

A teal-colored decorative shape with a white outline, resembling a stylized cloud or a scalloped-edged oval. It contains the text "Cross Home Care" and the tagline "There's no place like home".

Cross Home Care

There's no place like home

Employee Handbook

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WELCOME TO THE CROSS HOME CARE FAMILY!

Welcome to Cross Home Care! We want to thank you so much for becoming part of the team! Our main focus is to assist seniors and adults with disabilities with daily companionship and personal care needs to stay in their homes for as long as possible. You are the most vital part of the entire agency and for that we thank you! We take immense pride in building this agency and employing the wonderful people that we do to achieve this goal.

As a caregiver for 5 years, I know the contributions each employee makes in this field of work. It takes quite a bit of training to understand the many disabilities and disorders that you may come across while working as a Personal Care Aide. All the employees at Cross Home Care will make a dynamic difference in our client's lives.

Please read the Employee Handbook and the Policies and Procedures Binder in full and if you have any further questions, please feel free to ask!

Thank you,

Stacy Cross
Owner

SERVICES WE OFFER

We offer in-home, non-medical services 24/7 including, but not limited to:

Companionship
Social Events
Recreational Activities
Crafts/ Outdoor Activities
Meal Preparation
Diet Monitoring
Housekeeping/ Laundry
Home Organization
Errands & Shopping
Medication Reminders
Transport Assistance
Mail Assistance
Walking Assistance

Personal Care
Bathing
Grooming
Dressing
Incontinence Care
Oral Hygiene
Feeding
Transferring
Positioning
Bedpan, Urinal, Commode Assist

Pet Companionship
Companionship
Feeding
Bathing
Brushing
Exercising
Waste Cleanup
Transportation to Appointments
(Private Pay Only)

**This list is just some of the services that we provide. Please ask about a specific service to learn more.

AREAS WE SERVICE

Meadville Office:
908 Park Ave.
Meadville, PA 16335

Hermitage Office:
701 N. Hermitage Rd Suite 16
Hermitage, PA 16148

Serving:
Crawford, Erie, Mercer and Venango Counties

Serving:
Mercer, Lawrence and Butler Counties

EMPLOYMENT AND WORKPLACE POLICIES AND PROCEDURES

Purpose

The purpose of this handbook is to familiarize you, the employee, with the policies and procedures of Cross Home Care. Compliance with the handbook is expected for all employees. The company reserves the right to interpret the contents of this handbook as it seems fit, and to deviate from policy when deemed necessary.

It is still required to read all of Cross Home Care's policies in addition to this Handbook. These policies are located in the Policies and Procedures Binder in the Cross Home Care office and online at www.Crosshomecarellc.com under the Resources → Employee Portal section.

Changes of Policy

Cross Home Care reserves the right to change this handbook's contents, at any time and at our sole discretion. You will receive written notice of any changes to the handbook, and are responsible to comply with up-to-date policies.

Employment at Will

We are happy to welcome you to Cross Home Care. We sincerely hope that your employment here will be a positive and rewarding experience. However, we cannot make any guarantees about your continued employment. Your employment here is at will meaning that you are free to quit at any time, for any reason. We also are free to terminate your employment at any time, for any reason within the law.

Equal Opportunity Employer

Cross Home Care is an Equal Opportunity Employer. We are committed to providing an inclusive and welcoming environment for all members of our staff and clients. It is the policy that Cross Home Care does not and shall not discriminate on the basis of race, color, religious creed, sex, sexual preference, age, national origin, ancestry, handicap or disability, marital status, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, referring clients/ staff, selection of clients and the services provided to clients. Reasonable accommodations shall be provided for handicapped or disabled employees. Clients and employee have the right to register their complaints of discrimination with:

Bureau of Equal Employment Opportunity: 301 5 th Ave. Suite 410, Piatt Place Pittsburgh, PA 15222 (412)565-7607	Pennsylvania Department of Health-Division of Home Health: 555 Walnut Street 7th Floor, Suite 701 Harrisburg, PA 17101 Phone: (717)783-1379 Fax: (717)787-3188 Complaint Hotline: 1-800-254-5164
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Crawford Active Aging, Inc.'s Ombudsman: 1034 Park Ave Meadville, PA 16335 (814) 336-1792	Pennsylvania Human Relations: 301 5 th Ave. Suite 390, Piatt Place Pittsburgh, PA 15222 (412) 565-5395
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Americans with Disabilities Act

It is Cross Home Care's policy not to discriminate against qualified individuals with a physical or mental disability with regard to any aspect of employment. Cross Home Care is committed to complying with the American with Disabilities Act, as amended, as we have read, understand, and will abide by the ADA Provisions.

Cross Home Care recognizes some individuals with disabilities may require accommodations in order to perform their duties and responsibilities. If you are disabled or become disabled (meaning you have a mental or physical impairment substantially limiting one or more of the major life activities) and you require a reasonable accommodation, you must contact Human Resources at Cross Home Care to begin the interactive process, which will include discussing your disability, limitations, and possible reasonable accommodations that may enable you to perform the functions or your position, make the workplace readily accessible to and usable by you, or otherwise allow you to enjoy equal benefits and privileges of employment.

