systems" and equipment in the home. This is an obvious deterrent to theft and an essential ingredient for safety and security. Make sure there are secure door and window locks being used as well as operable smoke detectors. If there are any concerns about home or personal safety, alert **MSC** Management Team. In the event of a serious emergency, call 9-1-1.

Hazard Communication

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

MSC maintains a file and plan for hazard communications. This file contains the MSDSs and a list of the likely hazardous materials with which you may come into contact. The file is in the MSDS notebook in the Office and the production office and may be inspected by you at any time. For more information, please refer to the full Hazard Communication Program.

Economic Benefits and Insurance

- **MSC** will provide the following benefits to qualified full and part-time employees:
- Social Security – **MSC** employees participate in the Federal Social Security system. All wages earned by employees are subject to Social Security taxes.
- Worker's Compensation – **MSC** provides insurance for all work-related injuries or illness. The name of the **MSC** workers' compensation insurance carrier and other pertinent information is posted. The carrier governs all insurance benefits provided by **MSC**. These contracts shall not be limited, expanded, or modified by any statements of **MSC** personnel or **MSC** documents. Any discrepancies shall be determined by reference to the insuring contracts. In case of an accident or personal injury on the job, it is the employee's responsibility to report the accident or injury to the supervisor, Director or Owner immediately. It is the supervisor's, Director's, or

Owner's responsibility to complete an "Accident Investigation Report" and forward this to the Owner within 24-hours of the occurrence. Pre-existing illness or injuries (or those that occur while the employee is "off duty") will not be covered. Work-related injuries and emergencies must be handled through the company's designated hospital emergency room or the company's designated physician.

- Unemployment Compensation – All employees are covered under the Employment Security and Unemployment Insurance Acts through **MSC**.
- Health Benefits - are not currently provided.

Reimbursable Expenses

A Provider is not reimbursed for mileage between Clients. You are provided Travel Time pay at the state minimum wage if there is less than 40 min between shifts. Travel Time is calculated as reasonable drive time in normal traffic conditions.

Authorized expenses incurred by an employee in the conduct of official company business may be reimbursable only when the expense has been pre-approved by the supervisor or Owner. An Expense Report (including receipts) must be submitted and signed by the employee and the supervisor on a monthly basis. Any reimbursement of expense requires a receipt.

In the event an employee uses his own vehicle for official business, he may be reimbursed at a mileage rate established by the Owner or with a travel stipend.

Effective 1/1/2019 – Reimbursement is \$.58 for each mile driven for the benefit of a client. Mileage is submitted to the company during the check-out process at the end of the shift.

The employee is required to maintain minimum auto insurance liability coverage of \$100,000 per person and \$300,000 per accident including property damage to be eligible for reimbursement. The employee must provide **MSC** with current verification (a copy of the auto policy coverage) showing s/he has coverage in the required amounts annually. It is the employee's responsibility to provide current proof of coverage.

A provider can never take money directly from a client, not even for "gas money".

Cell Phone Stipend

This procedure institutes a Company stipend to cover presumed business use of personal cell phones and other mobile devices for certain employees. This procedure assumes that for most employees their devices will be used for both personal and business use.

Employee responsibilities: The employee will purchase cellular phone service and/or internet service and equipment and assume responsibility for vendor terms and conditions. The employee is responsible for plan choices, service levels, calling areas, service and phone features, termination clauses, payment terms, and penalties. The employee is also responsible for the purchase, loss, damage, and insurance and/or replacement of equipment.

Guidelines to receive a stipend: Based on job duties as it relates to cell phones and working at home, three categories are identified to determine if the employee should be provided a stipend to offset the cost of a personal cell phone, mobile device, and/or wireless services.

| Category | Description | Position | Stipend |
|------------------------------|--|---|---------|
| Mandatory | The company requires an employee to have a cell phone or other mobile device to fulfill job duties. Employees in this category have duties that require access by the Company while away from the office or in off-hour situations. Service is required for “on-call” personnel to be contacted in the event of an emergency or service need. | Area Development Mgr Area Coordinator Billing Coordinator | YES |
| Beneficial | The use of a cell phone is not mandatory, but is considered highly beneficial to an employee to fulfill job duties. Service is provided so that an employee can work more efficiently, or that their working conditions require that they are away from traditional communications resources. Simple convenience is not sufficient to qualify for a monthly stipend. | Admin Clerk | YES |
| Incidental or occasional use | All anticipated responsibilities of position can be completed with Client phone. Reimbursement for business use of a personal device would be allowed at a fixed rate when justified in advance. This would be in the form of a business-related reimbursement request to include an explanation as to why the client’s phone wasn’t sufficient. | Caregiver/Provider | NO |

Levels of stipend payment: There are many cell phone carriers and internet providers with varying plans for equipment and service. The payment levels are intended to cover a presumed level of business use of personally owned service and equipment in keeping with Company benefit. The procedure assumes that for most employees, the device(s) will be used for both personal and business use and, therefore, the overall costs are shared.

