



Employee Handbook

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A Message from the President, Michael Malecki, RN, FF/NREMT

Dear New Team Members,

Welcome aboard! We are thrilled to have you join our dynamic team as you embark on an exciting and fulfilling career journey. On behalf of everyone at M & M Home Care, it is my genuine pleasure to extend a warm and heartfelt welcome to you.

You are now a valued member of an organization that holds honesty, integrity, and compassionate patient service at its core. With dedicated individuals like you on board, we have been able to provide exceptional home healthcare to our communities for many years. Your contributions will undoubtedly play a pivotal role in continuing this legacy of excellence.

In the pages that follow, you will find information about what we expect from you and what you can expect from M & M Home Care. We eagerly anticipate a long and mutually beneficial relationship, working together to deliver patient-centered healthcare within the comfort of their homes.

At M & M Home Care, our philosophy is simple yet profound: "Quality home care is not only our goal, it is our expectation."

The world of home healthcare has emerged as a positive solution to the complexities of the healthcare industry. Technological advancements now allow us to provide advanced medical treatments in the home, offering a safe and cost-effective alternative to traditional hospital and nursing home care.

Our most treasured assets are our employees, and this handbook is your guide to understanding how we can collaborate for mutual success. We kindly request that you take the time to review it carefully, acquainting yourself with our company's philosophy, policies, and procedures. If you encounter any uncertainties or require additional information, please do not hesitate to reach out to our Human Resources representative.

It's essential to remember that this handbook is not a contract, and our policies may evolve over time to better serve our mission and goals.

Your continued success within our organization relies on open and effective communication. If there's anything I can do to support you in your career at M & M Home Care, please feel free to reach out to me directly. I am here to assist and guide you as you embark on this exciting journey with us.

Sincerely,



Michael Malecki, RN, FF, NREMT
President

Purpose of the Handbook

Welcome to M & M Home Care! This Employee Handbook is a valuable resource designed to provide you with clear guidelines on our Policies and Procedures, as well as our employment practices. It's important for all employees to adhere to these policies and procedures, as they help maintain a harmonious and efficient work environment.

Your supervisor or manager is here to support you and can address any questions or concerns you may have regarding our policies and procedures. Please don't hesitate to reach out to them for guidance.

It's crucial to note that, in response to regulatory changes, company requirements, or agency needs, M & M Home Care may modify, suspend, or discontinue certain policies and procedures. We are committed to keeping you informed about any updates or changes.

Notifications about policy changes will be communicated through various channels, including Shiftboard (our scheduling system), email, text messages, and in-services. It is your responsibility to stay informed by regularly checking these emails and notices, as they serve as official notifications of policy changes.

Please remember that failure to monitor or read these communications does not exempt employees from their responsibility to adhere to our policies. We appreciate your commitment to upholding our standards and creating a positive working environment for all.

Mission Statement

M & M Home Care (also referred to as the “Company” values are patient-centered. We provide compassionate, cost effective home health care to patients throughout the State of Michigan. We perform our professional services with pride and respect. The patient’s dignity and sustained well-being are our guiding principles.

Our Core Beliefs and Values

M & M Home Care exists to have a significant impact in the quality of the lives of those we serve.

- We Impact Lives.
- We Are Expert Advocates.
- We Have Unwavering Character.
- We Have Persevering Integrity.

Our Philosophy

You are our most valuable asset. We expect you to represent your profession and M & M Home Care in a fashion, which will result in the satisfaction of our patients and referral sources. This will enable us to provide more services for patients and more work for you. We provide a wide variety of opportunities including care of spinal cord injuries, traumatic brain injuries, private duty cases, intermittent infusion, and neuro care

services in the home. This is our only business.

We have a commitment to our patients and their families to provide the best care in a cost effective way. We are careful in our screening and hiring process, and we believe that continuing education and training of our employees is paramount to quality services and patient satisfaction. Our goal is to make you the best you can be. Let us know how we can help.

M & M Home Care's home care program originated in the belief that each individual, regardless of age, sexual and/or gender identity, race, color, religion, sex, marital status, national origin, handicap, or source of payment, is entitled to maximize his/her optimum level of health status towards more complete physical, mental and social well-being, for that person and that person's family.

It is our philosophy to include both patient and family to the fullest extent of their abilities in the planning and implementation of care, and to provide educational and emotional support.

Core Philosophies of M & M Home Care

The Core Philosophies of working for M & M Home Care are what will set us apart from other companies both in and out of the realm of healthcare. Failure to operate within these rules will result in disciplinary action up to and including termination.

1. **A Job Is Either Done Or It Isn't.** Clinicians—your documentation is either on time or it is late. Office staff—deadlines are either met or not. It is very easy to utilize excuses in any field for failure. Successful people and companies find solutions instead. If your Supervisor meets with you to discuss a failure of a basic job duty at M & M Home Care, it should be very objective. They should discuss what task was not accomplished and may also provide some solutions from their perspective. Successful employees will contact their supervisor BEFORE a failure to ask for feedback, provide solutions, for solutions, or otherwise address the issue in a proactive manner.
2. **Our Customers:** We should strive to be proactive rather than reactive to the needs of our customers. If a patient is particular about time of treatment—call ahead, plan ahead, and meet the need before they ask for it. If a physician orders a lab, treatment, or test we should contact them each day until the order has been completed. If our patient goes in the hospital CALL AND CHECK ON THEM!! After contacting them communicate with the team (see #10)
3. **Clinical protocols are not optional.** Treatment plans that are designed outside of these protocols should be discussed and documented with your supervisor.
4. **Ask If There Is Anything Else You Can Help.** When you are finishing a clinical treatment, always ask if there is anything else you can help the patient with and if they feel they enjoyed their treatment. Responses should be documented. As office staff, when you are interacting with a customer on the phone, always ask if you have helped them, and if there is anything else prior to exiting the call or meeting.
5. **Communication is the key to success.** You should try to communicate with someone after every shift or treatment regarding clinical care. You should also communicate with your supervisor immediately

to address any issues or report in a proactive manner. If a patient has a need—communicate it to as many persons as possible on the treatment team.

Note: M & M Home Care Policies and Work Rules are NOT the same as the Core Philosophies of M & M Home Care. The Core Philosophies will help you follow our Policies and Work Rules are listed within the Handbook. All are necessary for the efficient operation of the Company.

Confidentiality

The right to confidentiality is one right held by our patients under our Patient Bill of Rights. As is true with any other medical/nursing record, the charts maintained on patients or M & M Home Care's home care programs are confidential documents. It is not appropriate to document in the chart or other places any aspects of family life or family functioning which is not directly related to the medical care, status, or safety of the patient. Information you read and hear about an individual is for you only and is not to be repeated outside the professional environment.

Caregivers do not discuss patients or office staff outside the context of professional conversation relevant to the patient's condition and plan of care. Discussions regarding patients are not held in the presence of non-involved individuals, even other M & M Home Care employees. Any breach of confidentiality on the part of caregivers is grounds for disciplinary action up to termination

As an employee working for M & M Home Care you can be working more than one case and, therefore you need to be extra cautious that you don't discuss one patient with another. You should never talk about other nursing personnel or the office staff.

On occasion you may be exposed to a patient or another staff member who tries to push you into gossip by asking leading questions. Some answers to these questions should be on the order of, "It's none of my business." "I don't know.", "I haven't noticed.", etc. Then you should immediately change the subject. Please try to stop these kinds of conversations before they start.

Policies and Procedures

All personnel are responsible to be familiar with the policies and procedures of this organization. Complete and comprehensive manuals are available in the office to review during office hours or 24/7 through the website www.MMHomeCare.com.

It is a part of your professional accountability to take the initiative to review these manuals or ask for the information if you have questions regarding a policy or procedure. These policies and procedures are not a contract and can change at any time.

This handbook is a guide to our Human Resource policies and is not meant to be viewed as all-inclusive and may be changed without notice.

Each employee is expected to comply with all company policies and procedures. The policies and procedures manuals are available for review.

Documentation Policy

Documentation in the medical record is a necessary activity of patient care. The ability to document appropriately is an essential skill for providing quality care. M & M Home Care staff are expected to maintain comprehensive medical record. Clinical documentation must be completed by the end of the shift.

M & M Home Care maintains an electronic documentation system that tracks the IP Address, date and time of every submission. If any staff member is unable to complete the appropriate documentation due to a technology issue, the office must be notified.

Scheduling Shifts

The Scheduling Coordinator is generally the office person with whom you will have contact for scheduling. All scheduling and cancellations are to be handled through office. We can offer flexibility in scheduling. You may accept or reject any assignment offered to you. If you accept it, you will be expected to fulfill the assignment in a professional manner and for the agreed length of time.

You may accept assignments or change assignments directly with other staff, but you must notify the the Company office.

Not Accepting Assignments

Employees who refuse to accept work assignments for more than 60 days, may have their employment status changed to "Inactive". All benefits will cease, effective with the change.

Shift Cancellation

Shift cancellation from the patient may occasionally occur. You will be notified immediately and an alternative assignment may be offered if possible. If your assignment is canceled after you arrive at the home, notify our office for instructions before leaving the patient.

When assigned to a home care case, you will be provided with the patient's name, address, a description of the patient's needs and the expected duties involved. You may also expect to be oriented to a particular case. In the event you do not feel comfortable or competent to perform the patient's care, inform the office at once and additional information or training can be provided.

During your scheduled shift you are expected to provide care and be with the patient the entire time. You are expected to take your meal with and store it at the home. You are not permitted to leave the patient to take a "lunch hour" or breaks, and you will be compensated for the entire time.

Generally, the patient cannot be left in the care of anyone except another designated, trained caregiver.

Calling Off / Employee Cancellations

Should you find it absolutely necessary to change or cancel your agreed upon shift / schedule, you must notify the office as soon as possible. It is essential to give the office no less than 72 hours notice in order for us to find an appropriate replacement for your assignment. Failure to provide adequate notice may be considered a violation of the attendance policy.

This is a very important factor in our ability to satisfy our patients. Remember that M & M Home Care is not a hospital or nursing home where, if you don't show for work, someone else may be forced to pick up the slack.

An employee who has missed three consecutive scheduled shifts due to illness or injury will have to get a doctor's release to return to work.

No Call / No Show

A "No Call/No Show" is grounds for disciplinary action, possibly including termination of employment. Repeated call-offs are also grounds for disciplinary action up to and including termination.

4 Hour Mandate Policy

In the event that a staff member calls off from their scheduled shift and/or the Company does not have adequate coverage to staff the shift following your assigned shift, the already assigned employee are required to stay a minimum of four (4) hours past their scheduled shift in order to allow time for adequate staffing.

Employees will be paid accordingly for staying over your scheduled shift (including overtime, and/or bonus – if applicable).

