

Connection Point Services Employee Handbook

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CONNECTION
POINT
SERVICES,
LLC

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Table of Contents

Welcome to Connection Point Services	1
A Word About this Employee Handbook.....	2
Mission Statement, Vision, Values, Goal	3
The Services We Offer	6
Business Hours.....	6
SECTION 1: THE WAY WE WORK	7
Equal Employment Opportunity	7
At-Will Employment.....	7
Americans with Disabilities Act.....	8
Rules of Conduct	9
Abusive Conduct.....	15
Background Screening.....	15
New Employee Orientation	16
Categories of Employment.....	17
Minimum Requirements of Employment	17
Immigration Reform and Control Act.....	19
Talk to Us	20
SECTION 2: YOUR PAY, PROGRESS, AND INFORMATION 21	
Recording Your Time	21
Mileage Reimbursement.....	21
Travel Time	22
Required Time for In-Office Training.....	23



Canceled Shifts.....	23
Payday	23
Promotions, Transfers & Pay Raises	26
Overtime.....	27
On-Call/Pick-Up Shift Program Policy	27
Continuing Education	28
SECTION 3: TIME AWAY FROM WORK AND OTHER	
BENEFITS.....	31
Holidays.....	31
Time-Off Requests (Unpaid).....	32
Medical Insurance	32
Leave of Absence	33
Family Medical Leave Act (FMLA).....	33
Social Security	35
Workers' Compensation.....	35
SECTION 4: ON THE JOB	37
Scheduling Assignments.....	37
Schedule Communication.....	38
Requested Schedule Changes Directly from Client to Employee.....	39
Clock-in and Clock-out, Documenting Tasks.	39
Rules of Conduct	42
SECTION 5: CLIENT RELATIONS.....	51



Eligibility for Services with Connection Point Services.....	51
Client Care	51
Other Important Tips for Being a Successful Caregiver	54
Job Performance	57
Job Duties	59
Incident and Significant Changes Reporting Procedure.....	62
Transporting Clients	64
Client Confidentiality	65
Client Care Relations During Off-Duty Hours	66
Client Confidentiality, Non-Solicitation, and Non-Competition.....	66
Client Money Handling Policy.....	68
Smoking in the Workplace	70
Visitors and Personal Business	70
Cellular Telephones & Use of Client's Phone	70
Failure of Client to Answer Door	71
Emergency Situations (Regarding Resuscitation).....	75
Reporting Abuse, Neglect, Exploitation	77
SECTION 6: SAFETY IN THE WORKPLACE	79
Employee Responsibility	79



Workplace Violence	80
Substance Abuse.....	82

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Welcome to Connection Point Services

This handbook is your guide to our company. Your role is crucial in delivering top-notch products and services efficiently and economically, ensuring client satisfaction and positive recommendations. Your work directly shapes our company's reputation. We're excited to have you on board, and we hope your journey here is both challenging and rewarding.

Sincerely,

Dana Young-Askew, CEO



A Word About this Employee Handbook

This Employee Handbook serves as a comprehensive guide to the company's employment policies and practices. It is imperative for each employee to thoroughly review this handbook, as it provides valuable insights into your role and the company. The policies outlined herein are considered management guidelines and may undergo changes in a growing business.

The company reserves the right to make employment-related decisions necessary for the benefit of both employees and the company. This handbook supersedes all prior versions and any inconsistent verbal or written policies. With the exception of the at-will employment policy, which requires written approval from the President, the company has the authority to modify, remove, or add provisions to this handbook. Any such changes must be documented in writing and signed by the President.

It is important to note that no verbal statements or representations can alter the provisions of this handbook. The content within does not establish



contractual obligations, nor does it guarantee employment for any specific duration.

Mission Statement, Vision, Values, Goal

“Connect. People. Services.”

Our Mission

At Connection Point Services, LLC, we are dedicated to providing compassionate in-home respite care for disabled children, fostering a supportive environment that promotes well-being and strengthens family bonds. Our mission is to create lasting connections, empowering each child to thrive in the comfort of their own home.

Our Vision

Connection Point Services, LLC envisions a future where every disabled child experiences the warmth of home, supported by our dedicated in-home respite care, fostering independence and joy. Our vision is to be the beacon of compassionate support, transforming lives one connection at a time.

Our Values

Compassion: We lead with empathy, providing in-home respite care for disabled children with



genuine warmth and understanding, recognizing and respecting their unique needs.

Family-Centered Approach: We prioritize the well-being of the entire family, fostering an inclusive environment that supports not only the child in our care but also their loved ones.

Individualized Care: We are committed to tailoring our services to meet the specific needs and preferences of each child, recognizing their strengths and challenges to provide personalized support.

Empowerment: We empower children with disabilities by promoting independence, self-expression, and confidence, fostering an environment where they can thrive.

Collaborative Partnerships: We actively engage with families, caregivers, and the broader community to build collaborative partnerships, ensuring a holistic support system for the children in our care.

Professional Excellence: We uphold the highest standards of professionalism, maintaining a team of skilled and compassionate caregivers



dedicated to continuous learning and improvement.

Innovation: We embrace innovation in care practices, technology, and resources to enhance the quality of our in-home respite care, staying at the forefront of advancements in the field.