| Stipend Description | | Stipend Amt |
|-----------------------|--|-------------|
| Voice + Cellular Data | This stipend level is intended to cover a portion of the employee’s expense for monthly phone service costs and a contribution toward the cost of equipment and accessories. | \$30.00 |

| | | |
|---|---|---------|
| Voice + Cellular Data, Mobile Device + Internet Service | This stipend level is intended to cover a portion of the employee's personal expense for voice, data and internet monthly service costs, phone and mobile device equipment and accessories while working away from the home office. This stipend level would apply to those employees where on-call and emergency access requirements exist while away from the office. | \$70.00 |
|---|---|---------|

MSC will not assume responsibility for the personal property of any Employee (lost, stolen, or damaged). All Employees are asked, therefore, to exercise “good judgment” in deciding what to wear or bring to work and where to store and place personal property or belongings while on the job.

Motor Vehicle Policy

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

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

- I agree to communicate any driving citation or at-fault accident obtained after my hire date to **MSC**.
- I understand that **MSC’s** auto insurance policy will not cover any work-related accident, if I have incurred 2 minor and/or major driving citations or an At Fault accident within 3 years of the accident date.
- I accept civil and fiscal responsibility for any damage to a 3rd party that may be incurred, if I am disqualified from **MSC** auto coverage.

Employees are required to report to **MSC** management all points assessed to their driving records, whether for a civil infraction or a criminal conviction under the Michigan Motor Vehicle Code within five days of the court’s finding. Criminal convictions include a plea of nolo contendere. Employees may be required to provide **MSC** with any consent needed to obtain information concerning their driving records or conviction records, which may be verified on an annual basis.

Section V – Employment Details

Job Descriptions

MSC will develop or approve a written job description for each position at **MSC**. Job descriptions may be revised, as necessary. Employees will receive a copy of their current job description and the original will be placed in the employee's personnel file. Performance evaluations will be done in relation to the responsibilities identified in the job descriptions. Though the job description is intended to list most of the duties and responsibilities of a specific position, it does not necessarily list all of the tasks that an employee will be expected to perform. Job descriptions are subject to change and revision at any time solely at the discretion of **MSC** management. Job descriptions can be viewed on the employee web page, www.managedseniorcare.com/employee-resources.

Employment Classifications

MSC has established the following Employee Classifications for compensation and benefit purposes only. Management will inform you of your classification, status, and responsibilities at the time of hire, rehire, promotion, or at any time a change in status occurs. These classifications do not alter your at-will employment status.

- Regular Full-Time Employee: An employee who is scheduled to work no less than 100% of the scheduled work hours in a work week on a fixed work schedule (not less than 40 hours). The employee may be exempt or non-exempt and is eligible for all employment benefits offered by **MSC**.
- Regular Part-Time Employee: An employee who is scheduled to work less than 40 hours in a workweek. Regular part-time employees are eligible for PTO in accordance with our policy. They are ineligible for any other benefits.
- Temporary Part-Time Employee: An employee who is scheduled to work on a specific need of **MSC**. The employee will not receive any benefits unless specifically authorized in writing. The employee is non-exempt and is compensated on an hourly basis.

Exempt: Employees who are considered Executive, Administrative, or professional; paid on a salary basis; and whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and applicable state law are exempt from overtime pay or compensatory time off requirements. The basic premise of exempt status is that the exempt employee is to work the hours required to meet his/her work responsibilities. This includes managers and assistant managers as well as designated corporate office personnel.

Salaried exempt employees do not receive overtime pay for hours worked in excess of 40 hours per week. Deductions from pay are permissible when an exempt employee: is absent from work for one or more full days for personal reasons other than sickness or disability; for absences of one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness; to offset amounts employees receive as jury or witness fees, or for military pay; or for unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions.

Additionally, an employer is not required to pay the full salary in the initial or terminal week of employment; for penalties imposed in good faith for infractions of safety rules of major significance, or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act. In these circumstances, either partial day or full day deductions may be made.

It is our policy to comply with the salary basis requirements of the FLSA. Therefore, we prohibit all managers from making any improper deductions from the salaries of exempt employees. We want employees to be aware of this policy and that the Company does not allow deductions that violate the FLSA. If you believe that an improper deduction has been made to your salary, you must immediately report this information to **MSC** Management. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

Non-exempt: Employees whose positions do not meet FLSA and state exemption tests and who are paid a multiple of their regular rate of pay for overtime hours worked. Unless notified otherwise in writing by Management, all employees of **MSC** are non-exempt including salaried non-exempt.

Independent Contractors: **MSC** may employ individuals or business entities on an independent contractor basis. If so hired, the individual or business entity will be required to enter into a written contract with **MSC**. The independent contractor is separately responsible for taxes, disability insurance, workers' compensation and general liability insurance and will be issued a 1099 at the end of each year.