In the case that M&M Home care cannot find adequate staffing within the four (4) hour time frame, you will;

- be offered an opportunity to cover the entire shift or partial shift
- be relieved by administrative staff
- be permitted to leave the assignment

No One at Home

If you arrive at your assignment on the scheduled day and time and no one appears to be home, even after the assignment has been made and verified, please call the office for further instructions. **DO NOT GO HOME** until you have been instructed to do so by the office.

Turn Away Pay

M & M Home Care will make every effort to notify employees in advance when it is not necessary to report to work. These circumstances may include inclement weather, fire, flood, power outage, lack of work, etc. The company requires at least a 2-hour notice from our clients regarding shift cancellations.

If you arrive at a worksite and they have cancelled your shift without notice, you will receive a minimum of 2 hours of full pay for your inconvenience.

To receive your turn away pay, you must contact the office and receive approval from a supervisor to verify your arrival.

Visitors Policy

No staff who works for the Company should have friends or family visit while they are working at the home of one of our patients. This is an infringement of the family's privacy. In the event that you are being picked up from work or someone is bringing you something, that person must not be let into the patient's home. Violation of this policy may result in disciplinary action up to and including termination.

Telephone & Communications Policy

The patients' telephones are NEVER to be used for your personal phone calls. If it is necessary to call the Company office or any other member of the health care team for purposes of coordinating services, please be sure to ask the patient's permission.

If you become ill while on duty, please obtain the patient's permission to use the phone to call the office. We will help you make arrangements for care for yourself and the patient.

NEVER give the patient's phone number out. This is a breach of privacy that will not be tolerated.

We realize in this age of electronics that many of our employees have cellular phones. While it is good that your families can reach you in emergencies, we want to stress this is the only time you should be talking on your cell-phones.

You are being paid to take care of a patient, not to be spending your shift talking on a phone. The Company's policy in regards to cell-phones is clear:

- Do not use cell-phones while driving unless you are using Bluetooth.
- Do not use cell phones while transporting a patient. Regardless of Bluetooth capability or not.
- Do not call the office while driving
- Do not respond to texts or calls to your cell-phone while driving.

The Company relies on telephone and text contact heavily; it is often our primary forms of contact between office, staff and patients. It is imperative that whenever you receive a call or text from our office that you respond, when safe, your ability to assist in staffing, so that our efforts can be directed effectively toward a solution for the patient.

Smoking Policy

Smoking is not permitted while on duty. Our company strives to provide our patients with a healthful environment. Many of our patients are allergic to or sensitive to smoke.

Drugs and Alcohol Policy

In an effort to maintain a reasonably safe and healthful workplace, and in accordance with both federal and state law, the Company will from time to time inform employees through educational materials about the dangers of drug abuse in the workplace.

The Company also has adopted the following policy: It is a violation of the Company policy for any employee to sell, purchase, use, consume, possess, manufacture, distribute, dispense, or transport any illegal substance, or to abuse any controlled substance, on Company, or Patient premises and at any time during working hours, including meal and break periods.

M & M Home Care employees shall report to work with their abilities unimpaired by illegal or controlled substances, and remain so throughout their assigned workday. Therefore, random drug or alcohol screens may be done at any time. If you are convicted of a violation of any criminal drug statute, and that violation occurred in the workplace, you are required to notify your supervisor within five (5) days after such conviction. "Conviction" means a finding of guilt or acceptance of a guilty plea, including a plea of nolo contendere, or imposition of a sentence, or both, by a judicial body.

If you violate this policy, you will be subject to appropriate disciplinary action, up to and including immediate discharge. Alternatively, at the the Company's discretion, you may be required to complete satisfactorily a drug assistance or rehabilitation program.

You must comply with the requirements set forth in this statement.

Any questions regarding this policy should be directed to the Human Resources Department.

Parking Policy

When parking at or near your patient's home, you must obey all local parking laws. the Company cannot provide you with any special parking privileges. the Company will not pay for any parking violations or reimburse you for the fines.

Dress Code Compliance Policy

With today's wide variety in fashion trends it is impossible to describe every article of proper dress. Common sense and respect for team members is the key to a strong, positive professional environment. The cooperation of each team member regarding their own appearance is essential in maintaining the proper look and atmosphere in the workplace. Where team members are unwilling to recognize their responsibility and present themselves in an acceptable manner, it is the responsibility of the company to correct the situation.

Dress Code for Direct Care Staff

Some patients prefer for caregivers to wear scrubs and others allow you to wear khaki's and a comfortable polo shirt. For employees choosing to wear scrubs, in order to present a consistent and professional appearance, scrubs must be of a solid color or a combination of solid colored scrubs.

If an employee chooses to wear street clothes to and from the assignment and then change, they are expected to wear appropriate attire.

Neat grooming with clean clothing and well-kept shoes should be the standard you maintain while working as a caregiver.

- Hair (including sideburns, mustaches and beards) should be clean, combed and neatly trimmed.
- Make-up, fragrances and accessories should be worn in moderation.
- Fit and length of clothing should look professional and be appropriate for the physical requirements of the employee's position.
- Appropriate undergarments should be worn at all times.
- Dresses, skirts, split skirts, capri pants, culottes, and skorts of appropriate length may be worn (when worn with a coordinated over garment). Appropriate nylons or tights must be worn with these articles.
- Stirrup pants and denim (other than blue jeans) of professional fabrication and cut may be worn with nylons or socks.
- Shoes should be appropriate for the job, in good condition and polished.
- Generally, blue jeans are not permitted.

Examples of Inappropriate Attire:

- Shorts, sweat pants, spandex, leggings, bike style pants, wind suits.
- Sundresses (spaghetti strap, laced) and miniskirts.
- Visible body piercing (to include tongue bars and nasal piercing) other than earrings
- Excessively baggy clothing
- Socks are inappropriate with: skirts, capri pants, skorts, or split skirts (nylons should be worn instead).
- Tattoos and body art should remain as covered as possible. Lewd or explicit markings may not be exposed.
- Unnatural hair colors (i.e., pink, purple, blue, green, etc.)
- Cropped or midriff tops, tank tops, T-shirts and sweat shirts with logos other than M & M Home Care.
- Tattered/faded jeans
- Beach thong style sandals or athletic sandals

Jewelry Policy for Direct Care Staff

Jewelry is permitted. However, jewelry that inhibits the effective practice of universal precautions or any other safety procedure is prohibited.

Nose/Eye/Lip jewelry may not be worn by any team member. In all cases, medical jewelry is acceptable.

Nails Policy for Direct Care Staff

Artificial nails, acrylic nails, gel overlays, nail jewelry are not permitted on all direct patient care team members.

Tattoos/Body Art Policy for Direct Care Staff

Body painting/tattoos must be covered in the workplace at all times

Personal Hygiene Policy for Direct Care Staff

Personal cleanliness and hygiene must be maintained at all times. Every effort should be made to avoid offensive body odors through the regular practice of sound personal hygiene and by the use of deodorants and other toiletries.

Perfumes should not be used in a manner which would adversely affect the comfort of team members.

Oral hygiene is mandatory for all team members.

Dress Code for Office Staff

Office staff will comply with a “business casual” dress code. Scrubs may be acceptable for those office staff who may also visit clients.

Business casual is defined as: dress pants, Docker-type pants, khakis, slacks, casual skirts or dresses (if appropriate length), shirts with collars, blazers, sports coats, sweaters, golf shirts/polo shirts, and blouses are all appropriate pieces of clothing for a business casual wardrobe.

Employees who are approved to wear business attire or business casual attire are not required to wear hosiery.

Generally, blue jeans are not permitted. However, employees who do not work in public areas and/or do not have customer interaction may be allowed to wear jeans on Fridays with Director level approval. Other rare exceptions where jeans are allowed (such as a “jean day” to raise money for a charity) will be determined on a case-by-case basis by executive level management.

Weapon-Free Workplace

Subject to the exceptions noted below, all M & M Home Care employees are subject to this provision, including contract workers and temporary employees as well as visitors and customers on company property or the property of a client of M & M Home Care. A license to carry the weapon on company property does not supersede company policy. Any employee in violation of this policy will be subject to disciplinary action, up to and including termination.

Definitions

“Company property” is defined as all company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the company’s ownership or control. This policy applies to all company-owned or leased vehicles and all vehicles that come onto company property.

“Dangerous weapons” include firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

Searches of Personal Property

M & M Home Care reserves the right at any time and at its discretion to search all company-owned or leased vehicles and all vehicles, plus packages, containers, briefcases, purses, lockers, desks, enclosures and persons entering its property, for the purpose of determining whether any weapon is being, or has been, brought onto its property or premises in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including termination.

Exceptions

Parking Lots and Non-Company Vehicles: This policy permits a person legally carrying a concealed firearm under Michigan law to park a non-Company owned he or she is driving or in which he or she is a passenger in any Company owned, leased or controlled occupied parking area or lot. Also, such a person may carry the concealed firearm in the immediate area surrounding the vehicle within the parking lot, but only for the limited purpose of storing or retrieving it from the trunk.

At Home: Nothing in this policy prohibits a Company employee who is conducting Company business while at home (other than in Company housing) from possessing or storing firearms, other lethal weapons, fireworks, and other dangerous objects or materials. Nothing in this policy prohibits possession of knives in Company housing for common eating utensils and food preparation purposes.

Special Exceptions: In addition, the Company’s President (or his/her designee) is authorized to grant additional exceptions either in connection with extraordinary emergency situations or in response to written requests and as follows. Written requests must be made at least 10 days in advance of the date on which possession, use or storage of the prohibited item is proposed. Using reasoned judgment, the President will consider each request based on the circumstances associated with the request. The President will issue his or her determination and any associated restrictions or conditions in writing.

Concealed Carry Permits: Nothing in this policy is designed to limit Company employees, from exercising their rights, off-campus, pursuant to a valid concealed carry permit, so long as they are not conducting Company business in person or participating in a Company-sponsored activity at the time.

GENERAL PAYROLL INFORMATION

M & M Home Care's work week begins every Sunday 7am. Accounting of your time must be recorded on the M & M Home Care online time card. During orientation, you will learn how to access the system and enter your time.

Time Card

The time card, as well as clinical notes must be complete and accurate. Your paycheck is generated from these documents. Time cards that are incomplete or incorrect will be returned to you and may result in our inability to pay you for those hours worked.

Your time card must be completed at the end of every shift to assure accuracy.

Falsification or misrepresentation of information on the time card is subject to disciplinary action up to and including termination. This may also cause a delay in your paycheck.

Overtime

Employees may be scheduled to work overtime hours at the discretion of the Company and, when possible, advance notification of mandatory work schedules or overtime work opportunities will be provided to employee. All overtime work hours must be approved or authorized by the Company prior to commencing work. Overtime assignments or overtime work hours are distributed at the sole discretion of the Company.