Immigration and Employment Eligibility

The Immigration Reform and Control Act of 1986 deems it illegal for any employer to hire anyone who does not have legitimate authorization to work in the United States. Due to this, we require all new hires to complete and sign an Employment and Eligibility Verification Form (I-9) and to present documentation verifying your identity and your authorization to work in the United States. This is required within three (3) days of hire.

Standards of Conduct/ Ethical Behavior

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

- HIPAA violations- discussing other clients or Protected Health Information concerning clients with anyone not authorized by the client.
- Discussing any office matters with the client
- Borrowing money or accepting gifts
- Idleness or loafing during working hours- Unsatisfactory work performance
- Reporting for duty under the influence of intoxicants
- Eating or drinking the client's food without permission
- Smoking while on duty
- Offering medical advice
- Use of cell phones unless in an emergency (excluding the office)
- Bringing anyone to a client's home with you

A complete policy on Code of Ethics is located in the office for your reference.

Confidentiality

HIPAA is a federal law that protects client's confidential health information. As an employee of Cross Home Care, it is your responsibility to understand that you are not to discuss HIPAA protected information with anyone, including family or friends, excluding client approved persons. A complete policy on Confidentiality is located in the office for your reference. Your personnel record is confidential information, and the information will not be released to any outside party without your authorization or as legally required.

Probationary Period

All new employees are subject to a probationary period equal to 90 days from official hire date. This time period is to decide if the new employee is a good fit for the position. A review of the employee's work will be conducted at the end of the 90 days. Employment may be terminated during or at the end of the probationary period.

Employment Requirements

Below is a list of employment requirements. For more information, please refer to the corresponding policies.

- Must be 18 years or older
- High School Diploma or GED preferred
- CPR Certification
 - Employee must complete CPR Certification within 2 months of hire or disciplinary action will follow
- Valid Driver's License and Driving Record
 - Cross Home Care's employees can drive clients to appointments, for shopping, errands and other needs as part of the array of services offered.
 - The following verifications are required prior to an employee driving a client
 - Valid driver's license
 - Driving record review
 - Working cell phone
 - Valid registration

- Valid inspection
 - Adequate auto insurance
- Criminal Background Check
 - In compliance with Pa Code § 611.52.
 - Cross Home Care requires that each caregiver undergo a criminal background check before becoming eligible to provide services to clients.
 - We will hire on a provisional basis pending the results of a criminal background check following The Pennsylvania Code § 611.54.
- Reference Checks
 - Cross Home Care requires at least two professional reference checks to be conducted for every job applicant, regardless of the position for which they are applying. This process is conducted to verify the accuracy of the information provided by the applicant.
 - Cross Home Care will ensure that all reference checks are conducted in compliance with all federal and state statutes. Therefore, the only information that can be collected is that pertaining to the quality and quantity of work performed by the applicant, the applicant's attendance record, education, and other work-related issues.
- Child Abuse Clearances
 - In accordance with 28 Pa. Code § 611.53.
 - Cross Home Care will hire on a provisional basis pending the results of the Child Abuse Clearances.
- Screening for Tuberculosis
 - Annual Tuberculosis Screening is required
 - Can be completed after formal hiring but before contact with clients
 - If screening results show positive for Tuberculosis, staff is to report to a physician immediately.
 - If someone is diagnosed with active TB- The local county health department will be involved with the employee's care and will determine when the employee is able to return to work. The county health department may also perform a workplace evaluation and testing if possible transmission occurred.
- Drug Testing
 - A urine drug test will be completed on a random basis. If any employee fails a drug test at any time during employment, corrective action will be taken, including, but not limited to, termination. Please see the "Drug Free Work Environment" section of this handbook.
- Annual Competency Training (Direct Care Staff)

Successfully complete one of the following:

- Valid CNA certification or
- As a Personal Care Provider, you are required by law to complete continuing education credits covering the following topics on an annual basis:
 - Confidentiality
 - Consumer control and the independent living philosophy
 - Instrumental activities of daily living
 - Recognizing changes in the consumer that need to be addressed
 - Basic infection control
 - Universal precautions
 - Handling of emergencies

- Documentation
- Recognizing and reporting abuse or neglect
- Dealing with difficult behaviors
- Bathing, Shaving, Grooming and Dressing
- Hair, Skin and Mouth Care
- Assistance with ambulation and transferring
- Meal preparation and feeding
- Toileting
- Assistance with self-administered medications

At Cross Home Care, we strive to have the best and widely trained staff. Because of this, additional training in other areas will be required in addition to the above areas. Employees will be compensated at Cross Home Care's Training Rate of Pay for completing the annual training requirements.

On the Job Training

All new hires will be introduced to the clients that they will be working with and may shadow another employee for at least one shift if the employee has no previous caregiving experience or requests it.

Direct Care Staff (PCAs)

A Personal Care Aide (PCA) or Caregiver is an individual who provides assistance by performing personal care services to clients of all ages with disabilities and chronic conditions. However, this assistance is limited to the performance of Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL).

All employees will be required to sign acknowledgement of receipt of their job description. The acknowledgement will be kept in the employee's file. All employees are expected to render services to the clients as outlined below. All employees, regardless of their skill level or professional license, will be required to assist the client with the services outlined in the 'Services' section of this handbook. Employees may also be expected to assist in the care of pets. All personnel are responsible to report client condition changes to their supervisor as needed. Staff assigned to cases may be expected to participate in case conferences to further accommodate the process. The services provided to a client are based on and limited to a client's Care Plan developed by Cross Home Care, the client, and/or the client's family. The Care Plan is based on an assessment of the client's needs for services, developed in conjunction with a functional assessment and with the input from the client and/or client's family. PCA services vary depending on the needs and requirements of each individual client.