Pre-employment Requirements

A Criminal History Record Check issued by the state and, for those who drive, a copy of the current Driver's License and auto insurance coverage is required of all Employees at **MSC**. The Criminal History Record Check will be accepted if dated within 12 (twelve) months prior to the start of providing service. The Criminal History Record Check may be required to be updated periodically. Any Employee who fails to provide either of these documents will have their relationship with **MSC** terminated. Any changes in insurance or driver's license status must be reported to **MSC** immediately. Reference checks (Employment and Personal) are also required as part of the hiring process. A Health Screening or TB Testing by a licensed health care employee might be required prior to providing service and, if so, must be updated annually. A "Competency Assessment" is also administered as part of the hiring process. Additional or different pre-service requirements may be required in different states. This will be discussed, and the necessary Forms will be provided by **MSC** management team during the interview process.

Personnel Records

A personnel file is maintained for each employee. The files are maintained by the Owner at the **MSC** business office and have restricted access. Employee files are considered confidential. Records kept in the personnel file are those which are used to hire, promote,

demote, performance reviews and disciplinary action forms. Employees who wish to dispute performance or disciplinary action may place a written response which does not exceed 5 pages in their personnel file on 8 ½ by 11 paper. Medical, payroll and other information required to be kept by state or federal law are not kept in the personnel file but in separate confidential folders.

Managers and supervisors other than the Human Resources Director and his or her subordinates may only have access to personnel file information on a need-to-know basis. A manager or supervisor considering the hire of a former employee or transfer of a current employee may be granted access to the file, or limited parts of it in accordance with anti-discrimination laws.

Personnel files are to be reviewed only in the presence of management or designee by making a written request to management. The written request will become a part of your file. Personnel files may not be taken outside of the department, even by managers and supervisors.

Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information. This decision will be made at the discretion of the Company in response to the employee's request, a valid subpoena, or valid court order.

Personnel file access by current employees and former employees upon request will generally be permitted within a reasonable period of time from the written request of the request. Copies of a personnel file will be provided to the employee pursuant to a written request. There will be an incremental charge for the costs of copying any material.

All employees are responsible for reporting any of the following changes in writing (using a Change of Status form) to the supervisor:

- Name, marital or family status or additions to the family
- Home address or emergency address
- Home phone or emergency telephone number
- Tax withholding information
- Social Security records and confidentiality

The purpose of this policy is to comply with statutory requirements regarding the use and disposal of social security records, maintaining confidentiality regarding employment and medical records, credit information and wage information. The Social Security Privacy Act prohibits employers from displaying all or more than four (4) digits of an employee's social security number on accounts, health insurance cards, membership cards and other types of documents as well as prohibiting the unlawful disclosure of social security numbers.

MSC maintains a number of confidential records relating to employment which include wage, medical, credit, employment and social security information. Access to this information is regulated by state and federal laws dealing with the handling of certain types of information. **MSC**, in order to comply with legal requirements, has adopted this policy regarding the access, handling and disposal of this type of information.

Applicants for employment are not required to transmit more than four (4) sequential digits of their social security number over the Internet or through the computer system or network to gain access to an Internet website unless encryption and other security measures are taken.

MSC will not mail any document where the employee's social security number is visible from the outside of the envelope. Mailing of documents which contain more than four (4) sequential numbers of a social security card is limited to the following circumstances:

- Where federal, state laws or regulations or court order authorizes, permits or requires that the social security number appear in the document.
- The document is sent as a part of the employment process initiated by the individual;
- The document is sent to establish, confirm the status of, service, amend or terminate an account, contract, policy or employee or health insurance benefit, or to confirm the accuracy of any individual who has an account contract, policy or employee or health insurance benefits; or
- Documents mailed by a public body in accordance with applicable laws.

Access, Storage, Destruction

It is **MSC's** policy that only persons with a legitimate business interest and need to know will have access to social security and other confidential records. Records containing confidential information inclusive of social security numbers will be disposed of in a manner which protects the employee's privacy. Documents of this nature will be shredded whenever possible. If shredding is not available, documents will be destroyed internally making sure that no private or confidential information inclusive of social security numbers is identifiable. Employment records, medical information, consumer/credit reports and other private documents will be destroyed by shredding, erasing, burning, or otherwise destroying this information. If necessary, the Company may contract with a third-party data- destruction company to destroy sensitive, confidential data.

Security Breach

Whenever there is a security breach concerning personal identifying information, a notice will be sent to the individual's last known address or electronically where the individual has consented to receive electronic notice. Notice may be given by telephone if it is not a recorded message, or the individual has expressly consented to receive notice by telephone. For purposes of this provision, a security breach is defined as the unauthorized access and acquisition of data that compromises the security or confidentiality of personal information maintained as a part of the Company's data base.

Violations of Policy

Unauthorized and/or unlawful disclosure of confidential information, including the unlawful disclosure of social security numbers, will result in disciplinary action including, but not limited to, termination of employment. Employees who violate this policy are subject to discipline up to and including termination depending upon the severity of the conduct as determined by **MSC**.

Reasonable Accommodation

An employee who has a disability and is in need of a reasonable accommodation must contact **MSC** Management, in writing, within 182 days after the date the employee knew or reasonably should have known that an accommodation was needed for the employee to perform the essential functions of the employee's position.