Respect and Dignity: We treat every individual with the utmost respect and dignity, recognizing the inherent value and uniqueness of each child and family we serve.

Safety and Well-being: We prioritize the safety and well-being of the children entrusted to our care, implementing rigorous standards and protocols to ensure a secure and nurturing environment.

Community Impact: We aspire to make a positive impact on the community by raising awareness, promoting inclusivity, and contributing to the well-being of disabled children and their families.

Our Goal

Empowering every disabled child to experience the comforts of home while promoting independence and fostering a sense of belonging at Connection Point Services, LLC.



The Services We Offer

Respite Care Attendant / Personal Care Aide / Certified Nursing Assistant

We provide help with instrumental activities of daily living such as laundry, cleaning, cooking, as well as helping manage household tasks and upkeep.

We provide help with activities of daily living such as bathing, personal hygiene, dressing transferring, and toileting.

We also provide social interaction. We are not sitters. We provide interactive care that enables our clients to thrive and actively age.

Transportation

We provide reliable transportation for personal errands, scheduled appointments or simply to visit friends or family. Transportation may be provided in the client's car or the caregiver's car.

Business Hours

Office hours:

Monday through Friday 9am – 5pm

Saturday, Sunday – by appointment only.



SECTION 1: THE WAY WE WORK

At Connection Point Services, LLC, we embrace a collaborative and results-oriented approach to work, fostering a culture of innovation, open communication, and mutual respect among our team members.

Equal Employment Opportunity

Our company is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally recognized basis including, but not limited to race, color, age, religion, sex, national origin, physical or mental disability or veteran status.

At-Will Employment

Our company follows an at-will employment policy, allowing either you or the company to terminate the employment relationship at any time, for any reason, with or without cause or notice. This applies despite any provision in this handbook. The right to terminate employment at will is not limited by anything in this handbook or any document, written or oral. No office employee or representative is authorized to make any express



or implied agreements for employment other than at-will, unless such agreements are documented in a written contract signed by the CEO of the company.

Americans with Disabilities Act

Our company is committed to providing equal employment opportunities to otherwise qualified individuals with disabilities, which may include providing reasonable accommodation where appropriate.

In general, it is your responsibility to notify the company of the need for accommodation. Upon doing so, you may be asked 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.



Rules of Conduct

Sexual and Other Unlawful Harassment

Sexual harassment and unlawful harassment are strictly prohibited by Company policy. Our commitment is to maintain a work environment that is free from inappropriate and disrespectful behavior, intimidation, communications, and any other conduct targeting individuals based on their sex, including actions that may be classified as sexual harassment.

According to applicable federal and state law, sexual harassment is defined as unwanted sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature. This includes situations where the submission to such conduct becomes a condition of employment, where it is used as a basis for employment decisions, or where it unreasonably interferes with an employee's work performance, creating an intimidating, hostile, or offensive working environment.

The following list contains examples of prohibited conduct:



- Unwanted sexual advances;
- Offering employment benefits in exchange for sexual favors;
- Visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters;
- Verbal conduct such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about any employee's body or dress;
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations;
- Physical conduct such as touching, assault, or impeding and/or blocking movements;
- Retaliation for reporting harassment or threatening to report harassment.

Sexual harassment on the job is unlawful whether it involves coworker harassment, harassment by a manager, or harassment by persons doing



business with or for the Company, such as clients, customers or vendors.

Other Types of Harassment

Prohibited harassment based on race, color, religion, national origin, ancestry, physical or mental disability, veteran status, age, or any other basis protected under local, state or federal law, includes behavior similar to sexual harassment, such as:

- Verbal conduct such as threats, epithets, derogatory comments, or slurs
- Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures
- Physical conduct such as assault, unwanted touching, or blocking normal movement
- Retaliation for reporting harassment or threatening to report harassment.

Retaliation

Retaliation in any form against individuals who have filed a harassment complaint, raised concerns about harassment (including sexual harassment), or cooperated in a harassment investigation is both against Company policy and



unlawful. Hence, initiating a complaint in good faith will, under no circumstances, be considered grounds for disciplinary action.

Enforcement

All managers and supervisors are tasked with enforcing the Company's anti-harassment policy, encompassing sexual harassment and retaliation, ensuring their supervised employees are well-informed, reporting any misconduct complaints for internal investigation and resolution, promptly taking or assisting in corrective action, and maintaining personal conduct consistent with the policy.

Harassment Complain Procedure

This procedure ensures a prompt, thorough, and unbiased investigation of any reported unlawful or prohibited harassment within the Company. It outlines appropriate disciplinary measures for those found responsible and provides remedies for victims, even if no job loss or economic harm has occurred.

1. Reporting Process



- a. Individuals experiencing or witnessing prohibited conduct under this policy should report it through the standard Complaint Procedure at the earliest opportunity.
 - b. Reporting to a supervisor is preferred; however, if the supervisor is perceived as hostile, engaged in such conduct, or closely associated with the alleged harasser, employees can bypass this step.
- 2. Complaint Submission**
- a. Complaints about harassment or retaliation can be submitted orally or in writing.
 - b. Intentionally false complaints may lead to disciplinary action, including termination.
- 3. Investigation Process**
- a. All reported incidents undergo a prompt investigation with confidentiality maintained to the extent possible.