Compensation for overtime hours worked is paid to all nonexempt employees at a rate of one and one-half times the regular rate of pay for all hours worked in excess of 40 hours per work week. Overtime pay is based on actual hours worked. Vacation, holidays, and any leave are not counted for purposes of overtime.

Employees may be terminated from a work assignment and from employment with the Company for failure to perform required scheduled work including that which would result in overtime hours.

Holidays

M & M Home Care observes the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Holidays begin at 12:00 A.M. and end at 12:00 A.M. the day of the holiday.

All regular, non-exempt, full-time and/or part-time employees in good standing will be paid time and a half for holidays worked.

Administrative office employees only are paid for time off on holidays.

Shift Premiums

A premium rate may be paid to employees who work night hours. The premium rate will be discussed at the time it is offered in accordance with state and federal wage and hour laws.

Direct Deposit

Direct deposit is available to all employee and is a requirement. Just complete the direct deposit form, and attach a voided check. Your pay is credited directly into your account the morning of payday.

Excessive Mileage Reimbursement

Excessive Mileage Reimbursement is paid on a per shift basis when staff travels more than 30 miles (one way) from their residence to a client's location. Mileage shall be calculated as the shortest distance between the two points. The company will reimburse the employee at \$0.50 /mile. The company will provide reimbursement only up to \$20/shift.

Mileage Reimbursement

For employees who drive their personal vehicles for work purposes, the company will reimburse the employee at the rate of \$0.50/mile.

Underpayment/ Overpayment Policy

The Company takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled paydays.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Payroll Department so that corrections can be made as quickly as possible.

If the employee has been underpaid, the Company will pay the employee the amount due on the next regularly scheduled paycheck or, the HR Department will process an emergency check if the underpayment meets one or more of the criteria below.

Emergency checks are always paper checks (cannot be direct deposited) and they cannot be issued before the payday in which the hours were worked. the Company does not provide 'cash advances' of payroll funds.

The HR Department will process an Emergency Check if:

- If the employee has not received any pay for the current pay period.
- If the employee is missing 15% or more of their paycheck (15% refers to missing 15% or more of hours worked in a pay period and does not include: salary rate adjustments, exception time or supplemental earnings)
- AND the gross amount of the check request must be \$75 or more.

All other requests will be handled on a case by case basis.

(In an “Emergency Situation” defined as the employee will be evicted, unable to pay medical bills, unable to support family, pay for childcare or similar situations. These will be qualified on a case by case basis.)

BENEFITS

DISCLAIMER: *The descriptions given below are a summary of the benefits plans. For specific information, contact Human Resources. M & M Home Care reserves the right to change or discontinue plans at any time at the discretion of management with or without notice.*

Eligibility for Benefits

An employee becomes eligible for health insurance, the first of the month after completing a minimum of 30 hours per week for 60 days. If you fall below 30 hours in any week during your eligibility period of 60 days, you must begin your eligibility period over again to qualify for benefits.

You must maintain an average of 30 hours per week for at least 48 weeks out of every year.

Health Insurance

You can choose an individual or family plan. You must maintain the 30 hours per week to keep the plan in force; it is your responsibility to secure hours from the schedulers to maintain your hours.

Dental and Vision

M & M Homecare offers Dental and Vision benefits. You can choose an individual or family plan.

Group Life Insurance

All employees have the opportunity to purchase life insurance. These policies are portable.

Retirement Plan

401(k) Retirement Benefits are available to all employees after they have completed 6 months of employment with 2 specific enrollment dates annually: January 1 and July 2.

Employees can obtain a copy of the Summary Plan Description which contains the details of the plan including eligibility and benefit provisions from the company administrator.

In the event of any conflict in the description of any plan, the official plan documents, which are available for your review, shall govern. If you have any questions regarding this plan, see the plan administrator.

Referral Bonus

Any employee who refers another person who satisfactorily completes 30 days of employment will receive \$150.00 referral bonus.

As long as you are in good standing with no disciplinary actions against you. The applicant must indicate on the application the name of the referring employee.

Combined Time Off

Combined Time Off will be accrued based on your assigned Employee Level. The use and duration of your

CTO is subject to supervisory approval. The Company will make every effort to accommodate requests to schedule time off but reserves the right to prioritize requests based on business needs, the seniority of the employees requesting time, and the amount of advance notice given by the employee.

You will not be paid for unused, accrued CTO upon termination of employment.

Leave of Absences

Family Medical Leave Act “FMLA” Leave of Absence

The M & M Group of Michigan dba M & M Home Care complies with the Family and Medical Leave Act (FMLA) and will grant up to 12 weeks of leave during a 12-month period to eligible employees (or up to 26 weeks of military caregiver leave).

The purpose of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law. If you have any questions, concerns or disputes with this policy, please contact our Human Resources Representative.

Eligibility

To be eligible for leave under this policy, employees must meet **all** of the following requirements:

- Have worked at least twelve (12) months for M & M Home Care.
- Have worked at least 1,250 hours for M & M Home Care over the twelve (12) months preceding the date the leave would commence.
- Currently work at a location where there are at least fifty (50) employees within seventy-five (75) miles.

The 12 months of employment do not have to be consecutive. All periods of absence from work due to or necessitated by service in the uniformed services are counted as hours worked in determining eligibility.

Reasons for Leave

To qualify as FMLA leave under this policy, the leave must be for one of the following reasons:

- The birth of a child or placement of a child with the employee for adoption or foster care.
- To care for a spouse, child or parent who has a serious health condition.
- For a serious health condition that makes the employee unable to perform the essential functions of his or her job.
- For any qualifying exigency arising out of the fact that a spouse, child or parent is a military member on covered active duty or on call to covered active duty status.
- To care for a covered service member with a serious injury or illness.

Amount of Leave

An eligible employee can take up to 12 weeks of FMLA leave during any 12-month period. 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. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA military caregiver leave during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling

12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

Eligible spouses who both work for the company may only take a combined total of 12 weeks of leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition. Both may only take a combined total of 26 weeks of leave to care for a covered injured or ill service member (if each spouse is a parent, spouse, child or next of kin of the service member).

Intermittent Leave or a Reduced Work Schedule

Employees may take FMLA leave in one consecutive block of time, 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) in a 12-month period.

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced-hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the company's operations.

Employee Notice Requirement

All employees requesting FMLA leave must provide verbal or written notice of the need for leave to the department manager or HR manager.

When the need for the leave is foreseeable, the employee must provide the company with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave fewer than 30 days in advance, the employee must provide notice of the need for the leave either the same day the need for leave is discovered or the next business day. 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, absent unusual circumstances.

Within five business days after the employee has provided this notice, the HR manager will complete and provide the employee with a Notice of Eligibility and Rights and request a medical certification or other supporting documentation as necessary.

Designation of FMLA Leave

Within five business days after the employee has submitted the required certification or other documentation, the HR manager will complete and provide the employee with a written response to the employee's request for FMLA leave using the FMLA Designation Notice.

Employee Status and Benefits During Leave

M & M Home Care will continue an employee's health benefits during the leave period at the same level and under the same conditions as if the employee was continuously at work.

While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of insurance premiums. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the accounting department by the 1st day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave.

The company will provide 15 days' notification prior to the employee's loss of coverage.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

If the employee contributes to a life insurance or disability plan, the company will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the company may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the company will discontinue coverage during the leave. If the company maintains coverage, the company may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns 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 a health care provider. This requirement will be included in the company's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one that is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position when doing so will cause substantial and grievous economic injury to business operations. Key employees will be given written notice at the time FMLA leave is requested of his or her status as a key employee.

Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation, personal or sick leave prior to being eligible for unpaid leave. Sick leave may run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established sick leave policy.

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. For example, when an employee takes six weeks of M & M Home Care pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement. The employee will then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation, personal or family leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave or sick leave (as long as the reason for the absence is covered by the company's sick leave policy) prior to being eligible for unpaid leave.

Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against employees on FMLA leave, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

Definitions

Serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care or continuing treatment by a health care provider. This can include conditions with short-term, chronic, long-term or permanent periods of incapacity.

Spouse means a husband or wife as defined or recognized in the state where the individual was married and includes individuals in a common law or same-sex marriage. Spouse also includes a husband or wife in a marriage that was validly entered into outside of the United States, if the marriage could have been entered into in at least one state.

Child means a biological, adopted or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18, or age 18 or older and "incapable of self-care because of a mental or physical disability" at the time that FMLA leave is to commence.

Parent means a biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the employee when the employee was a child. This term does not include parents "in law."

Qualifying exigency includes short-notice deployment, military events and activities, child care and school activities, financial and legal arrangements, counseling, rest and recuperation, post-deployment activities, and additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

Covered active duty for members of a regular component of the Armed Forces, means duty during deployment of the member with the Armed Forces to a foreign country. For a member of the Reserve components of the Armed Forces, means duty during the deployment of the member with the Armed Forces to a foreign country under a federal call or order to active duty in support of a contingency operation, in accordance with 29 CR 825.102.

The next of kin of a covered service member is the nearest blood relative, other than the covered service member's spouse, parent or child in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA.

Covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is receiving medical treatment, recuperation or therapy, or is in outpatient status or on the temporary disability retired list for a serious injury or illness.

Serious injury or illness is one that is incurred by a service member in the line of duty on active duty that may cause the service member to be medically unfit to perform the duties of his or her office, grade, rank or rating. A serious injury or illness also includes injuries or illnesses that existed before the service member's active duty and that were aggravated by service in the line of duty on active duty.

Personal Leave of Absence

An unpaid personal leave of absence may be granted upon request to regular full- and part-time employees for important pressing personal needs, at the discretion of your department manager. Accepting employment elsewhere is not unpaid leave and constitutes a termination of employment at M & M Home Care.

The employee is expected to provide at least 30 days' notice when requesting leave. When an employee becomes aware of a need for leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day, the next business day, or as soon as reasonably practicable. Leave requests that are not submitted according to policy and as soon as practicable will be denied.

General Provisions

1. Unpaid personal leave may only be requested once all other appropriate leave balances have been exhausted.
2. M & M Home Care will attempt to hold an employee's position open for the period of unpaid personal leave, if such leave is two weeks or less. If leave is greater than two weeks, the employee, if qualified, will be entitled to the first reemployment opportunity available over the next six months.
3. Employee health benefits will be continued in the same manner as received prior to the leave, if the leave is for two weeks or less, but the employee will be expected to remit payment for the employee's portion of the health insurance premium prior to departing for unpaid personal leave, and in an amount equivalent to the expected period of absence. If an employee requests leave which will extend beyond the two-week period, he/she will be advised of his/her COBRA rights. (See Continuation of Benefits policy for additional information about COBRA).
4. Unpaid personal leaves are limited to one per year.