Section VI – Performance Management

MSC and employee will engage in the interactive process to determine if a reasonable accommodation can be made which allows the employee to perform the essential functions of his/her position unless doing so would result in an undue hardship, safety risk, and/or health risk. **MSC** retains the right to seek medical information to determine the nature and duration of any disability as well as the need for an accommodation. Employees who fail to cooperate with this process will be denied an accommodation.

Initial Evaluation Period

There will be an initial evaluation period of 120 calendar days (from the date of hire) for all employees. During this period, the employee will be oriented to **MSC** policies and procedures, will receive training relative to their job responsibilities, will be evaluated for accomplishments and must receive a level of performance satisfactory to **MSC** management. At the end of the initial evaluation period, the supervisor will review the employee's performance. A written evaluation will be submitted to the Owner for review. Employees will receive a copy of their evaluation. The original will be placed in the employee's personnel file.

Performance Evaluations

Each employee's performance will be reviewed prior to the end of the initial evaluation period and at least annually thereafter. Performance may be reviewed more frequently at the discretion of the supervisor or Owner. When doing a Performance Evaluation, the Supervisor or Owner will prepare a written evaluation of the employee's performance and discuss the results with the employee; and the employee will be given an opportunity to make written comments. The employee will receive a copy of the evaluation, and the original will become part of the employee's personnel file.

For those caregivers that work with government sponsored clients, you will also have twice a year an observation of your work performed by one of our Nurses.

Merit Increase

The Owner will set the salary ranges for all position. Factors such as local, state, and national trends; required training, certifications, education and experience; and level of responsibility influence salary ranges. All pay increases are based upon merit and market factors. There will not be an automatic annual cost of living or salary adjustment reflecting current economic conditions.

Pay is evaluated at the end of the Initial Evaluation Period and annually with your Performance Evaluation. Increases in pay are based on the following:

- Quality of work
- Average weekly hours worked.
- Attendance
- Professional Development
- Adherence to procedures, especially on time check in/out documentation.

Progressive Corrective Action

We expect all employees to adhere to **MSC** policies, procedures, guidelines, and expectations. An employee whose conduct or performance warrants corrective action will be dealt with as follows:

Step 1 – Verbal warning and discussion with supervisor or Owner. The employee must be told specifically what the infraction or performance issue is and what the expectations for correction are. This will be documented in the supervisor’s notes and signed by the employee but will not be placed in the employee’s file. If any infraction occurs again, we will proceed to Step #2.

Step 2 – Written warning by supervisor or the Owner. The employee must be told specifically what the recurring infraction or performance issue is and will reference the prior discussion. This warning will be documented, reviewed, and signed by the employee and placed in the employee’s personnel file. The employee will receive a copy of this warning, along with a plan of correction and a timeframe for improvement, as well as the consequences for non-improvement. If any infraction occurs again or is not corrected in the time frame, we will proceed to Step #3.

Step 3 – Suspension or termination will be recommended if performance cannot be corrected by Steps 1 or 2, pending the approval of the Owner. The employee will receive this decision in writing.

If the offense is severe enough, **MSC** reserves the right to discharge an employee without going through the disciplinary steps in a progressive manner.

Examples of issues or misconduct for which disciplinary action will be taken, though not fully inclusive, are:

- engaging in behavior which creates discord or subversion among staff members or Clients or willfully restricts the work output of another employee or encouraging others to do the same.
- soliciting for personal gain of any kind, which includes selling or purchasing items or collecting money during work time or on **MSC** premises other than for the benefit of **MSC**.
- taking items, property, or money from **MSC** or **MSC** Clients.
- using any **MSC** equipment, supplies or services for personal use (or profit) without prior approval from the supervisor or Owner (this includes office supplies and equipment).
- refusal to follow the policies, procedures or guidelines established for the employee’s position or **MSC** operations.
- substandard or unacceptable performance.
- leaving your assigned work area, the Clients, or the business unattended and at unauthorized times.
- absenteeism or tardiness.

Termination of Employment

Each employee’s continuance with **MSC** is based on the satisfactory performance of assigned

duties; compliance with policies, procedures, and rules of conduct; maintaining cooperative working relationships; staffing requirements; and budget considerations. Because these policies do not constitute a contract for employment, the employment relationship may be terminated at any time and for any reason by the employee or by **MSC** Owner or Director.

Resignation – Employees who are resigning from their positions at **MSC** are required to give at least 2 (two) weeks’ notice in writing to their supervisor. Failure to give the required notice will result in **MSC** denying a reference for future employment and a forfeiture of accrued benefits. During the “notice period”, accrued paid time off may not be taken. Employees who give proper notice will receive payment through the last working day plus accrued paid time off. Employees must complete all assigned work and reports; return all keys, property, money, receipts, etc.; pay all debts owed to **MSC**.

Job Abandonment – Any employee who fails to report for his/her shift for 3 (three) consecutive days and does not have prior contact with his supervisor, the Director, or the Owner, will be considered to have abandoned his/her job and voluntarily terminated.