Services involve direct care from cueing/prompting to total assistance and may include the following activities:

- Assistance with activities of daily living and/or personal hygiene. These activities may include dressing, bathing, grooming, eating, routine hair, and skin care;
- Assistance with bladder and/or bowel requirements or toileting needs including helping the client to and from the bathroom, or assisting the patient with bedpan routines;
- Assistance with transfer activities and ambulation;

- The PCA does not administer medications (Please see the “Administration/Dispensing of Medication and Non-Prescription Medication” section of the handbook.)
- Assistance with meal preparation. Examples of meal preparation activities include menu planning, storing, preparing and serving food;
- Assistance with housekeeping, tasks that include assistance with activities related to housekeeping that are essential to maintaining the client’s health and safety in the home. Examples of housekeeping tasks include, but are not limited to, changing bed linens, light housekeeping, laundering, washing dishes and shopping;
- Transportation services include accompanying and personally assisting clients on trips outside the home.

Services NOT Permitted: PCP services should never be confused with skilled nursing services.

Services that are not permitted as personal care include, but are not limited to the following:

- Application of dressings involving prescription medications and antiseptic techniques, including the treatment of moderate or severe skin problems
- Giving injections of fluids into veins, muscles, or skin
- Administration of medication (as opposed to assisting with self-administered medications);
- Disposal of Medication is NOT permitted by the agency or the State.
- Physical assessments
- Changing hours, days or increasing and/or decreasing time authorized;
- Accepting or carrying keys of client’s home
- Buying alcoholic beverages or cigarettes for client
- Making long distance calls from the client’s phone;
- Loaning, borrowing or accepting gifts of money or personal items from the client
- Accepting or retaining money or gratuities for any reason other than that needed for the purchase of groceries or medications for the client.

Office Staff

The office staff is the backbone of keeping Cross Home Care running smoothly. Some, but not all responsibilities of Office Staff are listed below:

- Understands and adheres to established Cross Home Care policies and procedures.
- Creates and maintains staff schedules.
- Provides staffing for sick leave, vacation, long term leave.
- Schedules client appointments/visits according to care plans and staff availability.
- Enters scheduling data, creates schedules.
- Contacts care providers and clients regarding day-to-day changes.
- Discerns client services required as outlined in agreements, urgent requests and care plans.
- Enters staff and client information into the database.
- Maintains staff and client database (staff annual training, dates and reminders of TB, client admission, client hospital admission and discharge).
- Maintains staff and client statistics, and reports.
- Performs general office duties including but not limited to word processing, photocopies, files, shreds, sort/distributes mail, provides reception and telephone services.
- Orders supplies
- Creates procedures for dealing with patients
- Oversees Personal Care Providers and On-Call Staff

On-Call Staff

Please see the On-Call Policy located in the Cross Home Care office and the “On-Call Procedure” section of the handbook.

Uniforms, Personal Appearance and Demeanor

Every employee contributes to the image others have of Cross Home Care. All employees are required to dress in appropriate work attire and to behave in a professional manner.

Personal Care Aides: Cross Home Care asks all Personal Care Aides to dress in one of the following: Scrubs, Cross Home Care t-shirt or hoodie, Solid color shirt, Khaki pants, Khaki or solid color shorts (finger-tip length or longer) or capri pants, and Neutral colored close-toed shoes (Tennis shoes).

Office Staff: Office staff are asked to dress under the following categories: Business Casual style such as dresses, khakis, dress shirts, button up shirts and polos, Scrubs, Cross Home Care t-shirts or hoodie, Jeans are acceptable but should not be constant, and Shoes must be in good taste and condition.

General Rules:

- Clothes should not be stained, holed or tattered
- Name tags must be worn at all times
- Clothes should be tasteful and non-revealing
- Tattoos, jewelry and makeup should be in good taste and not interfere with the performance of your job. Be respectful to the client’s preferences: if the client is uncomfortable with any jewelry or makeup; you will be asked to remove it.
- You may be asked to change or remove jewelry or makeup if a complaint is made
- Clothing must not interfere with the performance of your job

Supervision

Quality Care Visits: Weekly, Monthly and/or Quarterly visits are made to the client’s home to ensure that proper care is being provided, needs are met, house is in adequate condition and the contents of the client’s Care Book is up to date. These visits can be scheduled or unscheduled.

Compassion Calls: Employee and client communication is reinforced by way of monthly calls to the clients, caregivers, family and support staff (hospice, case managers, etc.). These calls ensure that it is in fact a good match, both the client and caregiver are satisfied with the match, needs are being met by the client and whether any additions need to be made to the care. The client has the right to dismiss a caregiver for any reason and request a replacement.

These calls and visits give the client, the family and the caregiver the opportunity to voice concerns, ask questions, request needed supplies, equipment, additional service needed etc.

Care Plan

Personal Care Aides are to provide the care as it is outlined in the Care Plan. If the client or family requests care that is not on the Care Plan, or the care needed is not on the Care Plan, please contact the office immediately and report the need for changes. Do not provide care that is not on the Care Plan without a supervisor’s approval.