- b. Findings from the investigation will be communicated to both the complainant and the accused.
4. Confirmation of Prohibited Harassment
- c. If the investigation confirms prohibited harassment, the Company will take appropriate remedial action and disciplinary measures, which may include potential discharge.
5. Informal Communication Encouraged
- a. Employees experiencing sexual harassment are encouraged (but not required) to communicate their discomfort and request an immediate stop.
 - b. Those receiving such requests must comply without retaliation.

Note: While encouraged, this step is not mandatory before utilizing the formal Complaint Procedure.



Abusive Conduct

Abusive conduct refers to malicious behavior in the workplace that a reasonable person would deem hostile, offensive, and unrelated to legitimate business interests. This includes repeated verbal abuse, threatening or humiliating conduct, and sabotage of work performance. The Company strictly prohibits abusive conduct, considering it unacceptable under all circumstances. Employees are encouraged to report any such conduct to a supervisor or manager, and complaints will be treated seriously and investigated promptly. Confidentiality will be maintained during the investigation. Retaliation against employees making complaints or participating in investigations is a violation of Company policy.

Background Screening

As part of our commitment to maintaining a safe and secure work environment, all employees at Connection Point Services, LLC are required to undergo the Virginia Central Registry background check. The cost of this background check will be



the responsibility of the employee, and payment must be made upon passing the check.

Connection Point Services, LLC acknowledges the financial commitment of our employees in this regard, and as a gesture of appreciation, we will reimburse the background check expense on your second paycheck following successful completion.

New Employee Orientation

Upon joining our company, you received an electronic copy of our employee handbook. If you've signed and confirmed receipt through our online process, there's no need to return a signed hardcopy.

As part of our online onboarding, you'll also complete personnel, payroll, and benefit forms. If you lose the electronic handbook, please promptly notify the Administrator for a replacement. If you prefer a printed copy, inform the office manager.

The Administrator oversees your department's operations and is a valuable resource for company and job-related information.



Categories of Employment

INTRODUCTORY PERIOD: All employees are on an introductory period during their first 60 days of employment.

During this period, you will be able to determine if your new job is suitable for you, and your supervisor will have an opportunity to evaluate your work performance.

However, the completion of the introductory period does not guarantee employment for any period thereafter.

FULL-TIME EMPLOYEES regularly work 32 hours or more each week.

PART-TIME EMPLOYEES work less than 32 hours each week.

Note: All Caregivers will fall under the part-time designation. Hours are not guaranteed, and Caregivers are free to accept or reject an assignment offered to them.

Minimum Requirements of Employment

At Connection Point Services, LLC Home Care, we must abide by the guidelines set forth by both the law and our insurance companies. At a minimum,



the following requirements must be met. If the requirements are not met, you will be removed from all cases currently assigned. In addition, not meeting the minimum requirements are grounds for termination of employment.

All Employees with Driver's License

Driver's License – Must be current and not suspended. This is the employee's responsibility, and the employee is responsible for all costs related to this.

Auto Insurance – Must be current and is required for ALL employees. This is the employee's responsibility, and the employee is responsible for any costs related to this.

Background Screening – Must be current. This is the employee's responsibility, and the employee is responsible for any costs related to this.

Home Health Aides Personal Care Aides and Certified Nursing Assistants

CPR certification – Must be a certification from an in-person course. Must be renewed every 2 years. Renewals can be from an online course if we have the original in-person training on file. This is the



employee's responsibility, and the employee is responsible for any costs related to this.

First Aid certification – Must be a certification from an in-person course. Must be renewed every 2 years. Renewals can be from an online course if we have the original in-person training on file. This is the employee's responsibility, and the employee is responsible for any costs related to this

Minimum Training Requirements

Please see “continuing education” in Section 2 for further information for minimum training requirements.

Immigration Reform and Control Act

Each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the company.



Talk to Us

We encourage you to bring your questions, suggestions, and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations. If you feel you have a problem, present the situation to the Administrator so that the problem can be settled by examination and discussion of the facts. We hope that the Administrator will be able to satisfactorily resolve most matters.

Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

If at any time you do not feel comfortable speaking with your supervisor or the next level of management, discuss your concerns with any other supervisor with whom you feel comfortable.



SECTION 2: YOUR PAY, PROGRESS, AND INFORMATION

Recording Your Time

An employee's caregiver documentation is a vital record. It forms the basis for our billing and your paycheck. By following the proper procedure, your correct payroll will be available on the designation day.

You are required to maintain an accurate record of all time worked. Employees must record their hours in the agency's ADP software.

There are laws surrounding Electronic Visit Verification (EVV) effective December 1, 2019. If you are having problems clocking in or out correctly, please notify the office immediately.

Clocking in and out according to policy ensures you are paid correctly.

Mileage Reimbursement

Connection Point Services, LLC will reimburse caregivers for mileage accrued while using their personal vehicles to provide services to clients.



This does not include mileage traveling to or from the client's home.

The ADP Mobile App will be used to document mileage.

Connection Point Services, LLC encourages all caregivers reimbursed for miles driven to maintain their own mileage log to protect them in the event of an IRS audit.