Dismissal – **MSC** reserves the right to dismiss an employee without notice, severance pay or accrued PTO at any time and for any reason. **MSC** considers certain acts by its employees to be grounds for immediate dismissal without notice, severance pay or accrued benefits; and certain acts may, if necessary, result in criminal prosecution. Examples of such offenses include, but are not limited to, the following:

- disorderly conduct (verbal or physical) while on duty or on **MSC** (or a Clients’) property
- fighting or physically assaulting anyone while on duty or on **MSC** (or a Clients’) property
- any act of abuse or violence toward fellow Clients, employees, or guests of **MSC**
- divulging confidential information or data relating to **MSC**, other employees or Clients
- misappropriation of money, property, or service(s) from **MSC**, its employees or its Clients
- any act of sexual harassment or abuse toward Caregivers, an employee or guest of **MSC**
- any act of sabotage against **MSC**
- disregard for the safety and security of **MSC** property, equipment, its employees, or its Clients
- unauthorized purchase, lease or rental of a service or a product in the name of **MSC**
- possession of alcohol, drugs, firearms, weapons, or explosives while on duty or on **MSC** property
- any use or sale of illicit substances on or off the job
- any use of alcohol on the job
- insubordination (refusing to perform assigned work or to comply with the instructions of a supervisor, Director or Owner) refusing to comply with **MSC** policies, procedures, guidelines, expectations or rules of conduct falsifying any company record or report, such as Time Sheets or any information requested on **MSC** application or forms.

Only the Director or Owner has the authority to dismiss or terminate an employee.

Suspension – Suspension without pay can be given for disciplinary purposes for serious employee issues or can be used as a temporary measure while conducting an investigation or when evaluating a recommendation to dismiss an employee. The supervisor, Director or Owner has the authority to “suspend” an employee. After a thorough investigation into or review of the reasons for which the suspension was imposed, a written summary will be developed with a recommendation to the Owner for the employee to either be terminated, reinstated (and reprimanded) or to have the suspension rescinded (due to allegations being unfounded) and the employee reinstated. In the event the suspension is rescinded, the employee will be paid for the actual time lost due to the suspension. Documentation of the findings and recommendations will be placed in the employee’s personnel file.

Return of Company Property

Any company property issued to employees, such as computer equipment, keys, tools, parking passes or company credit cards, must be returned to **MSC** at the time of termination. Employees will be responsible to reimburse **MSC** for any lost, damaged, or unreturned items. Only the supervisor, Director or Owner has the authority to suspend an employee.

Anti-Discrimination and/or Harassment

MSC affirms its commitment to provide a work environment free from discrimination and unlawful harassment. Abuse of the dignity of anyone through ethnic, racist, or sexist slurs or through other derogatory or objectionable conduct is offensive employee behavior. If you harass another employee of **MSC**, Clients or applicant to **MSC** because of race, religion, creed, color, national origin, physical or mental disability, medical condition, marital or veteran’s status, sex, age, or any other protected classification, in accordance with applicable federal, state, and local laws, you will be subject to disciplinary action, including discharge.

Likewise, if you feel you have been the object of harassment or intimidation based upon the aforementioned, you are to advise your supervisor, follow the normal open-door policy or, in the event of sexual harassment, institute the procedure indicated below. **MSC** will not condone nor tolerate any conduct which may constitute sexual abuse or sexual harassment of or on the part of any of its employees, associates, contractors, customers, in the workplace including while on company business. **MSC** prohibits sexual harassment or abuse of its customers or clients. Engaging in any form of discrimination, abuse or harassment will result in disciplinary action up to and including termination of employment.

Sexual harassment is a form of sex discrimination, which includes gender-based harassment of a person of the same or opposite sex as the harasser. It is the express policy of **MSC** that sexual harassment of employees or applicants, by anyone affiliated with **MSC**, is unacceptable and will not be tolerated, this includes clients of **MSC**. Unwelcome or unwanted sexual advances, requests for favors or other visual, verbal, or physical conduct will be deemed sexual harassment when:

- Submission to such conduct is explicitly or implicitly a condition of employment.
- Submission to or rejection of such conduct is used as the basis of employment

decisions; and

- Such behavior has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Whether a particular action or incident is a purely personal, social relationship without a discriminatory employment effect requires factual determination. **MSC** further recognizes that allegations of this type of discrimination may have serious effects on innocent women and men. Any employee who believes he or she has been the subject of sexual or other unlawful harassment or discrimination must immediately report the alleged act to his or her immediate supervisor/manager in writing, specifying the type of harassment or discrimination and the person you believe is engaging in such harassment or discrimination. Employees must report harassment promptly, before it becomes severe or pervasive. If the matter is not resolved, or if you believe you cannot discuss the matter with your immediate supervisor/manager, immediately notify **MSC** Management, in writing, specifying the type of harassment or discrimination and the person you believe is engaging in such harassment or discrimination. An employee who believes he or she has witnessed harassment or discrimination or perceive such acts to have occurred is also responsible for reporting them per this policy. **MSC** prohibits and will not tolerate adverse treatment of employees because they report harassment or discrimination or provide information related to such complaints.