Procedure for applying for unpaid personal leave

1. Requests for unpaid personal leave must be made in writing to the employee's department manager with a copy to the Director, Human Resources, and should indicate the reason and the length of leave requested.
2. The department manager shall review and act upon a request for unpaid personal leave in consideration of the following factors:
 - a. The purpose for which the leave is requested.
 - b. The length of time the employee will be away.
 - c. The effect the leave will have on the ability of the department to carry out its responsibilities.
 - d. The quality of the employee's performance prior to the submission of the request.
3. All unpaid personal leaves must be approved by the department manager and concurred with by the Director, Human Resources.

Procedure for returning from unpaid personal leave

1. An employee who has been granted an unpaid personal leave of absence shall give his or her department manager reasonable notification of his or her intent to return to work at least 2 weeks prior to the return date.
2. Upon receiving notification of the employee's availability, the supervisor or department head will arrange to have the employee resume his or her previous position, if available.
3. If the previous position is no longer available, the employee may be considered for other open positions which he or she may be qualified for and as they become available.
4. If no position exists, the employee will remain on unpaid personal leave until a suitable opening develops. If such an opening does not occur within a 60-day period, any obligation to reinstate the employee is discontinued and the employee's leave status is changed to a voluntary termination. Future reemployment would be as a rehire with only legally required reinstatement of applicable benefits.

Unpaid Time Off (UTO)

Definition

Unpaid Time Off is an authorized absence from work without pay for ten (10) consecutive workdays or less, which may be granted for medical or personal reasons after an employee has exhausted his or her available Combined Time Off (CTO).

Eligibility

All regular, full-time employees and regular, part-time employees are eligible upon hire for Unpaid Time Off. In cases of Unpaid Time Off that is requested for personal reasons, an employee's accrued CTO must be fully used before the Unpaid Time Off commences.

Length of Absence

Unpaid Time Off is granted only in whole-day increments. It may be granted for a single workday or a number of consecutive workdays up to a maximum of ten (10). Unpaid Time Off cannot be granted for more than ten

(10) consecutive workdays. Unpaid absences of more than ten (10) days must be requested under a leave of absence policy.

Compensation and Benefits

Employees maintain their regular benefits while absent from work on approved Unpaid Time Off. Since contributions to the Retirement Plan are based on employee earnings, Unpaid Time Off will reduce the employee and employer contributions to the plan. Employees are not paid for this absence.

Requests and Approvals

Employees must submit a written request for Unpaid Time Off to their immediate supervisor at least 24 hours in advance of the desired time off. The written requirement may be waived in emergency situations. Supervisors are responsible for obtaining departmental decisions and communicating them in writing to the employees. Approvals must clearly define the duration of the absence and the date the employee is expected to return to work. Department Heads are authorized to approve requests for Unpaid Time Off.

Approval decisions must take into consideration the staffing and budgetary needs of the department. Requests may be denied on the basis of these or other reasonable considerations.

Other Provisions

An employee may not request more than one period of Unpaid Time Off during a fiscal year.

Employees who are absent from work without approval of their supervisor may be subject to discipline and discharge. Such absences will be taken as Unpaid Time Off.

An employee who fails to return to work by the expected return date may be considered to have voluntarily terminated from the Company.

Other Leaves of Absence

Leaves of absence can be granted under the following special circumstance: Military leave jury duty and bereavement leave.

A written request for a leave of absence must be submitted to your Supervisor. There is a time off request form in the employee portal on our website. The granting and duration of the leave of absence will depend upon your circumstance and the needs of the agency. The following guidelines will apply to all leaves of absence:

- Leaves are granted without pay.
- While on leave, you do not accrue seniority except as required by law.
- Failure to return from a leave of absence when scheduled will be considered a voluntary termination.
- Upon returning from an approved leave of absence, an employee will be reinstated to their former position, or a comparable position, unless circumstances have changed to prevent the Company from doing so.

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- If your former position is unavailable, you will be offered a comparable position for which you are qualified, if one is available. If you do not accept the position offered, you will be considered to have voluntarily terminated your employment.

You will be responsible for the payment of your insurance premium under COBRA. When you return to work full time, you will be reinstated with the previous benefits of the company paying a portion of the premium.

Military Leave

All employees who are on active or reserve duty in the armed forces of the United States will qualify for military leave. The leave granted will be in accordance with applicable law.

Jury Duty

Employees summoned for jury duty will be granted an unpaid leave in order to serve. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Make arrangements with your supervisor soon as you receive your summons. We expect you to return to your job if you are excused from jury duty during your regular working hours.

Bereavement Leave

Employees who have completed 90 days of employment are eligible for up to 24 hours for the death of an immediate family member. Members of the immediate family include spouses, domestic partners, parents, brothers, sisters, children, children of domestic partners, grandchildren, grandparents, parents-in-law and parents of domestic partners.

Requests for bereavement leave should be made to the company as soon as possible. Our company reserves the right to request written verification of an employee's familial relationship to the deceased and his or her attendance at the funeral service as a condition of the bereavement pay.

DISCIPLINARY ACTION

Included below are standards for the administration of disciplinary actions for various types of offenses. The disciplinary actions for the listed offenses have been established to assure that employees who commit offenses receive similar treatment in like circumstances.

Within each level of occurrence, a range may be provided to allow the management flexibility in selecting appropriate discipline in order to take into consideration mitigating or aggravating circumstances.

General Policy:

Standards of conduct for the Company employees are intended to promote the orderly and efficient operation of the company as well as protect the rights of the employees. Violations of this policy will result in disciplinary action.

Human Resources shall be consulted regarding the consistency of policy interpretation and appropriateness of disciplinary action being applied for violations of any rules of conduct.

Minor Rule / Regulation Violations:

For violations of any of the following rules/regulations, an employee will be subject to disciplinary action ranging from a verbal warning to discharge depending on the severity of the incident and prior disciplinary action(s) received for similar violations:

- Violation of the company's Attendance and Punctuality policy
- Violation of the company's No Smoking policy
- Conduct unbecoming an employee
- Conviction of a crime
- Violation of safety practices
- Disruptive conduct

Major Rule/Regulation Violations:

For violations of any of the following rules/regulations, an employee will be subject to disciplinary action ranging from a one-day suspension to discharge depending on the severity of the incident and prior disciplinary action(s) received for similar violations:

- Assault or fighting
- Drinking on the job or reporting to work under the influence of alcohol
- Reporting to work under the influence of illegal drugs
- Testing positive on a drug test
- Falsification, omission, or misrepresentation of work-related documents or records
- Insubordination (failure to comply with a management directive)
- Leaving work area or duty assignment without authorization
- Conviction of a crime
- Negligence
- Sabotage

- Violation of the company's sexual harassment policy
- Sleeping on duty
- Threatening or abusive language
- Unauthorized removal of property/theft
- Disclosing confidential information
- Any other serious violation of a work rule or regulation

Falsification of Records - Includes misrepresentation, falsification or omission of any fact, whether verbal or written, on such records as, but not limited to: time, attendance and leave; employment status; employment application; travel vouchers; and work and production.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Unsatisfactory Work Performance

(Including Inability to Perform Assigned Duties and/or Substandard Performance of Assigned Duties)

Unsatisfactory work performance is defined as the failure to satisfactorily meet the minimum performance standards that specifically relate to the employee's job duties and responsibilities. An employee's failure to meet established work standards and expectations will be addressed through the performance evaluation process and performance counseling. Failure to meet the required standards and expectations may result in discharge or demotion.

Insubordination - A deliberate and inexcusable refusal to obey a reasonable directive that relates to an employee's job function. An unwillingness to submit to authority. Includes both an expressed refusal to obey a proper order and a deliberate failure to carry out an order.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

No Call / No Show - This includes:

- a. Failure to obtain approval prior to any absence from work, except in the case of a proven emergency where the employee must be absent prior to receiving approval from the proper authority, or failure to notify or call in on the first day of an absence.
- b. Obtaining leave based upon a falsification or misrepresentation.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Assault or Fighting - Physically assaulting or fighting with another person.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Conduct Unbecoming an Employee

1. First occurrence: written reprimand.
2. Second occurrence: written reprimand to dismissal.
3. Third occurrence: suspension to dismissal.

Leaving Work Area or Duty Assignment Without Authorization - Absence from the work area or duty assignment during a work period without permission of the appropriate supervisor. Includes leaving a work area for lunch or a break, or at the end of a work schedule without proper relief where such relief or permission is a specific requirement.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Negligence - Carelessness in omission of, or inattention to the performance of assigned duties and responsibilities. Negligence is synonymous with carelessness and signifies lack of care, caution, attention, diligence or discretion.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Sabotage - Participation in an act of destruction or attempted destruction of company or patient property or equipment.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Sexual Harassment - Violation of Policy on Sexual Harassment

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Sleeping on Duty - The failure of an employee to remain awake while on duty during working periods.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Threatening or Abusive Language - The use of language that is threatening or abusive, whether directed towards a supervisor, another employee or any other person. Includes any offensive language whether or not directed toward anyone in particular regardless of intent.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Unauthorized Taking of Property / Stealing - The unauthorized taking of any property of the company or another person.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Violation of Safety Practices - The failure to follow established safety practices. This includes the performance of unsafe acts or failure to wear or use safety equipment.

1. First occurrence: written reprimand to suspension.
2. Second occurrence: written reprimand to dismissal.
3. Third occurrence: suspension to dismissal.

Disruptive Conduct - Behavior that interferes with the employees work performance or the work performance of others. This may include, but is not limited to: loud, boisterous language; creating a disturbance; throwing objects; slamming doors, or other activities which would have a detrimental effect on the work environment.

1. First occurrence: written reprimand to suspension.
2. Second occurrence: written reprimand to dismissal.
3. Third occurrence: suspension to dismissal.

No Call / No Show

This includes failure to obtain approval prior to any absence from work, except in the case of a proven emergency here the employee must be absent prior to receiving approval from the proper authority, or failure to notify or call in on the first day of an absence.

Obtaining leave based upon a falsification or misrepresentation.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Assault or Fighting - Physically assaulting or fighting with another person.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

Conduct Unbecoming an Employee

1. First occurrence: written reprimand.
2. Second occurrence: written reprimand to dismissal.
3. Third occurrence: suspension to dismissal.

ATTENDANCE AND ABSENCE

M & M Home Care is committed to providing the best patient care possible. As such, we need to ensure that our employees come to work when scheduled and arrive on time. Unlike other industries, we are required to provide the same level of service to our patients even when employees fail to show up for their scheduled shift.

Under this policy, all employees will be subject to disciplinary action, up to and including termination when they reach specific incidents of absences and tardiness within a 6-month rolling period. In addition, management can discipline employees for patterns of absence or tardiness.

Absenteeism/ Tardiness

An unplanned day of absence is defined as an absence not approved or scheduled in advance.

Incidents of unplanned absence is defined as one (1) or more continuous days of absence for the same reason, not approved and not scheduled in advance, with no intervening days of actual work.

Tardy is defined as employees who arrive to work after the start of their scheduled shift.