Travel Time

What is “travel time”?

Simple definition: The time it takes to travel between client locations or worksites during a workday.

Example:

Let us say you have a shift at Client A that is from 9am to noon and another shift with Client B from 5pm to 9pm. If it takes 15 minutes to drive from Client A to Client B, you are compensated at minimum wage for the 15 minutes (not five hours).

NOTE: Our ADP system automatically calculates the time using Google Maps.



Required Time for In-Office Training

Time spent in the office for mandatory/required meetings or training will be compensated at the current Virginia minimum wage rate.

Canceled Shifts

Unfortunately, in the home care industry scheduled shifts will be periodically canceled by our clients. This may be due to hospitalization, changes to their scheduling requirements, etc. When this happens, the Company admin personnel will notify the impacted employee with as much advance notice as possible and make best efforts to assign the impacted employee to another available shift.

However, the Company makes no guarantee that an employee will be paid for a canceled shift, nor does it guarantee the assignment of additional shifts/hours in place of the canceled shift.

Payday

You will be paid bi-weekly every other Friday. The payroll week is from Saturday to Friday.



Each pay period consists of two payroll weeks. The Friday after the last full payroll week is when you will be paid.

When our payday is a holiday, you will be paid on the day before the holiday.

Direct Deposit is the only method for payroll and is available to all caregivers.

Paycheck Deductions

The company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal taxes and Social Security (FICA) taxes. All

deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

View Pay Checks Online

Our company uses ADP as our payroll provider. This allows all employees to view their pay stub online. Once you have registered online you may view your pay stub and other payroll information. The website is: www.adp.com



Update Personal, Bank and Tax Information

! **IMPORTANT:** To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information. Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be updated promptly.

Pay Advances

Pay advances will not be granted to employees.

Performance Reviews

Your performance is important to our company. Each year, according to your anniversary date, the Administrator will review your job progress within our company and help you to set new job performance plans.

Our performance review program is designed to provide the basis for better understanding between you, and the Administrator with respect to your job performance, potential and development within the company.

New employees will generally be reviewed at the end of their introductory period.



The evaluation is an opportunity for an open and honest discussion to provide a better understanding of what is expected from both parties. Input from client surveys will also be included when appropriate. Your performance will be evaluated in the following areas:

- Communication skills
- Client satisfaction
- Professionalism
- Attendance
- Personal appearance

Promotions, Transfers & Pay Raises

We believe that career advancement is rewarding for both the employee and our company. We will promote qualified employees to new positions whenever possible.

Depending upon your performance and our company's profitability, adjustments in your pay may be made when there has been an improvement in or sustainment of an already good performance during the review period.



At least 2 hours of continued education courses per year are required to be considered for a pay rate increase.

Overtime

There may be times when you will need to work overtime so that we may meet the needs of our clients. Although you will be given advance notice when feasible, this is not always possible.

Non-exempt employees must have all overtime approved in advance by their Supervisor.

Non-exempt employees will be paid at a rate of time and one-half their regular hourly rate for hours worked in excess of 40 hours in a work week unless state law provides otherwise.

If you accrue overtime in a week that you also work a recognized holiday and exceed 40 hours, you will not receive overtime pay and holiday pay.

On-Call/Pick-Up Shift Program Policy

Participation in on-call duties is optional for employees. If you choose to be on-call for a shift, it is essential that you commit to being responsive and arriving at the designated location on time.



Once you have opted to be on-call, you are expected to accept any assigned shifts. Refusing a shift, a no-call, no-show, or failing to communicate will result in the loss of the privilege of being on-call.

As a token of appreciation for your flexibility and commitment, on-call compensation is set at an additional \$1.25 per hour in addition to your base rate of pay.

Continuing Education

Any training required AFTER hire will be compensated at the current Virginia minimum wage rate.

Any non-required training requested by the employee and authorized by the agency is not eligible for reimbursement.

! **IMPORTANT:** Training that will be compensated for does NOT include training related to maintaining a state license or a current CPR Card. You are responsible for the cost related to those items and will not be compensated for that time.



! IMPORTANT: For online/web-based training, you will be compensated for the estimated time to complete as determined by the training provider.

Minimum Required Training for All Employees

Tuberculosis Test: One-time requirement. Training prior to hire is enough. If the individual does not have this training prior to hire, this training will be offered at no cost. However, there will be no compensation for the training.

- Current CPR Card
- Current First Aid Card
- Assistance with Self-Administration of Meds: One-time requirement if the employee is assisting with medications. Training prior to hire is enough.

Additional Training Requirements

Additional training may be required for specific clients or to provide services related to specific programs. For these situations, the Employee will be requested to complete the training and will be compensated for it.



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SECTION 3: TIME AWAY FROM WORK AND OTHER BENEFITS

Holidays

Our company observes the following holidays each year:

- New Year's Eve
- New Year's Day
- Dr. Martin Luther King, Jr Day
- Washington's Birthday
- Easter
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- Day after Christmas

If a holiday falls on your regularly scheduled day, you must notify the office thirty (30) days in advance if you plan to request time off. If you work on a recognized holiday your compensation will be one and a half times your normal hourly



rate. Holiday time off will be granted on a first asked and/or rotating basis.