MSC recognizes that a full, fair examination and investigation of all the facts is necessary in determining whether a particular action or incident is a personal, social interaction or whether it produces a discriminatory, offensive employment effect. **MSC** also recognizes that false accusations of harassment or discrimination can have serious effects on innocent women and men. **MSC** expects that all employees will act responsibly to establish a positive, healthy working environment free from perceived discriminatory interaction. Management has an ongoing responsibility for sensitizing staff in this area.

Investigations and its result will be maintained in a separate, confidential file. Copies of such investigations will not be maintained in the individual's personnel file.

All complaints will be thoroughly investigated. The identity of the complaining person and the nature of the allegations will be kept confidential to the extent possible and disclosed only on a need-to-know basis. Any person found to have engaged in sexual harassment or discrimination or making false statements, in reference to sexual harassment or discrimination, against another person will be subject to disciplinary action up to and including termination.

Grievance Procedure

Any employee who is dissatisfied with the action taken or a decision made regarding his/her employment status or has a specific work-related controversy, dispute, misunderstanding or complaint should first discuss the matter with the immediate supervisor. If, after such discussion, the employee does not feel the matter has been satisfactorily resolved, s/he should prepare a written statement citing the grievance, the discussion and date with the supervisor and the desired resolution; and s/he should submit this to the Owner within 5 working days of the supervisor's discussion. All decisions of the Owner are final and binding.

Section VII - Extraordinary Circumstances

Leave of Absence

All leave of absence situations requires the approval of the Owner.

Family, Medical and Military Leave – if **MSC** employs 50 or more employees, **MSC** will provide up to 12 (twelve) weeks of unpaid, job-protected leave to an eligible, full-time employee for certain family, medical or military reasons. Employees are eligible if they have worked for **MSC** for at least 12 (twelve) months and at least 1250 hours during the previous 12 (twelve) months prior to the request date.

General Provisions

Under this policy, **MSC** will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

Employee Eligibility

To qualify to take family or medical leave under this policy, the employee must meet the following conditions:

The employee must have worked for the company for 12 months or 52 weeks.

The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence.

The employee must work in a work site where 50 or more employees are employed by the company within 75 miles of that office or work site.

Types of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- For the birth and care of the newborn child of an employee; leave must be completed within 12 months of birth.
- For the placement with the employee of a child for adoption or foster care; leave must be completed within 12 months of adoption or foster placement.
- To care for a covered relative defined as a spouse, child (including a child for whom the employee stood in loco parentis), or parent, with a “serious health condition,” as defined below.

To take medical leave when the employee is unable to work because of his/her own “serious health condition,” including incapacity due to pregnancy and for prenatal medical care.

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves inpatient care or continuing treatment by a health care provider. The FMLA does not apply to routine medical examinations, such as a physical, or to common medical conditions, such as an upset stomach, unless complications develop.

Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

Military caregiver leave (also known as covered service member leave) to care for an injured

or ill service member or veteran.

Amount of Leave

An eligible employee may take up to 12 weeks of unpaid leave. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. An eligible employee can take up to 26 weeks for the FMLA military caregiver.

Leave may be taken for anyone, or a combination, of the above situations. Irrespective of the combination, FMLA leave is limited to a combined total of 12 weeks in any 12-month period, unless the leave is to care for a covered service member, in which case the employee may take up to 26 weeks of FMLA leave.

Intermittent Leave or a Reduced Work Schedule

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced-hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period). The Company will require that employees, if at all possible, attempt to schedule intermittent leave in a manner that will create the least disruption to Company operations. It is only permitted if the employee can perform the essential functions of the job during working time, however, the Company may temporarily transfer an employee to an available alternate position that better accommodates their recurrent leave and that has equivalent pay and benefits.

Employee Status and Benefits During Leave

While an employee is on leave, **MSC** will continue the employee's health benefits, if provided, during the leave period at the same level and under the same conditions as if the employee had continued to work.

Employee Status After Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty clearance from the health care provider.

Use of Paid and Unpaid Leave

All paid vacation, personal and sick leave runs concurrently with FMLA leave. Under **MSC** policy, all available paid leave is required to first be substituted for any unpaid/family leave. Disability leave for the birth of a child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA.

Example: Workers' compensation leave runs concurrently with FMLA leave. The former paid leave time would count as part of an employee's 12-week FMLA entitlement.

Accrued PTO stops when the employee moves to an unpaid status. Accrued time off will restart upon the employee's return to paid status.

Counting Leave During Holiday Week

Whether an employee is charged FMLA leave for a holiday depends on whether he/she takes FMLA leave for a full or partial work week. The FMLA regulation provides the following clarification: An employee taking a full week of FMLA leave during a week containing a holiday will have the holiday counted against his FMLA allotment. Conversely, an employee taking less than a full week of FMLA leave during a week containing a holiday will not have the holiday counted against his FMLA allotment, unless the employee was otherwise scheduled and expected to work the holiday.