For unplanned absences in a 6-month rolling calendar the following applies:

- Two (2) incidents = verbal warning
- Three (3) incidents = written warning
- Four (4) incidents= one day suspension
- Five (5) incidents= termination

Absences and tardiness that are a result of an approved leave protected under the Family Medical; Leave Act (FMLA) are excluded from the disciplinary process.

For tardiness in a 6-month rolling calendar the following applies:

- Two (2) tardies= verbal warning
- Four (4) tardies= written warning
- Eight (8) tardies= termination

Additional Practices:

- 3 consecutive days of no call no show results in termination as this is considered job abandonment
- One day of no call no show results in one day suspension/termination.
- Managers can terminate employees during their orientation period if they are showing signs of excessive absenteeism or tardiness
- The Orientation period is defined as 60 days from your initial hire date
- Managers can discipline employees who show patterns of absence or tardiness.

Drug Testing Policy

M & M Home Care is a drug-free workplace. As such, we prohibit the use of non-prescribed drugs or alcohol during work hours. If an employee comes to work under the influence of drugs or alcohol during work time, the employee will be disciplined in accordance with our policy up to and including termination.

Under this policy, all current and prospective employees must submit to drug testing when requested by the company. Prospective employee's will only be asked to submit to a drug test once a conditional offer of employment has been extended and accepted. An offer of employment by the Company is conditioned on the prospective employee testing negative for illegal substances.

Our policy is intended to comply with all state laws governing drug testing and is designed to safeguard employee privacy rights to the fullest extent of the law.

Before being asked to submit to a drug test, the employee will receive written notice of the request or requirements. The employee must also sign a testing authorization and acknowledgement form confirming that they are aware of the policy and their rights.

Pre-employment drug testing will be conducted at our offices and requires the prospective employee to provide a urine sample. If the instant reading shows a positive result, the candidate will be required to immediately go to an authorized testing facility that we choose and provide another sample. If the prospective employee appears visibly impaired, they will be transported to the facility at the company's expense. They are to wait to hear back from us before they can complete their on-boarding and orientation. If the candidate receives notice that the test results were confirmed positive, they will be given the opportunity to explain the positive result to a Medical Review Officer. If there is no valid reason for the positive result, the job offer will be rescinded.

If there is reason to suspect that the employee is working under the influence of an illegal drug, prescribed medication, alcohol or other substance, the employee will be suspended pending the result of a drug test. The employee will be required to immediately go to an authorized testing facility that we choose and provide a urine sample. They will be transported to the facility at the company's expense. If the result of the test is negative, the employee will be allowed to return to work.

If the result of the test is positive, the employee will be given the opportunity to explain any positive result to a Medical Review Officer who will make a determination if there was a valid reason for the positive result. If the Medical Review Officer determines there is not a valid reason for the positive result, the employee will be terminated.

All testing results will remain confidential. Test results may be used in administrative hearings and court cases arising as a result of the employee's drug testing. Results will be sent to federal agencies as required by federal law.

SOCIAL MEDIA

M & M Home Care supports its employees' use of Social Media and Blogs for personal and professional use, recognizing that employees have a strong voice in representing the organization. Employees engaged in personal or professional Social Media and Blog communications that reference M & M Home Care shall do so in a manner consistent with the organization's mission and values, administrative policies and procedures, and safeguards to ensure the privacy and security of patient health information, as well as proprietary business information.

At no time shall employees utilizing personal or professional Social Media and Blogs share confidential patient or proprietary business information.

Prior to discussing work-related activities on Social Media and Blogs, the individual employee should consider the following:

-
- Does the discussion positively promote the individual's role as an employee of M & M Home Care?
 - Does the discussion reflect positively on individual's co-workers or colleagues?
 - Does the discussion reflect positively on the Company?
 - Does the discussion conflict with Company's mission, culture, and/or values?
 - Does the discussion reveal confidential patient or proprietary business information?
 - Does the discussion include any information that could directly (e.g., name, Social Security number, address, etc.) or indirectly (e.g., provider name, date of birth, diagnosis, images, etc.) identify a patient under the care of the individual/organization?

The inappropriate use of Social Media and Blogs by Company employees that conflicts with the Company's mission and values, violates company policies and procedures, and/or compromises the privacy and security of confidential patient health or propriety business information shall be subject to corrective action, up to and including termination. In addition, breach of confidential patient health information may also be subject to legal proceedings and/or criminal charges.

EVALUATION PROCESS

M & M Home Care's commitment to excellence is fulfilled in part through an ongoing quality assurance process. All those who join our team of health care professionals participate in evaluation programs to help assure high levels of performance.

You will be evaluated on the following criteria: reliability, cooperation, attendance, skill proficiency, grooming and professional behavior.

When you are providing care in the home, the patients and their families contribute to the evaluation performed by the Company Nurse Supervisor or designee.

COMPLAINTS AND GRIEVANCES

the Company truly depends on the professionalism and dedication of you, our most treasured asset. That is why we strive to create and maintain a positive working environment. When problems or complaints arise, it is important that these matters be thoroughly investigated and resolved.

Please inform us about any condition that may be causing you a problem on the job. It is your responsibility to identify and openly discuss with us any problems as well as suggestions you may have. It is our responsibility to help you correct problems and to evaluate / implement your ideas when you make them known.

The Company asks that you use the following procedure to handle suggestions, problems and complaints relating to your position:

- Discuss any problems, complaints or suggestions concerning your job, or any matter relating to it, with your immediate supervisor as soon as you become aware of the situation. Never discuss an administrative problem with your patient or their care partner or with other nursing personnel.
- If the matter is not satisfactorily resolved with your immediate supervisor, we encourage you to request a review with his/her supervisor, who will work to resolve the issue.
- If no reasonable solution can be reached, you may contact the the Company Human Resources Department directly for a review of the matter.

M & M Home Care's procedures to handle complaints about an employee are:

- Supervisory personnel document any complaint made by the Company patients or their representatives on their observations and assessments of inappropriate behavior or performance.
- The complaint is discussed with the employee who is requested to respond to the issue.
- If the complaint is basically due to patient / employee communication problems, the the Company's supervisory personnel will intervene to help resolve the issue.
- If the complaint involves clinical performance or judgment, a question of ethics or competency or a failure of the employee to fulfill the Company standards of service, action will be taken to resolve the issue in the best interests of patient safety, the Company's reputation, and the employee's career.

- Recommendations for further education and training may be made if the complaint arose over a clinical issue.
- Disciplinary action resulting in probation, termination on a particular assignment, or termination of employment will be taken as determined by the Nurse Supervisor, Human Resources and/or President.

SEXUAL HARASSMENT

Sexual harassment is against company policy and is unlawful under state and federal law. We firmly prohibit sexual harassment of any employee by another employee, supervisor or third party. Harassment of third parties by our employees is also prohibited. The purpose of this policy is not to regulate the morality of employees. It is to assure that, in the workplace, no employee is subject to sexual harassment. While it is not easy to define precisely what harassment is, it may include: Unwelcome sexual advances, requests for sexual favors and/or verbal or physical conduct of a sexual nature including, but not limited to, sexually-related drawings, pictures, jokes, teasing, uninvited touching or other sexually-related comments.

Sexual harassment of an employee will not be tolerated. Violations of this policy will not be permitted and may result in disciplinary action, up to and including discharge. There will be no adverse action taken against employees who, in good faith, report violations of this policy or participate in the investigation of such violations.

Any employee who feels that he or she is a victim of sexual harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly and thoroughly investigated as confidentially as possible.

1. Any employee who believes he or she is a victim of sexual harassment or has been retaliated against for complaining of sexual harassment should report the act immediately to the Human Resources. If you prefer not to discuss the matter with Human Resources, you may contact any other member of management.
2. The company will investigate every reported incident immediately. Any employee, supervisor or agent of the company who has been found to have violated this policy may be subject to appropriate disciplinary action, up to and including immediate discharge.
3. The company will conduct all investigations in a discreet manner. The company recognizes that every investigation requires a determination based on all the facts in the matter. We also recognize the serious impact a false accusation can have. We trust that all employees will continue to act responsibly.
4. The reporting employee and any employee participating in any investigation under this policy have the company's assurance that no reprisals will be taken as a result of a sexual harassment complaint. It is our policy to encourage discussion of the matter, to help protect others from being subjected to similar inappropriate behavior.

NON-SOLICITATION

The Company believes employees should have a work environment free from interruptions of a non-work-related nature, as work time is for work. When you are to be working you should focus on your duties and not engage in activities that would interfere with your own work or the work of others.

For the purpose of this policy, solicitation includes, but is not limited to, for collection of any debt or obligation, for raffles of any kind or chance taking, or for the sale of merchandise or business services, the attempt to sell any product or service (e.g. selling or collecting for Tupperware®, Avon® products, churches, schools, Girl Scout cookies, etc.). Such interruptions can be both detrimental to the quality of work and efficiency, and may not be respectful of others job responsibilities and right not to be interrupted.

Employees may not engage in solicitation for any purpose during his/her work time, which includes the working time of the employee who seeks to solicit and the employee who is being solicited. Although solicitation is not encouraged, it is permitted as long as it is limited to the employee's break and lunch time and kept out of active working areas. Nothing in this policy is intended to restrict an employee's statutory rights.

RISK MANAGEMENT

The Company's insurance coverage does not extend to protect our employees in the event of criminal acts. Thus, it is to your benefit to protect yourself from any situation in which you feel false accusation is likely. This is especially true in dealing with individuals who have dementia, brain injuries or other cognitive issues. Should it become apparent to you that your patient has firearms, sums of money, jewelry or other valuables around the house in unsecured locations, report this to the the Company office immediately. The Company will request the family remove these items from the home to a secure area such as a safety deposit box for your protection as well as for the patient's.

Accept No Gifts or Money

While a patient may sincerely give you a present one day, he/she may report the item stolen the next. Should the patient repeatedly express a wish to present you with a gift, ask your Nurse Supervisor to negotiate this "gifting" with the patient and responsible family members. Then, there will be no suspicion of wrongdoing.

At no time should you perform errands of a financial nature for your patient such as depositing Social Security checks, paying bills, etc., without the prior knowledge and approval of your Nurse Supervisor. If you are asked to provide such services, please notify your Nurse Supervisor.

Entering the Patient's Home

When you have accepted a home care assignment, you will be given the address, directions to the home and instructions on how to enter the home. Never accept a patient's key and keep it with you. You may be falsely accused of "breaking and entering."

INCIDENT REPORTS

Any incident involving the patient or his/her property must be reported immediately to your supervisor and/or

the Company. An Incident Report form is to be completed by the individual witnessing or discovering the event within 24 hours of the incident/event happening. The Clinical Supervisor will assist the employee in writing this report if necessary.