Care Plans are completed and reviewed by the authorized staff members of Cross Home Care. The Care Plan is then reviewed with the client for accuracy, changes noted, reviewed with the caregiver providing the care and signed by both parties. The signed copy is kept in the office at the agency. The Care Plan consists of the following levels of need:

- Independent- Client completes activity without any assistance
- *Standby*- No hands-on contact, but PCP is supervising close by if client needs assistance
- *Contact Guard Assist (CGA)*- PCP has hands on client, but does not need any physical assistance
- *Minimal Assist* – Minimal assist is defined as needing very little help with the identified task. (PCP completed <25% of work load)
- *Moderate Assist* – Moderate assist is defined as PCP completing 25-75% of work load
- *Max Assist* – In depth, more hands-on care for and with the client. (PCP completed >75% of work load)
- *Total*- The PCP does all work

Shift Documentation

Each shift requires documentation stating the date and time of each shift, who provided care, what tasks were completed during the shift, comments regarding what happened during the shift.

1. *CareSmartz 360 App*: Preferred Method
 - a. Each PCA has access to download the CareSmartz 360 app to clock in and out, complete their shift documentation and view their schedules.
2. *Telephony*: If the App is not available, it is still required to clock in and out by using the client's phone, calling Cross Home Care's telephony system number and following the prompts.
3. *Care Logs*: Used as last resort!
 - a. Care Logs are provided in the Care Book at the client's home along with the client's Care Plan and other pertinent information. Additional Care Logs can be picked up at the Cross Home Care office 24/7.
 - b. All care must be documented at the time it is provided and must follow the Care Plan that is located in the client's home. Caregivers should maintain clear and accurate records for the care provided. Documentation must be thorough, concise, and reflect the Care Plan goals. Our records are legal documents admissible in a court of law.
 - c. Write neatly and legibly. If an error is made, line through it ONCE, write the correct information beside it, date and initial. Never erase, scribble out, white out, or write over previous notes. If an entry is forgotten, write it as a "late entry".
 - d. Each log must clearly state the date of the shift, the employee's clock-in and clock-out time, all pertinent OBJECTIVE information during the shift and the employee signature. All essential information about the client during your shift must be recorded in log.
 - e. Care Logs **MUST** be turned in by Monday at Noon! Pictures are acceptable until originals are turned in. Pictures **MUST** be clear and show all four corners of the page. You **MUST** send the front and back of the Care Log! **ALWAYS** turn in your **ORIGINAL** Care Logs!!!!!!
 - f. **Never** use white out
 - g. **Never** scribble or scratch out errors
 - h. Care Logs should **ONLY** be used if the CareSmartz app AND/OR Telephony are unavailable.

- i. Care Logs should **ONLY** be completed in Black or Blue Ink- NEVER use pencil, marker or crayon
- j. IF IT IS NOT DOCUMENTED, IT DID NOT HAPPEN.
- k. **NEVER** throw away Original Care Logs even if you send a picture to the email or on-call phone. We **MUST** retain the original on file as it is a legal document.
- l. You will **NOT** receive your PTO if we do not have ALL of your Original Care Logs.

Mileage Reimbursement

Please review the Mileage Reimbursement Policy in its entirety.

Money Handling

Please review the Money Handling Policy. Cross Home Care will allow an employee to handle money only when he/she is running an errand, such as going to the pharmacy, grocery store, dry cleaners, etc.

- If the client wants the employee to run errands, the type of errands needs to be described on the Care Plan. If it is not, the employee needs to call the office regarding this change. The care plan will be modified appropriately.
- The Money Handling Log will be kept in the client's home in the client's Care Book.
- Cash ONLY! Each time the client gives the employee cash to run an errand(s) the Money Handling Log must be completely filled out. Staple all receipts to the log. Logs are turned in EVERY MONTH!
- Money Handling log must be turned in on the first business day of every month with the Client's Care Logs.
- The employee will never write a check for a client, pay a client's bills, sign as a client for a credit card purchase or transfer money from one account to another for a client. If a client needs assistance with these tasks, a money management professional will be referred to them.

Incident Reporting Requirements

Please review the Policy on Critical Incident Management and Prevention. In the event of any of the following occurrences, call the office immediately. Some examples are:

- Client injury or illness OR Injury or illness to yourself
- Theft or Illegal activities in the home
- Unusual or dangerous client/family behavior
- Any occurrence requiring police or emergency service
- Change in client condition
- Client Hospitalization
- Client admitted to a Nursing Home/Rehab
- Out of Home Respite/Care
- Structural damage to the client's home
- Client Non-compliance with medical care
- Unsanitary conditions in the client's home (insect, rodent, etc.)
- Failure of Universal Precautions or an incident of exposure to blood, bodily fluids or other infectious waste

When you call the office, answer all questions thoroughly and follow instructions carefully. Document what took place and what was done, and send your documentation to the office after the Cross Home Care

incident. Incident Reports must be filled out for appropriate incidents within 24 hours. The company has available incident reports for both client and employee related injuries.

Condition Changes in Clients

When a "condition change" is observed, call the Cross Home Care office. A condition change is something you find or observe with the client that is not on the original Care Plan such as level of assistance needed, client injury, or any other concern. Call the office immediately if the client is not at home or does not answer the door when you arrive to provide care.