Procedure for Requesting FMLA Leave

All eligible employees requesting FMLA leave must provide their Supervisor or the Human Resources Department with verbal or written notice of the need for the leave. Within five business days after the employee has provided this notice, Human Resources or some other member of COMPANY management will provide the employee with the DOL Notice of Eligibility and Rights. When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice as soon as reasonably possible. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave.

Certification for the Employee's Serious Health Condition

MSC will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

Certification for the Family Member's Serious Health Condition

MSC will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

Certification of Qualifying Exigency for Military Family Leave

MSC will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

Certification for Serious Injury or Illness of Covered Service Member for Military Family Leave

MSC will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

Recertification

MSC may request recertification for the serious health condition of the employee or the employee's family member when circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence.

Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate certification form, **MSC** will provide the employee with a written response to the employee's request for FMLA leave.

Intent to Return to Work from FMLA Leave

If an employee takes leave due to his/her own serious health condition or to care for a covered relative, s/he must periodically contact **MSC** regarding the status of the condition and their intention to return to work.

Job Restoration

Upon return from FMLA leave, an employee must be restored to his or her original job, or to an "equivalent" job, which means virtually identical to the original job in terms of pay, benefits, and other employment terms and conditions. An employee's use of FMLA leave cannot result in the loss of any employment benefit that the employee earned or was entitled to before using (but not necessarily during) FMLA leave.

Military Leave

MSC supports those who serve in the armed forces to protect our country. In keeping with this commitment, and in accordance with state and federal law, employees who must be absent from work for military service are entitled to take a military leave of absence. This leave will be unpaid. When an employee's military leave ends, that employee will be reinstated to the position he or she formerly held, or to a comparable position, as long as the employee meets the requirements of federal and state law.

Jury Duty

You must immediately inform **MSC** when you receive your jury duty summons. If you are chosen to sit on a jury, you must inform **MSC** how long the trial is expected to last. You must also check in with **MSC** periodically during your jury service, so the company knows when to expect you back at work. Jury duty absences will be unpaid; however, you may use any available paid time off.

All full-time employees will be granted unpaid time off if they are required to serve as a juror. When a full-time employee must serve jury duty, s/he must notify the supervisor upon receipt of the notice.

Computer, Electronic Mail, and Internet Usage

The purpose of this policy is to set forth the expectations which employees should have and the rules that employees should follow in their use of the computer, any e-mail and Internet service ("Internet") provided by **MSC** or available on or through any computer owned or operated by **MSC**.

Internet, company-provided equipment (e.g., cell phone, laptops, and computers) and services may not be used for transmitting, retrieving, or storing any communications of a defamatory, discriminatory, harassing or pornographic nature.

The following actions are forbidden: using disparaging, abusive, profane or offensive language; displaying materials that might adversely or negatively affect **MSC** or be contrary to **MSC's** best interests; and engaging in any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access of any computers and company provided equipment such as cell phones and laptops.

Employees may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only.

Employees must not use the system in a way that disrupts its use by others. Employees must not send or receive large files that could be saved/transferred via thumb drives. Employees are prohibited from sending or receiving files that are not related to work.

Employees should not open suspicious e-mails, pop-ups, or downloads. Contact Management with any questions or concerns to reduce the release of viruses or to contain viruses immediately.

Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside the company.

Right to Monitor All company-supplied technology and company-related work records belong to the company and not to the employee. There is no privacy related to these materials or use of **MSC's** internet or computer system.

MSC routinely monitors use of company-supplied technology. Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment.

Handbook Purpose

This Employee Handbook is presented as a matter of information and has been prepared to inform you about **MSC** philosophy, employment practices, policies, the benefits provided to you as a valued employee, as well as the conduct expected from you. While this handbook is not intended to be a book of rules and regulations, it does include some important guidelines about which you should know. Except for the at-will employment provisions, the Handbook can be amended at any time by **MSC** Management without prior notice to its employees.

This Employee Handbook will not answer every question you may have, nor would we want to restrict the normal question and answer interchange among us. It is through our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

We hope this guide will help you feel comfortable with us. We depend on you – your success is our success. Please don't hesitate to ask questions. The **MSC** management team will gladly

answer them. We believe you will enjoy your work and your fellow employees here. We also believe you will find **MSC** a good place to work.

No one other than authorized management may alter or modify any of the policies in this Employee Handbook. No verbal statement or promise is to be interpreted as a change in policy, nor will it constitute an agreement with an employee.

Should any provision in this Employee Handbook be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Handbook, but only the subject provision.

We ask that you read this guide carefully, become familiar with **MSC** and our policies, and refer to it for guidance whenever questions or circumstances arise.



We are always looking for referrals...

Do you know someone who could benefit from receiving **Managed Senior Care, LLC®** services or do you know someone who is interested in providing services and wants to make a difference in the lives of other seniors....and earn money?

If you know someone, please...

Encourage them to call us or give us their name and phone number, or
Encourage them to visit us on our Web Site.