Examples of incidents that should be reported may include patient falls, medication errors, untoward drug reactions, a patient reporting personal property missing from the home, and a patient or caregiver who becomes angry or abusive. If you have any doubt whether or not you should report an incident - report it! These incidents are to be documented on a Patient Incident Report form. Obtain direction from the Nurse Supervisor before documenting the incident on the patient's clinical record.

Any injury involving yourself or another employee should be reported to the office immediately. An employee incident report is to be filled out by the employee involved within 24 hours of the incident occurring. In the event of an accident the company reserves the right to conduct a drug, and alcohol screening.

MEDICAL EMERGENCIES

In emergency situations, the caregiver should contact 9-1-1 and then the Company office. The office will contact the physician for you. No matter what your classification, you are expected to assess the patient's condition thoroughly and determine all pertinent details prior to notifying the Company and/or requesting any emergency services.

Upon admission, an individualized Care Plan is developed for each patient. In being oriented to any case, you will be informed regarding established plans for actions to be taken in the event of acute illness and/or life-threatening emergency. When in doubt, notify the local emergency medical system to transport the patient to the nearest hospital. In case of an emergency, the patient should not be left unattended for longer than the duration of an emergency assistance telephone call.

If it is determined necessary, either by the caregiver, or Nurse Supervisor, or the physician, that the patient's condition is too precarious for any delay, you are to call an ambulance for assistance and/or transport for the patient. If a patient is found unresponsive, without a pulse or respiration, call the paramedics immediately and start CPR if indicated. The caregiver should not attempt to transport the patient alone in a private vehicle.

If not present, the family is notified only when the patient is turned over to other health team professionals. Pertinent charting regarding the emergency situation such as its cause, development, results, etc., is done only when the patient is stable and comfortable, professional emergency help has arrived, and the the Company caregiver is no longer responsible for the patient.

You may be dismissed from your duties once the following have been met:

- The care of the patient is assumed by emergency care professionals.
- The M & M Home Care's Nurse Supervisor is fully informed of the entire situation.
- All charting necessitated by the situation is complete.
- The patient's property is secured or responsible family members are in the home and have verbalized personal stability.

SAFETY POLICY

The safety and protection of our employees and patients is a major concern at M & M Home Care. It is in your best interest to inform us of any conditions that might limit your capabilities. In this way we may place you in a safe environment. The Company complies with all applicable federal, state, and local regulations regarding patient and employee safety. To foster a safe work environment, we analyze all incidents on a regular basis to determine trends; to plan and take necessary corrective actions. Your ongoing safety consciousness is crucial to the achievement of an incident free workplace.

All employees are required to complete an in-service on bloodborne pathogens, safety and infection control. When this in-service is requested, it must be returned so it can be placed in your file.

Safety Procedures

All employees take part in an orientation session. These techniques must be used to ensure your safety and the patients' safety. Employees are to report any safety hazards they discover to the patient or patient's representative and to their M & M Home Care supervisor.

Home care employees are to familiarize themselves with the traits of the patients' homes and emergency phone numbers. Immediately report any existing hazards to your supervisor. All home care employees are also to familiarize themselves with the patient's personal disaster plan.

Employees should immediately call the office for instructions after hearing sirens or radio notification of weather or civil emergency.

Any employee who is injured on the job must immediately notify his or her supervisor of the occurrence so that a report can be filed with our Workers' Compensation carrier and appropriate treatment provided to the employee. Failure to report an injury in a timely manner may be cause for refusal of your claim.

A physician release form is required from employees before they return to duty after a disabling, work-related illness or injury, or after an illness of three days or more.

Fire Safety

In the home, be sure you know the location of the phone and the number of the fire department. Inspect the home for fire hazards such as frayed wiring, overloading of electrical circuits, and improper storage of flammable materials. Question the patient and/or family about the patient smoking habits. Determine if there is a fire extinguisher kept in the home, ready for use. If there is no fire extinguisher, be sure there is a box of baking soda accessible for use in grease cooking fires. Notify the the Company office of obvious fire hazards.

Fire Safety Procedures

Although procedural details may vary, there are four basic principles in fire control that are universally applicable in home.

RESCUE: Rescue anyone in immediate danger. Remove these individuals to the closest safe area.

ALARM: In the home, dial 911, the fire department or the operator.

CONFINE: Close all doors in and around the fire area to block its progress. Shut off all oxygen sources. Turn off all equipment not needed to sustain life.

EXTINGUISH: Put out the fire using portable fire extinguisher, baking soda, or water if safe to do so.

The greatest danger in most fire situations is the result of panic. Most fires in homes occur from 6:00 P.M. to 6:00 A.M. Always "watch" for fire with your nose, especially at night.

Defective electrical equipment is the cause of the highest property loss from fire in homes and hospitals. Most severe injuries and deaths related to fire are traceable to failure to plan for such an emergency.

Personal Safety

M & M Home Care's patients come from all cultural, social and economic backgrounds. Serving these patients may take you to all areas of your community. For your own security it is essential to follow some simple "common sense" safety rules:

- Be alert to building surroundings, elevators and body language of people you encounter.
- Eye contact may ward off trouble.
- Establish a professional presence by adhering to dress code.
- Convey an attitude of control in a non-threatening manner when in a home.
- Exit the home immediately if you feel threatened. Find some excuse to leave the home (i.e., you forgot something in the car). Once you are in a safe environment, discuss with a manager as appropriate and call the patient to resolve the problem.
- Be aware of your concerns. If you have a feeling that a situation is dangerous, it probably is.
- Do not sacrifice yourself for a patient.
- Acknowledge that some risks are too great to take.
- Never give the patients your home number. They can call the office.

Credit Cards/Money

Carry only the amount of money you will need for meals, gasoline and any other essentials. Do not carry a purse, but put your valuables in your pocket or other concealed place. If you must carry a purse, do not leave it in the patient's living room where neighbors, delivery men, family or children have easy access to it. Do not leave personal belongings on the seat of your car. Do not take valuables into the home with you.

COMPANY (FLEET) VEHICLE POLICY

As an authorized driver of a company vehicle, you have been given certain privileges. You assume the duty of obeying all motor vehicle laws, maintaining the vehicle properly at all times and, otherwise, following the policies and procedures outlined in the following.

Vehicle Fleet Purpose

Company vehicles are provided to support business activities and are to be used only by qualified and authorized employees. In all cases, these vehicles are to be operated in strict compliance with motor vehicle laws of the jurisdiction in which they are driven and with the utmost regard for their care and cost-efficient use. Company vehicles may not be used for business activities of other companies.

Driver Licensing

Company drivers and anyone authorized to drive the company vehicles must have a valid, non-restricted driver's license issued in the State of Michigan for the class of the vehicle being operated and must be able to drive a vehicle. Obtaining a driver's license is a personal expense.

Driver Qualifications

Driver qualifications are as follows:

1. Authorized employee of company only.
2. Must be at least 21 years of age.
3. Have at least one year of experience in the class of vehicle operated.
4. Must meet licensing requirements.
5. Will not qualify for a company vehicle if, during the last 36 months, the driver had any of the following experiences:
 - a. Been convicted of a felony.
 - b. Been convicted of sale, handling or use of drugs.
 - c. Has automobile insurance canceled, declined or not renewed by a company?
 - d. Been convicted of an alcohol- or drug-related offense while driving.
 - e. Had driver's license suspended or revoked.
 - f. Been convicted of three or more speeding violations or one or more other serious violations.
 - g. Been involved in three or more chargeable accidents.

Review of Motor Vehicle Record

The Secretary of State Motor Vehicle Records (MVRs) will be used as the source for verifying driver history. MVRs will be obtained and reviewed at least annually on employee. (The insurance company requires that we provide them with the driver's license number and date of birth for anyone who may drive a company vehicle.) Driving privileges may be withdrawn or suspended and/or the company vehicle removed from any authorized driver not meeting the above requirements. In addition, appropriate disciplinary action may be taken, up to and including termination of employment.

Personal Use

Company vehicles are provided primarily for business purposes; however, occasional personal use is permitted. Personal use is a privilege extended only to the authorized employee. The privilege of personal use may be withdrawn at any time by the company.

Rules Applying to Use of Company Fleet Vehicles:

- Personal trailers, including boat and recreational vehicles, are not to be pulled.
- Company vehicle is not to be driven while under the influence of alcohol or any controlled substance.
- Possession, transportation or consumption of alcohol or illegal drugs by anyone in the vehicle is not allowed.
- Driver and all passengers must wear available personal restraints.
- Report any accident immediately to police and your manager.

Any exceptions to these rules require advance, written approval by approved company manager or officer. Violation of these rules will result in disciplinary action from removal of driving privileges to termination of employment.

Fleet Vehicle Maintenance

Authorized drivers are required to properly maintain their company vehicles at all times. Vehicles should not be operated with any defect that would inhibit safe operation during current and foreseeable weather and lighting conditions. Preventive maintenance such as, but not limited to regular oil changes, lubrication, tire pressure, tire replacement, brake pad & rotor replacement and fluid checks determine to a large extent whether you will have a reliable, safe vehicle to drive and support work activities. You should have preventive maintenance on your vehicle, as required in the owner's manual, performed by a certified dealer.

Traffic Violations

Fines for parking or moving violations, towing storage or impoundment are the personal responsibility of the assigned operator. The company will not condone nor excuse ignorance of any motor vehicle violations that result in court summons being directed to itself as owner of the vehicle.

Each driver is required to report all moving violations to the company within 24 hours. This requirement applies to violations involving the use of any vehicle (company, personal or other) while on company business. Failure to report violations will result in appropriate disciplinary action, including revoking of driver privileges and possible termination of employment.

Please be aware that motor vehicle violations incurred during non-business (personal use) hours will also affect your driving status as well and are subject to review.

Cellular/Mobile Phones

Cellular/mobile phones should not be used while operating a vehicle, unless it is a hands-free Bluetooth device and you are not transporting a patient. Using a cell phone while driving leads to an increased risk of having an accident through a lack of attention to driving. Inattention is the #1 cause of vehicle accidents in America. Inattention can also involve adjusting the radio, eating, smoking, daydreaming, talking to passengers, things outside the vehicle, and other distractions.

Researchers at the University of Toronto found that the risk of having a traffic accident while using a cell phone is the same as that while driving drunk. In eleven countries and several US cities it is illegal to use a cell phone while operating a vehicle. Regulation of the use of phones in vehicles has been the subject of more than one hundred bills in thirty-seven states.

- Allow voice mail to handle your calls and return them at your safe convenience.
- If you need to place or receive a call pull off the road to a safe location.
- Ask a passenger to make or take the call.
- Inform regular callers your driving schedule, and when you will be available to talk.
- Keep your hands on the wheel and your eyes and mind on the road while driving.

In the Event of An Accident:

- Call the police on all accidents and obtain a copy of the police report.
- Do not admit negligence or liability.
- Do not attempt settlement, regardless of how minor.
- Get name, address and phone number of injured person and witnesses if possible.
- Exchange vehicle identification, insurance company name and policy numbers with the other driver.
- Take a photograph of the scene of accident if possible.
- Complete the accident report in your vehicle.
- Turn all information over to the company Manager within 24 hours.