Rest Periods and Lunch Breaks

Direct Care Staff: Cross Home Care believes that breaks are an important part of the working day. Given the nature of our business, our work environment may not always be conducive to regularly scheduled breaks. Employees are expected to exercise proper judgment and, when appropriate, such breaks shall not exceed two fifteen minute periods. An employee may not leave the client's household during a break. Rest or meal breaks cannot be used to shorten the work day in any way by arriving late or leaving early from a shift. An effective way of getting your "lunch break" is to eat when the client is eating.

Office Staff: Office staff's lunch break can be taken between 11:00am-1:00pm and cannot exceed 30 mins. This lunch break is non-paid, meaning office staff must clock-out for lunch break. Staff does not need to stay on premises while on lunch break, but does need to lock all office doors and leave a sign on the main office door with your return time.

On-Call Procedures

Please review the On-Call Policy in its entirety. On Call Staff are the key persons during after hours of operation. (Offices are typically open M-F 8:00 am to 4:30 pm) The on-call person is on duty 4:30 pm to 8 am during workdays and 24 hours on weekends and holidays. The on-call person is equipped like an office on the road. One golden rule for On-Call Staff is he/she must answer or return phone calls within 15 minutes of a call. The on-call representative duties include, but are not limited to:

- Answer phone calls
- Handle emergencies
- Staff cases (provide back-up/replacement caregivers for delivery of services)
- Perform introductions with clients and caregivers
- Pick up cases
- Take referrals and contact potential clients
- Visit clients in the hospital when necessary
- Cover shift if needed

He/she is advised to plan events to keep him/ herself sober and within 15-minute response time to calls and one hour travel time to the office. While on call, the staff member must be equipped with a working cell phone and the On-Call Binder.

After-Hours Phone Number

Cross Home Care offers an after-hours phone number for staff members to call for emergencies. We expect you to make your calls for business-related matters from 8:00 a.m. to 4:30 p.m., Monday

through Friday. Only emergency calls should be made after-hours. The emergency number for the Meadville Office is (814) 853-5853. The emergency number for the Hermitage Office is (724) 815-9483.

When to Call the Office

Employees must call, the office for the following concerns:

- When the employee is aware of possible work schedule changes or problems
- When the employee knows that he/she is going to be late for work
- When the employee is aware of his/her personal illness or conflict that prevents him/her from completing the tasks assigned (4 Hours prior to start of shift minimum)
- When the employee is having difficulties in meeting job responsibilities
- When the client shows changes of health condition
- When the employee is available to work after an illness or other circumstances, he/she needs to inform the office, who in turn will do their best to put the employee to work
- Time-off or vacation leave should be requested 30 days in advance.

Please call the office after you leave the first 3 scheduled shifts with any client. We want to follow up with you to resolve any concerns so that you will be comfortable caring for your clients.

Emergencies

For life-threatening emergencies, call "911." In the event of a client's death, expected or unexpected, please record accurately all data regarding the death. Employees shall record the exact time and the events that happened. Notify the office for further directions.

Emergency Disaster Preparedness

Emergency and Disaster Preparedness is a planned coordination of efforts which includes procedures to be followed to assure that the home care needs of clients continue to be met in emergencies which interfere with the delivery of service.

Under routine procedures, each patient generally receives the highest quality of care that Cross Home Care is able to provide. In the event of a disaster, the philosophy of Cross Home Care may be altered to that of providing care for the greatest number of clients. Steps which have been considered in developing this Disaster Plan are as follows:

1. To review the various types of disasters which can occur, emphasizing the types of disasters which are most likely to affect our clients.
2. Assess the resources at hand (facilities, material and personnel) and resources necessary to effectively cope with the disaster.
3. Allowing sufficient flexibility within the plan to meet unexpected contingencies.

For the purpose of this plan, a disaster is defined as any situation which seriously over taxes or threatens to seriously overtax the routine capabilities of deliverance of patient care in the home.

Causes of Disasters:

1. Common natural disasters including but not limited to earthquake, hurricane, tornado and flood.
2. Industrial accidents involving explosion or environmental release of toxic chemicals.
3. Fire
4. Extensive or prolonged utility failure.

5. Collapse of buildings or other occupied structures.
6. Bomb threats

Types of Disasters:

Internal Disasters

1. An event which causes or threatens to cause physical damage and injury to the home, family, client or personnel.
2. Examples of internal disasters are fire, explosion, telephoned bomb threats or extensive or prolonged utility failure.
3. An internal disaster may require removal of the client from threatened or affected areas.
4. Internal coordination is necessary to assure that each professional staff member is aware of his/her individual role in the Disaster Plan and to assure that all available resources are most efficiently and effectively utilized. Each Supervisor must assure that the field staff is aware of his/her individual role and responsibility during a disaster.

External Disasters

1. An external disaster may require that contact be made to the local fire department, police, ambulance services, volunteer agencies, local hospitals and other residential health care facilities.

Worksite Violence Prevention

All employees should be treated with respect and courtesy at all times. It is prohibited for employees to engage in fighting, horseplay, or any other conduct that may be dangerous to others. Firearms, weapons and other dangerous or hazardous devices are prohibited at the Cross Home Care office or at any client's home.