Please keep in mind that some of our clients need help every day.

Time-Off Requests (Unpaid)

Special requests for time off will only be considered if the Caregiver submits the request in writing at least fourteen (14) days prior to the date in question. Bear in mind that our clients' needs come first and that we may not be able to honor your request in some circumstances.

*****Do not direct requests for time off directly to your client unless authorized to do so by your Supervisor.**

Medical Insurance

Employer paid medical benefits are not being offered at this time.

However, disability, accident and cancer insurance are offered at a competitive rate through our partner Liberty National.



Leave of Absence

Under special circumstances, employees who have completed 1 year(s) of employment may be granted a leave of absence without pay. The granting of this type of leave is normally for compelling reasons and is dependent upon the written approval of your immediate supervisor. We will make reasonable efforts to return you to the same or similar job as held prior to the leave of absence, subject to our staffing and business requirements.

Family Medical Leave Act (FMLA)

Employees who have completed 12 months(s) of employment may be granted a leave of absence without pay upon the birth or adoption of a child, to care for an immediate family member (spouse, child, or parent) with a serious health condition, to take medical leave when the employee is unable to work because of a serious health condition.

Employees may also take up to 26 work weeks of leave to care for a "member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in



outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness" FMLA permits a "spouse, son, daughter, parent, or next of kin" to take the Military FMLA.

Such leave must begin within six months of the birth of the child and/or placement of a child for adoption.

FMLA may not exceed 12 weeks in a 12-month period. Employees seeking FMLA must provide a minimum of 30 days advance notice of their intent to take parental leave and the anticipated date of their return. Employees may not accept other employment or apply for unemployment insurance while on parental leave. Acceptance of other employment while on leave will be treated as a voluntary resignation from employment.

We will make a reasonable effort to return you to the same or a similar position upon your return from leave subject to our staffing and business requirements.

This leave may run concurrently with any other leave where permitted by state and federal law.



Social Security

During your employment, you and the company both contribute funds to the Federal Government to support the Social Security program. This program is intended to provide you with retirement benefit payments and medical coverage once you reach retirement age.

Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you.

If you are injured on the job, no matter how slightly, report the incident immediately to your immediate Supervisor or Human Resources.

Consistent with applicable state law, failure to report an injury within a reasonable period could jeopardize your claim we ask for your assistance in alerting management to any condition which could lead to or contribute to an employee accident. Additionally, the company will attempt to provide a reasonable accommodation which is medically necessary, feasible and does not impose an undue hardship on the company as



prescribed by applicable Federal, state, or local law.

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SECTION 4: ON THE JOB

Scheduling Assignments

Scheduling assignments is a cooperative effort between the office staff and the home care staff and is vital to our efficiency.

The following guidelines will assure smooth operation:

- 1. Routine Scheduling:** Regular office hours are designated for routine scheduling, with 24/7 availability for emergencies.
- 2. Transportation:** All employees must possess reliable transportation.
- 3. Telephone:** Employees need a reachable telephone.
- 4. Availability:** Communicate availability to the office; inform promptly of any changes.
- 5. Assignment Acceptance:** Carefully consider and commit to assignments; maintain professionalism and fulfill commitments.



6. **Inability to Complete Assignment:** Report illness or family crises immediately to the office; document the situation for 24/7 administrative staff availability.
7. **Shift Call Off/Cancellation:** Excessive late cancellations may lead to disciplinary action; consistent cancellations may affect work opportunities.
8. **Short Notice Calls:** Occasionally, last-minute assignments may arise.
9. **Do not leave shifts early:** Do not leave early; make sure you have given the Client the scheduled time. (If the client insists that you leave, which is considered a change in schedule, you must contact the office immediately.)

Schedule Communication

Your schedule will be kept up to date in our ADP scheduling system. When assigned to a shift, you will be notified via email or phone and must log into ADP to confirm acceptance of the shift. Also, prior to the day of a scheduled shift, you will receive an email text reminder at approximately 5:30pm.



Due to clients' changing needs, the schedule may be altered as necessary.

Note: You can ALWAYS view your current schedule via our ADP mobile app. You will also receive email and/or text notifications of your shifts.

There are NO EXCUSES for not being aware of your schedule.

Requested Schedule Changes Directly from Client to Employee

At times, clients may request schedule changes directly from their Caregiver. However, all changes in hours, whether an increase or decrease, must be formally processed and approved through the office. If such a situation arises with one of your clients, it is crucial to promptly contact the office. This applies even when working a shift, and the client requests an extension. Note that certain clients have strict limits on the duration of services we can provide.

Clock-in and Clock-out, Documenting Tasks

Clocking in and out at the client's residence, as well as accurately documenting what tasks in the



client's care assessment were completed/not completed, is a MANDATORY part of the Caregiver's job.

Why are clocking in/out and accurately documenting tasks so important?

There are laws surrounding Electronic Visit Verification (EVV) effective December 1, 2019. If you are having problems clocking in and out correctly or documenting your tasks correctly, please notify the office immediately. Clocking in and out according to policy ensures you are paid correctly. Supervisory staff, clients, client family members, and other designated individuals have been granted access to our system to view task documentation. In addition, task documentation is also sent/made available to organizations with oversight such as the Agency for Health Care Administration (AHCA), insurance companies, Medicaid, and the VA (The U.S. Department of Veteran Affairs).