Thefts

In the event of the theft of a company vehicle, notify local police and company immediately.

Driver Responsibilities

Each driver is responsible for the actual possession, care and use of the company vehicle in their possession. Therefore, a driver's responsibilities include, but are not limited to, the following:

- Operation of the vehicle in a manner consistent with reasonable practices that avoid abuse, theft, neglect or disrespect of the equipment.
- Obey all traffic laws.
- The use of seat belts and shoulder harness is mandatory for driver and passengers.
- Adhering to manufacturer's recommendations regarding service, maintenance and inspection. Vehicles should not be operated with any defect that would prevent safe operation.
- Attention to and practice of safe driving techniques and adherence to current safety requirements.
- Restricting the use of vehicles to authorized driver(s) only.
- Reporting the occurrence of moving violations.
- Accurate, comprehensive and timely reporting of all accidents by an authorized driver and thefts of a company vehicle to the company.

Failure to comply with any of these responsibilities will result in disciplinary action, up to and including termination of employment.

Preventable Accidents

A preventable accident is defined as any accident involving a company vehicle – whether being used for company or personal use – or any vehicle while being used on company business that results in property damage and/or personal injury, and in which the driver in question failed to exercise every reasonable precaution to prevent the accident. When driving, use these tips to help avoid accidents:

- Do not follow too close
- Do not drive too fast for conditions
- Do not fail to observe clearances
- Do not fail to obey signs
- Do not make improper turns
- Do not fail to observe signals from other drivers
- Do not fail to reduce speed
- Do not park improperly
- Do not pass improperly
- Do not fail to yield
- Do not back up improperly
- Do not fail to obey traffic signals or directions
- Do not exceed the posted speed limit
- Do not drive while intoxicated (DWI) or drive under the influence (DUI) or similar charges.

Reporting Abuse or Neglect

There are occasions when it may be necessary to raise concerns about a family member's ability to care for a patient. Certain staff are mandated reporters under the Child Abuse and Neglect Reporting Act and are responsible to report any acts of physical abuse, neglect, or sexual abuse to the proper state authorities.

Physical and sexual abuses are fairly clearly defined in the Act itself. Neglect, on the other hand, is less easy to determine, especially when a medically complex patients are concerned.

Determining when to report neglect can be difficult; hence, it is recommended that there be consultation with others involved with the patient including the home health agency supervisor, and the case manager before making a report. It is also necessary to document incidents of neglect including description of alleged neglectful behavior, dates and times.

Note that it can be considered neglect if, for example, the family caregiver taking over the care of the patient is intoxicated, fails to appear without notice, fails to provide the necessary care, or where the environment is unsafe or potentially life threatening.

In reporting physical or sexual abuse or neglect, staff are responsible for providing specific information, which is pertinent to the allegation. It should be understood that a report is only an allegation of abuse or neglect. The designated agency for protective services, not the nurse, is responsible for investigating the report.

While as much information as possible is important, staff do not have to prove abuse or neglect, only to report it when they suspect that it is occurring.

It is also a professional responsibility for the reporting nurse to remain with the patient whom the nurse ascertains is at risk of harm, until the protective services worker or the police arrive after a report is made. The nurse cannot legally remove the patient from the home without permission unless the patient is in need of emergency medical treatment. Being at risk of abuse is not sufficient grounds for removing the patient and the nurse doing so could be arrested for abduction or kidnapping. Only the police or designated protective service worker can legally take custody of a person at risk, and in a non-medical but protective emergency, the police should be called.

Americans with Disabilities Act

Our Company is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job. It is your responsibility to notify the company administrator of the need for accommodation.

Upon doing so, the company administrator may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. The company will not seek genetic information in connection with requests for accommodation. All medical information received by the company in connection with a request for accommodation will be treated as confidential.

Non-Discriminatory Policy

It is the policy of the Company to provide service to all persons without regard to race, color, national origin, handicap or age. The same requirements are applied to all, and there is no distinction in eligibility for, or in the manner of providing services. All services are available without distinction to all program participants regardless of race, color, national origin, handicap or age. All persons and organizations having occasion either to refer persons for services or to recommend our services are advised to do so without regard to the person's race, color, origin, handicap, sexual orientation or age.

M & M Home Care adheres to an equal opportunity policy for all person seeking employment, and for all persons employed by the agency. M & M Home Care does not discriminate because of age, race, color, religion, military status, marital status, gender identity, sexual orientation, national origin or disability.

Equal Employment Opportunity

Revised 2/2024

M & M Home Care is dedicated to fostering a workplace environment that is inclusive, diverse, and free from discrimination. We are committed to providing equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity or expression, or any other characteristic protected by applicable law.

For the purposes of this policy, "sex" includes all aspects of biological, physiological, and anatomical differences between male and female, as well as all termination of pregnancy and related medical conditions. This definition is inclusive of but not limited to pregnancy, childbirth, and related medical conditions such as lactation.

Discrimination or harassment based on any protected characteristic, including race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity or expression, or any other characteristic protected by law, is strictly prohibited. This prohibition extends to all aspects of employment, including recruitment, hiring, training, promotion, compensation, benefits, and termination. Managers, supervisors, and employees at all levels share the responsibility of ensuring a work environment that is free from discrimination and harassment. Any employee who engages in discriminatory or harassing behavior will be subject to disciplinary action, up to and including termination of employment.

Employees who believe they have been subjected to discrimination or harassment, or who witness such behavior in the workplace, are encouraged to report the matter promptly to their supervisor, manager, human resources department, or other appropriate personnel. Reports of discrimination or harassment will be promptly and thoroughly investigated, and appropriate corrective action will be taken as needed.

M & M Home Care will not retaliate against any employee for reporting discrimination or harassment, or for participating in an investigation of such reports. We are committed to fostering an environment where employees feel safe, respected, and valued.

This Equal Employment Opportunity Policy applies to all employees, including full-time, part-time, temporary, and contract workers. Contractors, vendors, and other third parties who do business with M & M Home Care are also expected to comply with this policy.

We are dedicated to maintaining an inclusive and diverse workplace where all individuals are treated with dignity and respect. By upholding the principles of equal employment opportunity, we strengthen our organization and contribute to a fair and just society.

This policy will be communicated to all employees and made available to applicants, clients, customers, and other stakeholders as appropriate. M & M Home Care is committed to regularly reviewing and updating this policy to ensure compliance with applicable laws and best practices in equal employment opportunity.

Conditions of Continued Employment

As a condition of continued employment, you are required to maintain your personnel file. In addition, completion of mandatory in-services and continuing education in-services may be required.

If You Must Leave Us

Should you decide to leave your employment with us, we ask that you provide the company administrator with at least two weeks' advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the company.

Generally, we will confirm upon request our employees' dates of employment and job title. All company property, including this Employee Handbook, must be returned at the end of employment. Otherwise, the company may take action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

You should notify the company in writing if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

APPENDIX A - INTRODUCTION TO WORKING IN HOME CARE

Providing care in a home is very different from hospital-based nursing for a number of reasons. The following information describes some of the differences and difficulties experienced by families and staff working together to provide home and community-based services to medically complex patients.

A. The Environment

The main difference between hospital and home care has to do with the setting itself. The hospital is a primary setting for staff and care providers and a secondary setting for families on the other hand. However, at M & M Home Care, the home is the primary setting of the family and a secondary setting for staff and care providers.

Under normal circumstances, the hospital and the home are two distinct environments. However, in the context of home care, there is a blending of these two settings, which can and often does create a difficult situation for staff and patients.

In the home there may be specified standards of care but who, where, and when that care will be provided is not as easily defined as in the hospital. Care staff have less control over to whom and to what the patients is exposed. They are more at the mercy of the environment in the home setting than they are accustomed to in the hospital. There is a real sense of isolation from other professionals with whom to discuss treatment plan, progress and problem solving.

Boredom and complacency may be a problem as home care can become almost too casual at times and the professionalism required in the hospital may become diluted by the home environment.

B. The Relationships

One of the most significant differences between hospital and home rests within the relationships. In home care, our care staff are in the position of being observed and supervised by patients and their families.

While this may not be supervision in the classical sense of the word, it is nonetheless a reality. In some cases, it may feel more like being continually “scrutinized” and it can be a difficult adjustment for staff. There is the basic feeling that a nonprofessional, such as the patient, a spouse, sibling or children do not have the education to evaluate staff performance. This feeling of being evaluated by a nonprofessional can be a major source of irritation for those working in home care.

Also, in the home, staff will be exposed to the inner workings of family life, some of which may be distressing. Staff may not agree with the way family members are treated and may feel uncomfortable with a variety of aspects of family living and life-style. In a hospital setting, staff may have some exposure to the behavior of family, but generally it is lacking in the intensity and extent to which it will be experienced when working in the home. In the home, staff may become involved in family relationship issues on a day-to-day basis, which while technically unrelated to the care of the patient, are related to the environment in which the care is being provided. This may cause difficulty in maintaining the professional relationship required by the

job.

The primary focus of home care staff is the medical care of the patient with a medical problem. But staff can expect to take part in any activities which relate to the patient, including physical care, daily care of the patient's equipment and environment.

APPENDIX B. GENERAL INFORMATION FOR STAFF WORKING IN HOME CARE

A. Adjustment to Home Care

For staff who have not worked in home care before, there will be a period of adjustment no matter how well thought through the experience is by all involved. It is a different environment and staff need to be aware that it will take time to mentally make the adjustment.

There are never going to be the clearly defined roles and responsibilities which exist in other environments. Learning to cope with the home setting will necessitate a willingness and ability to be flexible.

Family members will be experiencing a number of emotionally charged issues over the course of the home care experience. They may react angrily toward staff in ways that are inappropriate. Staff do not have to submit to mental or verbal abuse. However, it is important to remember to objectify and not take personally, outbursts which are not rational.

Experienced professionals do feel affronted when the patient or family questions actions and staff need to be prepared to both listen to the content as well as the meaning of questions or even outbursts. For example, around the end of the month the stress of bill paying may cause families to be more anxious and less tolerant. It is important to evaluate what else is going on in the home, because even subtle changes may be the source of stress which feeds into the immediate circumstance.

B. The Early Months of Home Care

The first six months of home care is a time of high anxiety for everyone, with the first month being the most difficult. Families are nervous about their own ability to care for their loved one without the backup of the hospital staff, and are not yet fully trusting of the home care staff. Families will be anxious about everything, but especially about the “details” of the care of the patient.

Staff may be on the receiving end of this anxiety, simply by virtue of being there.

It is also a time of anxiety for staff who are new to home care and who are not sure of their own ability or the family’s ability to handle emergencies. It is during this time that trust must be established between families and staff. Because of the family’s anxiety and staff anxiety, there is a strong risk that inappropriate patterns of communication will be established.