Client Abuse/ Neglect

Please review the Client Abuse, Neglect And Misappropriation Of Client Property Policy. All Cross Home Care staff are instructed to report any suspicions of patient abuse/neglect to Cross Home Care including self-abuse/neglect. Suspected abuse/neglect will be reported according to state regulations. Confidentiality is maintained for all suspected clients of abuse/neglect investigations. Any employee involved in client abuse/neglect will have disciplinary action taken.

Sexual Harassment/Offensive Behavior Policy

Please review the Sexual Abuse And Misconduct Prevention Policy. It is the policy of Cross Home Care that harassment on the basis of protected status (race, creed, religion, sex, national origin, marital status, with regard to public assistance, disability, age, membership on a local human rights commission and sexual orientation), including sexual harassment is prohibited.

Such harassment violates the law, creates an offensive working environment, decreases productivity, adversely affects the positive working relationships, increases costs to the agency and tarnishes the image of the agency and everybody associated with it.

No employee may engage in verbal or physical conduct that degrades or shows hostility or aversion toward an individual because of that person's race, creed, color, religion, sex, national origin, marital status, status with regard to public assistance, disability, age, membership on a human rights commission or sexual orientation, or that of the person's relatives, friends or associates, if the conduct:

1. Has the purpose or effect of unreasonably interfering with the persons work performance, or
 2. Otherwise adversely affects that person's employment opportunities.
- One form of prohibited harassment is sexual harassment. Sexual harassment is defined as:
- Making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature a condition of an employee's obtaining employment or continuing employment; or
2. Making submission to, or rejection of such conduct the basis for employment decisions affecting an employee; or
 3. Creating an intimidating, hostile or offensive working environment or otherwise substantially interfering with an individual's employment by such conduct; or
 4. Retaliating against an employee for complaining about such conduct.

Complaints Relating to Prohibited Harassment

An employee who believes he or she has been subject to harassment prohibited by this policy should report the incident immediately to his or her supervisor. The complaining employee will be asked to put the facts surrounding the offensive conduct or communication in writing. Thereafter, the investigation may include interviews with the employee making the charges, the accused employee, and appropriate witnesses, depending upon the individual circumstances of the matter. Determination of whether prohibited harassment occurred will be made on a case-by-case basis, depending upon the circumstances of the matter, including the type of harassment alleged, the context in which the alleged harassment occurred and any other facts deemed relevant. The employee making the complaint will be advised of the final disposition of the matter

Discipline for Prohibited Harassment

A violation of this policy may be grounds for immediate discipline, up to and including discharge, or other appropriate action.

Safety

In order for our clients to feel safe, it is your responsibility to assist them in providing a safe work/ home environment.

- Report any unsafe or potentially hazardous conditions to management immediately
- Use proper body mechanics when lifting
- Do not operate electrical equipment with wet hands
- Suggest removing tripping hazards to the client including area rugs and wiring

Remember to always think about the safe way to do your job BEFORE you start. No work is so important that it should be undertaken in an unsafe manner. An accident-free workplace is of paramount importance. Only by your active participation can we maintain a safe work environment. We welcome your participation, suggestions, and questions. Most importantly, if you observe an unsafe work condition or practice, or know of faulty equipment or tools, call the office. We will fully support your efforts and work with the client and/or their family to correct the situation. With the help of every one of us, we feel that accidents and injuries on the job can be eliminated.

Employee Records/ Personnel File

It is your responsibility to notify the office staff, in writing, of any changes in name, address, telephone number, marital status, dependents, emergency contacts, and/or certifications. You have the right to review a copy, but not remove your personnel file.

Do Not Resuscitate

There are two ways of handling the Do Not Resuscitate (DNR) or Full Code Order. If the patient is under hospice care, the provider shall take no action when the client is on the verge of death other than informing the hospice administration and family. If the patient is not under hospice care, the DNR must be clearly posted on the face of the refrigerator for everyone to see. When there is a DNR order and the patient is already at the verge of death, the provider does not initiate CPR, and calls the hospice company. If the client does in fact have a DNR, the agency must have a copy on file. This ensures the agency follows legal protocol at time of death. If the patient does not have a DNR in place, they are considered a Full Code.

Smoking Policy

Please review the Smoking Policy.

Drug Free Work Environment

Cross Home Care is dedicated to providing a safety conscious, healthy, drug free worksite. Drug tests will be administered to all new hires. We cannot tolerate the unlawful use of non-prescription, controlled substances or the abuse of alcoholic beverages in the workplace. The agency will not employ persons who use, purchase, possess, manufacture, sell or distribute illegal or controlled substances. Corrective action will be taken if a drug test is positive resulting in termination of employment. If an employee appears to be under the influence of alcohol or drugs when reporting to a client location and/or on the job, the employee will be required to take a drug and/or alcohol test at a facility designated by the agency. DO NOT DRINK ALCOHOLIC BEVERAGES WHILE ON DUTY. USE OF DRUGS IS STRICTLY FORBIDDEN.

Corrective Action

Please review the Disciplinary Action Policy. Corrective action may call for any of the four steps – a verbal warning, written warning, suspension with or without pay, and/or termination of employment – depending on the severity of the situation and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Giving and Receiving Gifts

Private-Pay Clients: You may not give or receive any gift (over \$30) to or from a client or client family member unless permission is granted from management. Cross Home Care understands that there are some occasions that a client or staff member would like to give a gift to each other. If a gift exceeds \$30, you must call the office to receive approval to accept the gift. Employees are prohibited from accepting or giving any money to/from any clients!