Clock-In and Clock-Out

Caregivers have to clock-in and clock-out and document tasks at clients:

The easiest option is to use the ADP Mobile App (GPS) so that you can clock-in and clock-out outside the client's home without being distracted (and possibly forgetting) to do so.

This option **MUST** be used by the Caregiver, **UNLESS** the situation does not allow for one or both of the options (e.g. Client doesn't have a home phone, Client requests a specific option, Client is in a temporary location that is not programmed into our system).

Caregivers who do not observe Company Policy and accumulate three (3) Documented Events will be released from employment.

ADP Mobile App (GPS)

The app is available for both iPhones (IOS) and Android smartphones. You can find the application in iTunes or the Android Play Store. You will receive login information on the day of hire as well as instructional information on how to use the app.



Our ADP mobile app uses the GPS technology of a smartphone which allows the Caregiver to clock in and clock out when within proximity of the client's residence. To use this functionality, the Caregiver will need to have a smartphone with cell service to which the required app must be downloaded and installed.

Instructions for using the smartphone app are provided via email or by watching the tutorial video when logging into the app for the first time.

Documenting Tasks Accurately

A required part of your job is to document tasks (also known as care logs) in a client's care assessment and to document them accurately. If you have completed a task, you are expected to accurately mark the tasks as completed in the ADP Mobile App (GPS). If you have not completed a task(s), you are expected to accurately mark the task as not being completed and to also briefly note why the task was not completed.

Rules of Conduct

There are often several family members and/or friends involved with the client, each concerned with the care and welfare of that individual, and



the Caregiver is placed in the sensitive position of caring for a vulnerable and dependent person. Therefore, the family could become suspicious of any employee action that appears questionable. If an employee conducts himself/herself in accordance with these policies a misunderstanding that could lead to claims of abuse, neglect, theft, or any type of criminal conduct can be limited.

The management of Connection Point Services, LLC will cooperate fully with police or any investigating agency concerning allegations by a client or a client's family about the wrongdoing of a caregiver.

The following rules are established to maintain a professional and respectful environment, ensuring the safety, well-being, and privacy of both clients and caregivers. Adherence to these rules is crucial for fostering positive relationships and avoiding misunderstandings that could lead to claims of abuse, neglect, theft, or any criminal conduct.



General Conduct

Food and Drink:

- Do not consume the client's food or drink without explicit offering or consent. Bring your own food and beverage for on-duty breaks.

Personal Property:

- Do not use the client's personal property without explicit offering and consent.

Unauthorized Individuals:

- Do not bring unauthorized individuals, including family members, friends, or pets, into the client's home during or after a scheduled assignment.

Client's Residence:

- Do not take the client to your place of residence.

Substance Use:

- Do not consume alcoholic beverages, medicines, drugs, or other substances before or during your shift.



Communication and Relationships

Personal Discussions:

- Never discuss personal problems with the client or their family. Maintain a professional relationship and avoid developing social connections.

Note: In some instances, giving your phone number to the client may become a necessity based on different factors. If this is the case, communication should be limited to the time during your shift -OR- shortly before your shift for coordination purposes. Under NO circumstances should you EVER give your address to a client.

Client/Personal Phone Number:

- Under absolutely no circumstances are you to give out a client's telephone number. If your family needs to reach you, they can contact you directly on your cell phone -OR- they can contact the office and a member of the office staff will contact you at the client's home.
- Do not give your home telephone number or address to any client.



Note: In some instances, giving your phone number to the client may become a necessity based on different factors. If this is the case, communication should be limited to the time during your shift -OR- shortly before your shift for coordination purposes. Under NO circumstances should you EVER give your address to a client.

Controversial Topics:

- Avoid discussing controversial topics with clients or others in the care setting.

Gifts and Payments:

- Employees should not accept money, gifts, or tips from clients. Exceptions for special occasions must be communicated to the office. If a client wishes to give a gift on occasions like birthdays or holidays, inform them to contact the office before any gift is accepted.

Solicitation:

- Do not solicit money from clients for personal or organizational purposes.



Client Interaction:

- Perform only duties specified in your job description or Plan of Care. Obtain approval for any additional responsibilities.

Professionalism and Accountability**Leaving the Client's Home:**

- Notify the supervisor, emergency contact, and/or client's case manager before leaving the home for non-service-related purposes.

Distractions:

- Avoid activities that distract from responsibilities, including personal phone calls, watching TV, or engaging in non-care related socialization.

Care for Other Individuals:

- Strictly prohibit personal care for individuals other than the assigned client.

Smoking and Sleeping:

- No smoking or sleeping during your shift.



Privacy and Confidentiality

Telephone and Internet Use:

- Do not use the client's telephone for personal calls or their internet for personal use.

Client Information:

- Keep client affairs confidential; do not disclose personal or financial information. Assistance with financial affairs is prohibited. See the *Client Confidentiality* section on page 65 for more information.

Decision-Making:

- Do not make decisions for the client or discuss matters related to the client's Last Will and Testament.

Additional Responsibilities

Transportation:

- Transportation may be provided to approved clients only. Obtain prior authorization for vehicle use.