Office Located at:

625 Spring Ave NE Grand Rapids, MI 49503

Office Phone 616-234-0190

Hours of Operation:

9 am - 4:30 pm Monday thru Friday

APPENDIX



Job Description: Caregiver (Employee)

PERFORMANCE EXPECTATIONS:

The Provider of Service is a temporary part-time employee who assists in delivering extraordinary care and service to seniors and while focusing on establishing working relationships with Receivers and their families. The Provider of Service will provide exceptional service to our customers by following the Receiver Service Agreement and by following all MSC procedures so that customers' needs and expectations are met or exceeded.

REPORTING POSITIONS: None

RESPONSIBILITIES AND TASKS:

1. Follow all MSC procedures and use the forms necessary to provide safe, quality services to our Receivers.
2. Assure all services follow the Service Agreement, are delivered in a timely manner and that exceptional and extraordinary customer service is provided throughout the process.
3. Be on time for appointments and services you agree to deliver.
4. Return all telephone calls and emails, both internal and external, within two hours whenever possible, and within one business day at the latest.
5. Report to work properly dressed in accordance with the standards for appearance and grooming established for the position and as communicated by MSC management.
6. Keep accurate records and complete the required paperwork as necessary.
 - Daily (or as service is provided)
 - Log In and Out through the telephony system from the Receiver's home
 - Maintain documentation of services provided on Provider Service Record or within designated CRM system, based on client instructions
 - Monitor Receiver's satisfaction with service and communicate any scheduling or service issues to the Director of Client Relations
 - Weekly
 - Communicate any significant Receiver changes to the Director of Client Relations
 - Submit all Provider Service Record Sheets to MSC or update CRM application
 - Follow up with Receivers regarding satisfaction and communicate to Director of Client Relations any need for additional services
 - Approve Time Sheet before noon on Monday through CRM application
 - Monthly
 - Submit any requested days off or days unavailable for service (in advance).
7. Notify MSC management of any issues that cannot be resolved or services that cannot be delivered within a reasonable time frame and before the deadline has arrived.
8. Incident reports are to be completed on "the day of" and immediately brought to the attention of management.

9. Hold all proprietary company information regarding MSC, its employees and its customers strictly confidential and for official use only. Share proprietary information with MSC employees, Providers and Receivers on a “need to know” basis.
10. Take personal responsibility for being knowledgeable about and proficient in describing and promoting all MSC services.
11. Attend in-service opportunities provided by MSC when available.
12. Participate in any training and self-improvement activities outside of MSC that you feel are beneficial.
13. Assure that all money, materials, equipment or personal effects offered in the way of tips or gifts are immediately reported to MSC management for evaluation.
14. Assist with orienting new Providers for MSC as available.
15. Perform other related duties as available.

STATEMENT OF THE POSITION HOLDER:

I understand I am a temporary, part-time employee; I accept the responsibilities of this position; and I agree to produce the results, perform the work and meet the standards set forth in this position agreement.

Signature of Employee

Date

Standard Precautions Guidelines For Providers

Standard Precautions must be observed with ALL Receivers at ALL times, regardless of their age, gender, or diagnosis.

- Avoid needle sticks and other sharp injuries by using all sharp items carefully, making use of safety devices which are available, and disposing of all sharps immediately.
- Wear gloves when touching blood, body fluids, secretions, excretions, and contaminated items. Put on clean gloves just before touching a patient's mucous membranes and non-intact skin.
- Wash hands after touching blood, body fluids, secretions, excretions, and contaminated items, whether or not gloves had been worn.
- Wear a mask and eye protection or a face shield to protect the mucosa (moist areas) of the eyes, nose and mouth during procedures that are likely to generate splashes or sprays of blood, body fluids, secretions or excretions.
- Wear a gown to protect skin and clothing during procedures that are likely to generate splashes or sprays of blood, body fluids, secretions or excretions.
- Handle used Receiver items, clothes and equipment soiled with blood, body fluids, secretions and excretions in a manner that prevents skin and mucous membrane exposures, contamination of clothing, and transfer of microorganisms to other persons and environments.

Basic rules of thumb to remember:

- Use sharp items with the utmost of care
- If it's wet and human, DO NOT TOUCH IT WITHOUT GLOVES
- If it's wet and human and may splash or spray,
PROTECT THE MUCOSA (MOIST AREAS) OF YOUR EYES, NOSE AND MOUTH.



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Next Sick Person

(Susceptible Host)

- Babies
- Children
- Elderly
- People with a weakened immune system
- Unimmunized people
- Anyone



Germ

(Agent)

- Bacteria
- Viruses
- Parasites



Chain of Infection

How Germs Get In

(Portal of Entry)

- Mouth
- Cuts in the skin
- Eyes



Where Germs Live

(Reservoir)

- People
- Animals/Pets (dogs, cats, reptiles)
- Wild animals
- Food
- Soil
- Water



Germs Get Around

(Mode of Transmission)

- Contact (hands, toys, sand)
- Droplets (when you speak, sneeze or cough)



How Germs Get Out

(Portal of Exit)

- Mouth (vomit, saliva)
- Cuts in the skin (blood)
- During diapering and toileting (stool)