Medicaid Waiver Clients: Office of Long Term Living prohibits any client who is receiving waiver services from giving or receiving any gifts!

Company, Client and Personal Property

Employees are expected to take all precautions to ensure that the workplace and clients' homes are not damaged. Theft is not tolerated at Cross Home Care and corrective action will be taken if there is a report of theft (after investigated). Upon termination from the company, whether voluntary or involuntary, you are required to return all company property to management on or before your final day.

Personal Telephone Calls, Mail and Email

Please review the Cell Phone Policy. We understand that at times it is necessary to answer personal calls or email, but it should be kept to a minimum and as brief as possible. We ask that no personal phone calls are sent or received from the client's phone. Personal mail should not be sent to your work address. Using a client's stationary, stamps or other mailing supplies is prohibited.

Paychecks, Time Sheets and Direct Deposit

Each employee will receive a pay stub on request identifying earnings, tax withholding and other deductions. Upon receipt of your pay stub, always verify your hours worked and corresponding pay are correct. If you have a question or concern, notify management immediately. You are responsible for designating the number of tax exemptions you wish to claim. You may change the number of exemptions by completing a W-4 form and submitting it to management.

Paychecks are issued weekly on Friday. Compensation will either be mailed to your direct address or directly deposited into a bank account of your choice. To receive this service, you must fill out the Direct Deposit Form with a voided check. Each paycheck is for the work performed during the prior pay period.

Clocking In/ Out

There are two options for clocking-in and clocking-out. All staff must clock-in and -out using one of the below options.

1. Mobile GPS: Caresmart 360 App

Staff MUST be at the client's home location for Mobile GPS to work effectively due to going by longitude/ latitude coordinates.

2. Telephony:

Telephony must be performed on the client's home phone to show a compatible match in the system. It is prohibited to use the staff's personal cell phone for clocking in and out purposes unless the need arises due to unforeseen circumstances. If this happens, you must contact the office or on-call staff regarding this.

Work Schedule and Punctuality

Please review the Time Off, Punctuality And Call-Off Policy. Due to offering 24/7 services, shifts are scheduled at the client's request. Cross Home Care does our best to work around employees' schedules. Time Off requests must be turned in at least 30 days before the request day(s) off.

Punctuality is an integral part of the job. It is important that you are on time, and appropriately attired, at the beginning of your shift. If you feel you are going to be late or unable to make it to your shift, you need to contact the office or on-call staff immediately. We ask that if the problem can be resolved by contacting your fellow co-workers, please do so first then call the office staff to confirm the schedule change. Corrective actions will be set in place with situations deemed appropriate by management.

Absences and Sick Days

Please review the Time Off, Punctuality And Call-Off Policy. Absenteeism and tardiness places an extra burden on your clients and fellow co-workers. If you are sick, it is imperative that you call the office immediately. Please call the after-hours number to report any emergencies, tardiness or absenteeism.

It is required that you speak with an On-Call Staff or office member. Do not leave a message or text as doing so will constitute a no call or no show and disciplinary actions will be taken.

1. If an employee is out for 3 or more days, a doctor's note must be provided.
2. An employee must provide an indication of when he/she will be able to return to work

A 4 (four) hour minimum notice is required prior to a scheduled shift. If this is not provided, disciplinary action can follow. A doctor's excuse will be taken to assure disciplinary action will not follow.

Salaries and Wages

Salaries and/or wages shall be determined at the time of employment. A Wage and Tax Statement (W-2) will be provided to all employees at the beginning of the year recording the previous year's wages and deductions.

Deductions

Federal and State laws require that the following is deducted from each paycheck.

- Social Security
- Income Tax (Federal and State)
- Medicare
- Unemployment
- Other deductions required by law or requested by employee

Involuntary and Voluntary Termination

Although we hope that all employment relationships are equally rewarding, we may terminate an individual's employment due to dissatisfaction with performance, the determination that a breach of company policy has occurred, changing business needs or other reasons. Employees who wish to terminate their employment relationship with our agency are urged to provide advance notice of at least two weeks of their intended termination. We prefer notice in writing and submitted to management.

BENEFITS

Paid Time Off

As of 8/1/2021, Cross Home Care, LLC will be providing Paid Time Off (PTO) to all employees. Paid time off (PTO) is the company's provided benefit where an employee is allotted an amount of paid time which may be used for vacation, sick, or personal time at their discretion. The company shall require employees to accrue PTO based on time worked.

ACCRUING PTO

- Employees will begin accruing PTO upon date of hire. Any employees employed prior to 8/1/21 will start accruing PTO as of 8/1/21. Although PTO will begin accruing, PTO will not be considered earned until the employee has been employed by Cross Home Care for a period of 6 months- meaning that an employee cannot use accrued PTO until they have been employed for 6 months.
- PTO will accrue at the rate of .04 per hour with a maximum of 80 hours/ year. (Example: Employee worked 40 hours per week for one year equaling 83.2 hours. This employee would receive the max allowance of PTO for the year at 80 hours.)
- If an employee calls off, he/she forfeits any PTO that can be earned during that pay period.
- Associates will not accrue PTO time while on leave of absence or unpaid suspension nor will be permitted to use PTO while on unpaid suspension by Cross Home Care.