Reporting Incidents:

- Immediately report accidents, injuries, or missing property to the office to protect the client's interests and yours.



Limitations:

- Employees are not permitted to cut a client's nails or lift a client under any circumstances.

Punctuality:

- Arrive on time for scheduled shifts. Notify the office if unable to report on time.

Scheduling:

- All scheduling is done through the office; do not alter schedules without notifying the office.

Conflict of Interest:

- Avoid behavior that constitutes a conflict of interest or takes advantage of services for personal gain.

Adherence to these rules is essential for maintaining a positive caregiving environment and upholding the standards of Connection Point Services, LLC. Violations may result in disciplinary action, including termination.



Proprietary & Confidential

SECTION 5: CLIENT RELATIONS

Eligibility for Services with Connection Point Services

Our services can be provided to anyone who needs assistance in their home, at a facility or other place of residence.

We provide services regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, veterans' status or disability. This is also reflected in all employment practices and policies regarding hiring, training, promotions, transfers, rates of pay, termination and other forms of compensation.

The following policies have been established for the benefit of the Employees in hopes of preventing potential conflicts between our clients, their family, the company and you, the Caregiver.

Client Care

We prioritize the well-being of both our clients and Caregivers, and we are committed to preventing any situations where they may be in danger or mistreated. The relationship between the client



and their Caregiver is a crucial aspect of the service we provide. It is imperative that our Caregivers consistently maintain a respectful, helpful, and pleasant demeanor when interacting with clients. Any disrespectful or discourteous behavior toward clients, their family members, co-workers, or referral sources will lead to immediate termination.

Every employee is responsible for promoting friendly and courteous behavior toward clients. Despite our best efforts, there may be instances where a client feels their expectations are not met. In such cases, Caregivers should strive to anticipate needs and address problems proactively. If an issue arises, it's important to follow these guidelines:

- A.) Listen attentively and express genuine concern, considering the issue from the client's perspective. Remember, our primary responsibility is to protect the client's welfare and ensure their comfort.



- B.) Never engage in arguments with the client; instead, do everything within your power to ensure their satisfaction.
- C.) Report problems to the office promptly. If appropriate, call the office immediately from the client's home or contact the office after your shift.
- D.) Avoid arguing with anyone else in the client's home. Maintain professionalism and address conflicts outside the client's presence.



Other Important Tips for Being a Successful Caregiver

- Assume every client's home has a "nanny cam". Technology is inexpensive nowadays. A large percentage of homes have at least one camera. Oftentimes those cameras are hidden. It is very common in our industry for the family members of home care clients to monitor the care of our loved one. Falling asleep and cell phone use are common complaints in the home care industry.
- Make yourself irreplaceable. Be on time, be proactive, be attentive, ask questions, etc.
- Stay off your cell phone...period. The biggest complaint and the fastest way to lose hours is to use your cell phone for non-emergency related purposes during your shift.



- Know your audience. Not all conversations are appropriate for all clients and/or their family members. For example, be mindful of any conversations related to political affiliations or issues with the law.
- Do not argue with clients and/or their family members.
- Do not park your car in a client's driveway if your car leaks oil or any other type of fluids.
- Many of our clients live in a deed-restricted community where fines are given for driveways with stains. In addition, many clients are conscious of the appearance of their driveway. If your client is aware of a car issue and allows you to park on their driveway with that knowledge, then parking on the driveway would be acceptable.
- Do not park on a client's grass unless given authorization from the client or family. Whether you are parking alongside a client's property on the road or parking on the client's property in general, none of the tires of your vehicle should touch the grass unless given authorization from the client or client's family.



- Do not arrive to or leave your client's home with loud music blaring from your car.
- Do not smell like smoke.
- Do not sleep on the job.
- Do not take pictures or videos in your client's home or of your client and/or their family.
- Leave valuables in your car.
- Always lock the doors to your car.
- Never write checks for a client or assist with any unauthorized financial matters. As a caregiver, you are given access to some of the most vulnerable members of our community.



- As such, you want to stay away from any activity that may be perceived as stealing or taking advantage of a client. In addition, there may be inherent temptations to borrow or even steal from a client (e.g. “I need the money and I’ll pay it back before they notice.”) We have seen instances in our community where caregivers in our community have ruined their lives by stealing from vulnerable adults. The news may become public, AHCA will ban you from employment in Virginia from AHCA-regulated organizations, you will go to jail, and have a blemish on your record that impacts you for the remainder of your life. IT IS JUST NOT WORTH IT!

Job Performance

Always read the Plan of Care at the start of your first shift with a new client. Review the Plan of Care at the beginning of every shift for changes and updates.



Proper documentation is required for all you do for the client. This may include additional written documentation in a client notebook.

The client must sign all Communication logs with duties performed and hours worked daily.

Call the office to speak with someone before performing any functions for which you feel inadequately trained. Please request additional training for any task you do not feel qualified to perform.

Changes in the client's condition must be IMMEDIATELY reported to the office.

IMMEDIATELY notify the office if your client falls or is injured. Document the incident/accident on the Incident Reporting form.