The first six months are also a time of high turnover of staff who decide they do not wish to work in such an environment. However, it is important to understand that the home care situation will not always be so anxiety or tension ridden. Staff will develop a routine with the patient and anxiety will decrease markedly.

C. Home Care over the Long Term

Once staffing patterns are established and the home has relaxed into a workable routine, the next “critical

incident” time for families commonly occurs at about 20 to 24 months. By that point, the family has generally dealt with the ‘getting home’ and “getting along” aspect of home care, but seem to go through an intense experience dealing with “getting on’ with a family life which is markedly different than they had anticipated. The fact that this will be a long term or “forever’ experience seems to hit rather hard after the first two years and can be a major turning point for some families.

The experience can last for several months and is usually characterized by anger, ambivalence and depression. Again, this is a time when staff, simply by virtue of being present, are going to be the most obvious target for the anger and ambivalence. Patients or families may begin to find fault with everything the staff do, even though the staff have been doing the exact same things for many months. This is a particularly difficult time for families because it seems so out of sync with what they felt they had already dealt with by coming home.

It is a prime time for what can appear to be arbitrary discharge of staff and home health agencies, Family discord may reach an all-time high and the tension in the home can permeate all aspects of family life.

Staff need to be particularly sensitive to families getting tired at this time and help in whatever way possible to make things run smoothly. Legitimate concerns about the care of the patient can be addressed through proper channels as they arise, but it is important to remain as calm and objective as possible through the rough points and to not personalize the situation.

APPENDIX C. GUIDING PRINCIPLES FOR STAFF IN HOME CARE

There are three guiding principles, which are important to assure that the home care experience will be the supportive service it is intended to be. The principles overlap and are interrelated, but are presented in the following as distinct entities for emphasis.

A. The Patient has Authority in the Home

With the large number of agencies, organizations and health care professionals involved with the patient and family, it is easy to forget that the patient remains the ultimate authority over their care. Everyone else is there as service providers and/or as consultants but it is the patient who is and should be in control of the overall situation. In this regard, while staff may be hired by a home health agency, and while funding for home care may come from a payer other than the family, the patient is, in fact, the consumers and therefore equivalent to being the staff's employers.

They have the rightful authority to both select and remove agencies and individual service providers and to establish the specific guidelines for how service is provided in their home. While the discharge of individual providers and/or agencies is not the recommended first response when dealing with problems in home care, the patient is the authority in their own homes and therefore this can occur.

Staff need to keep in mind that working in home care is a contractual, business relationship. Therefore, inherent in this business relationship is the requirement of respect for the patient's autonomy. Efforts to enable patient to develop and maintain the central position of authority are essential.

Staff need to consistently carry out their responsibilities in a manner which will gain the trust of the patients. Patients must also feel that the staff in the home will be supportive of decisions and will respect the patient's ability and right direct their own care. If staff are able to develop a supportive, trusting and mutually respectful relationship with patients, then difficulties can be discussed and problems can be resolved in a way which is not threatening to either patient or staff.

Developing a relationship that is respectful of the patient's authority and the staff' skills and responsibilities is a dynamic process. It takes time and a conscientious, consistent commitment from the staff, the home care agency, and the patient.

B. Professional and Personal Support

It is of utmost importance for staff to establish a personal and professional supportive network outside of the home in which they are working, to deal with the intensity and stress of home care. Working with one patient in one home, while it has its desirable qualities, also has drawbacks. It can become boring, stressful, or all consuming, especially for staff who work full time in the home. Professional support should be available through the nurse supervisor, home care colleagues or their professional organizations. Regular supervision meetings, staff conferences or even nursing support groups may help the individual nurse to put into perspective one's own behavior, or the unexpected behavior of family members.

Personal or social support from one's own family and friends is also important. Staff who try to have personal or social needs fulfilled in the patient's environment are at risk of becoming too personally involved with the family. This can lead to an inability to maintain an appropriate professional relationship.

C. Maintaining a Professional Relationship

It is perfectly normal for families consciously or unconsciously, to seek to incorporate the home care staff into the family unit in order to decrease the stress of having an outsider in the home. This pull is difficult to resist because it feels like an acceptance and statement of affirmation to be considered as a "family member." While this may be appealing for the staff, this does not necessarily reflect the family's personal statement regarding the staff member as a person. It is, instead, an attempt to decrease the family's own anxiety.

The problem comes from the fact that families have established boundaries and rules by which they live. These rules have evolved over the life of the family and have a history to which no outsider could possibly have access. In a fairly short period of time, staff who allow themselves to be incorporated into the family unit will become recipients of much frustration and hostility for not fitting into the expectations of the family system.

As professionals, staff are responsible to maintain an appropriate, professional distance, while at the same time supporting and respecting the families' naturally established boundaries, even when the family attempts to include staff as family members.

There are families on the other hand, who have no boundaries, or boundaries which are so diffuse as to be virtually nonexistent. These families will automatically view staff as members of the family unit and expect staff to function as a full member of the family. In these circumstances, it is all the more important for the staff to help the family establish boundaries, by identifying those areas where it is inappropriate for the staff to be involved, even when invited, such as in family arguments, decisions about family activities or even life style choices.

APPENDIX D. SPECIFIC GUIDELINES IN THE HOME

The next section will deal with more specific guidelines for staff working in home care. The specific guidelines are written for all levels of professionals in home care, and while some may seem obvious, they are provided as reminders that certain behaviors and actions may have impact beyond the original intent.

A. Common Courtesy in Home Care

There will be many caregivers entering the home. It is important to be sensitive to the fact that it is someone's home, and treat the furnishings with respect, e.g.: wipe up spills on furniture and carpeting, notify the patient if something is broken; wipe feet before entering, etc. With so many additional people coming in and out of the home, there will be extra wear and tear on the furnishings and efforts need to be made to minimize the damage as much as possible.

It is expected that staff will help maintain a clean and neat environment, e.g.: replacing supplies and equipment in their proper places, etc.

B. Value Judgments

Staff may be working in homes in which they experience differences in basic social values and behavior, then their own. These differences should not be expressed as long as the life style and behaviors of the family do not risk harm to the patient, or impede the staff from doing the job they are there to do. How a family lives is their own choice. Similarly, the financial affairs of the family including how a family chooses to spend their limited funds are not the business of the staff. It is recognized however, that it can be difficult to work in an environment where values differ dramatically. If staff find the differences too distressing, it may be necessary to consider the decision to not work with a particular family.

C. Spiritual or Religious Beliefs

The spiritual or religious beliefs of staff should not be expressed in the work place.

D. Day-to-Day Routine

Home care is a 24-hour a day, 7 days a week job for the family, and generally a 40-hour or less work week for staff. Routines which the family has established for the should be followed as closely as possible.

E. Authority in the Home

Where there are mutually acceptable options for care, it is important for staff to support the patient's authority. Unless the patient is placed at risk of harm, the patient generally has the right to determine their own care. When patients are felt to be making inappropriate decisions about their care, it needs to be discussed with the nurse supervisor. If this does not resolve the concern, the nurse supervisor, physician, and the case manager may be helpful in negotiating differences.

When a written plan of treatment includes a specific activity or routine, staff are expected to follow written physician orders at all times.

F. Dependency

Patients are dependent on the services provided by staff. This can create a power differential to which staff need to be sensitive. Systematic negotiation of differences of opinion, while everyone's responsibility, should be a skill which the experienced professional brings to the home environment. The primary goal is to foster independent functioning while providing appropriate support as needed.

G. Documentation

There must be a standard procedure in the home for recording information about the care the patient is receiving. Other than the required charting and recording, it is not appropriate to document in the chart or other places, any aspects of family life or family functioning which is not directly related to the medical care status, or safety of the patient.

H. Reporting Abuse or Neglect - Elder Abuse

Reporting suspected abuse, neglect or exploitation of older persons living in your community. Anyone can report a case of elder abuse in good faith.

I. Rest Periods and Lunch Breaks

M & M 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.

Employee's schedule for an 8- or 12-hour shifts are entitled to a 30-minute meal break. Employees are expected to exercise proper judgment and, when appropriate, schedule a meal break at a time that best suits the needs of the client. This period of time is paid.

An employee may not leave the client's household during a break and must be available to respond to a client's need as necessary.

Rest or meal breaks cannot be used to shorten the work day in any way by arriving late or leaving early from a shift.

APPENDIX E - AFTER HOURS EMERGENCY PHONE

When the office is closed you still have access to both scheduling and nursing support. Call the regular office number and you will receive instructions on how to contact the on-call team member. **Keep in mind an on-call emergency is any situation that cannot wait until the next business day** (i.e. calling off for a shift, patient condition changes such as hospitalization or an event which requires administrative acknowledgement).

When calling the on-call line please be specific by providing your first and last name, phone number with area code, location/patient home/name.

If you have called the on-call person and not received a return call within 30 minutes, call back.

EMPLOYEE HANDBOOK SIGN Off

This is to acknowledge that I have been offered a copy of the Employee Handbook and understand that it sets forth the terms and conditions of my employment as well as the duties, responsibilities, and obligations of employment with M & M Home Care. I understand that the Handbook is always available online at www.MMHomeCare.com. Furthermore, I understand and agree that it is my responsibility to read the Employee Handbook and abide by the rules, policies, and standards set forth in the Employee Handbook.

I also acknowledge that my employment with our Company is not for a specified period of time and can be terminated at any time for any reason, with or without cause or notice, by me or by the company.

I acknowledge that no oral or written statements or representations regarding my employment can alter the foregoing. I also acknowledge that no Manager or Employee has the authority to enter into an employment agreement-express or implied-providing for employment other than at-will.

I also acknowledge that, except for the policy of at-will employment, the company reserves the right to revise, delete, and add to the provisions of this Employee Handbook. All such revisions, deletions, or additions must be in writing and must be signed by the President of the Company. No oral statements or representations can change the provisions of this Employee Handbook.

I also acknowledge that, except for the policy of at-will employment, terms and conditions of employment with the company may be modified at the sole discretion of the company with or without cause or notice at any time. No implied contract concerning any employment-related decision, term of employment, or condition of employment can be established by any other statement, conduct, policy, or practice.

I understand that the foregoing agreement concerning my at-will employment status and the company's right to determine and modify the terms and conditions of employment is the sole and entire agreement between me and our Agency concerning the duration of my employment, the circumstances under which my employment may be terminated, and the circumstances under which the terms and conditions of my employment may change.

I further understand that this agreement supersedes all prior agreements, understandings, and representations concerning my employment with the company.

If I have questions regarding the content or interpretation of this handbook, I will bring them to the attention of my supervisor.

PRINTED NAME _____

DATE _____

EMPLOYEE SIGNATURE _____

Please find the handbook online at: <http://www.MMHomeCare.com>