USE OF, NOTICE AND SCHEDULING:

- All original Care Logs must be turned into the office before PTO will be approved. This is to assist the office with receiving all original documents needed to fulfill our requirements.
- PTO may NOT be used as missed time because an employee failed to report to work (call-off, no call/ no show), reports late to work (except during inclement weather) or to add hours.
- Employees are required to provide a minimum of two weeks' notice (unless approved by management) and obtain approval by immediate supervisor/manager prior to using PTO. This allows for our Schedule Coordinator to prepare for time off and assure that all staffing needs are met.
- Supervisors/managers reserve the right to refuse payment of PTO because of improper advance notice or in the event that adequate staffing is unavailable to cover.
- PTO is paid at your regular pay rate and is not subject to overtime.
- Employees may not take less than one (1) hour of PTO at a time.
- PTO can only use 40 hours maximum at a time.
- Employee must turn in ALL original Carelogs before receiving any PTO

CASH OUT/ROLLOVER:

- At the beginning of each year, each employee has the option to roll over a maximum of 40 hours and/or cash out a maximum of 40 hours of accrued PTO from the previous year.
- Cross Home Care will send out a letter at the beginning of each year with each individual employee's accrued PTO time from the previous year. It is the responsibility of each employee to contact Cross Home Care to dictate their PTO roll over and cash out options by **January 15th** of

each year! If Cross Home Care is not advised by the employee of what to do with their accrued PTO time, that PTO will be forfeited.

- All cashed out PTO hours will be paid at the employee's regular rate of pay on the first check in February.

TERMINATION:

- Employees who have been employed for at least one year, provide a two week notice and exit on good terms may be paid for all available but unused PTO when leaving Cross Home Care LLC at the discretion of management. Accrued (unearned) PTO is excluded from payout. Employees who give two weeks' notice of employment termination must work the two weeks without utilizing PTO. If you are terminated from the company, you forfeit all existing or future PTO.

RECORDING PAID TIME OFF:

- Employees must complete a PTO Request Form. Management is required to approve the PTO request and the PTO Request Form will be filed in the employee's file.
- The amount of PTO available and used will appear on the employee's pay stub.

Working Overtime

There may be times where overtime is required to accommodate the needs of a client. In this event, overtime must be approved by Management at Cross Home Care before overtime is worked. Overtime pay is based on actual worked hours over forty (40) hours per week. Overtime pay is time and a half of your regular hourly rate.

Holiday Pay

Please review the Holiday Policy. Cross Home Care recognizes the following holidays: New Year's Day, Easter Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day. Time and a half will be compensated if an employee works on the above dates. Cross Home Care office is closed on the above dates and Office Staff are off.

Vacations and Sick Leave

We pride ourselves in the flexible schedules we provide for our staff. We work around our staff's monthly availability (see Scheduling). If you have a vacation or need a day off, we ask that a "Request Time Off Form" be completed at least One Month in advance. Vacation time will be approved at the discretion of the Scheduler.

Leave of Absences

Employees requiring time off must apply for a leave of absence. All leaves must be approved by management and must be submitted at least 14 days in advance. Emergency leaves must be applied for as soon as possible. Accepting/ performing another job or applying for unemployment benefits while on leave will be considered voluntary termination. Cross Home Care reserves the right to approve or decline requests at will, except otherwise required by law.

Work Related Sickness & Injury: Employees eligible for Worker's Compensation rendered unable to work due to a work-related injury or illness will receive unpaid leave for the period required.

Maternity: An employee may request unpaid time off up to 12 weeks after the birth of a child.

Funeral Policy

In the event of a death to immediate family, Cross Home Care may provide a bereavement day without pay. This must be approved by Cross Home Care.

Military Service

A military leave of absence will be granted to full-time employees who are absent from work because of U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Right Act. Advance notice if required unless military necessity prevents such notice or it is otherwise impossible or unreasonable. The leave will be unpaid; however, employees may use any available paid time off for the absence. Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

- Benefits accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment. Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.
- Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Jury Duty

If an employee is called to jury duty, he/she must notify management and provide a copy of the Notice of Service. If an employee reports for jury duty and is excused, Cross Home Care requests that he/she returns to work to complete his/her regular workday if needed.

Worker's Compensation

Worker's Compensation is provided to all Cross Home Care employees. It is important that any injury that is experienced at work, regardless of whether the employee is still able to work, is reported to Management immediately to take the appropriate actions.

Injuries sustained at work are covered by worker's compensation laws. If you are not sure where to obtain medical treatment, contact the office. If treatment is availed from a non-authorized medical provider, the employee may be responsible for payment of such treatment and its related medical expenses. In the event of a life-or-limb-threatening emergency, call 911. However, a designated medical provider must provide any follow-up care. The following procedures must be followed when an employee sustains a work-related injury:

- Any injury or involvement in an incident/accident that caused injury while at work must be reported immediately to the office before the end of your shift. A 24-hour on call staff is always available to attend to matters like this.
- Employees are required to complete an incident report at the office within 24 hours of said injury, unless you are hospitalized. A company rep. would then come to you
- When permitted by the attending physician to return to work, documentation from the physician must be submitted to the office prior to the employee returning to work. To monitor work-related injury closely, the employee is requested to voluntarily indicate in writing whether he/she has been involved in or has sustained a work-related injury during the payroll period.