Most of the time a death is expected before it happens and specific issues regarding care of the client during and after death have been addressed ahead of time. If you have any questions concerning your client, call the office. If a sudden death occurs, follow instructions in the EMERGENCY SITUATIONS policy.



Job Duties

First among the caregiver's professional duties is a responsibility to the client. The utmost care must be taken to ensure respect and confidentiality for all clients. Caregivers should demonstrate respect for their clients through language and actions. In all client encounters, Caregivers should use non-threatening and non-judgmental language and behavior. Caregivers should not hesitate to call their supervisor when in doubt.

Verbal and written communication regarding a client should be neither offensive nor judgmental.

Every client and Plan of Care is different.

Therefore, job duties and responsibilities may differ dramatically from client to client.

During the initial consultation, Connection Point Services, LLC completes a Service Request Form, which identifies the specific duties required for that client and a Plan of Care is written.

The duties that you are expected to perform are outlined in your Employment Agreement. They include but are not limited to:



Hand washing and infection	Guidelines per orientation and training control
Safety	Safety is foremost and will help you make good decisions regarding the care of your client. All clients are on fall precautions. Client specific safety precautions will be covered.
No-lift Policy	During the initial visit, the safest way to transfer a Client will be assessed and determined. Equipment such as gait belts, Hoyer Lifts, etc. will be utilized as necessary. At no time under any circumstances are you to lift a client.
Light Housekeeping	Cleaning floors, vacuuming, and surface cleaning of bathrooms, furniture, appliances, trash etc., and linen change.
Meal Preparation	Cooking a complete, nutritionally balance meal for



	the client based on their individual requirements.
Laundry	Washing/drying/folding the client's personal clothing and Line as needed or requested
Companionship care	Visiting and talking with the client, reading, listening to Music, taking walks, games/puzzles etc.
Personal care	Assisting the client with oral care, personal hygiene (including) shower or bed bath and incontinence care.
Documentation	Written accountability of services performed and observations regarding the client. Signed daily by client.
Errand Service	Picking up groceries, dry-cleaning, prescriptions etc.
Transportation Service	Driving the client to appointments, shopping or to social activities in the client's or



the caregiver's car. If the caregiver's auto is used, there will be mileage reimbursement.

Incident and Significant Changes Reporting Procedure

In an emergency:

- 1.** Employee should immediately contact the proper authorities. (E.g. 911)
- 2.** Notify the office as soon as possible.
- 3.** The designated emergency contact should be notified as soon as possible by the office.
- 4.** If directed by a supervisor, the employee must come to the office to complete the Incident Report.
- 5.** Office personnel will notify the caseworker or other appropriate personnel as soon as possible and submit proper documentation.
- 6.** Information regarding the incident will be kept in client file.
- 7.** Follow up and report as necessary for closure to incident.



Non-emergency situation:

- 1.** Employee should report any incident and/or concerns to the office as soon as possible.
- 2.** If directed by a supervisor, the employee must come to the office to complete the Incident Report.
- 3.** Office personnel will notify the caseworker or other appropriate personnel as soon as possible and submit proper documentation. (When applicable.)
- 4.** Information regarding the incident will be kept in client file.
- 5.** Follow up and report as necessary for closure to incident.

Incidents / Concerns

The following is a partial list of possible concerns or incidents that should be reported. Please keep in mind these are only a few of the possibilities and each incident or concern should be treated with respect.



- Accident
- Illness
- Abnormal or sudden change in client behavior
- Unusual request by client
- Health risk
- Safety risk
- Medication error
- Suspect abuse of medications
- Unable to provide service for any reason
- Suspect client abuse
- Lack of food/supplies in home
- Marks, scratches, bruises, etc. on client
- Suspect fraud against client
- Suspicious visitor(s)
- Repairs needed
- Complaint(s) by client

Transporting Clients

The use of seat belts is mandatory of operators and passengers of vehicles.

Vehicle maintenance is the responsibility of the caregiver. A caregivers' vehicle must always be in a safe working condition. The vehicle must have a current registration and valid automobile insurance.



When transporting clients, the vehicle must also be clean, minus the smell of smoke and have working air conditioning.

Client Confidentiality

The nature of caring for our clients is inherently personal. Caregivers are required to maintain strict confidentiality regarding all client information. Every employee has a duty to abstain from discussing or disclosing sensitive information to external parties, including their own family. This encompasses details such as names, addresses, and telephone numbers. Access to sensitive information should only be granted to individuals within Home Helpers with a genuine need to know. Emphasizing the utmost importance of this policy, we insist that our home care staff adhere to it both in principle and in practice.

Revealing information about our clients during or after employment is considered a serious breach of our company policy, and disciplinary action will be taken.



Client Care Relations During Off-Duty Hours

Due to the confidential nature of our business and the safety of both our clients and Employees, we ask that contact with clients be strictly during your scheduled time. Visiting clients while others are on duty and/or when you are off duty is prohibited. As stated in the confidentiality section, client information is confidential; therefore, it is understood that your family may not go to the client's home. AVOID giving a client your phone number for your own protection. Never give a client your address. Direct as much communication to the office as possible.

Client Confidentiality, Non-Solicitation, and Non-Competition

Per the confidentiality, non-solicitation, and non-competition agreement signed upon hire by our agency, below is our policy.

During employment and for a six-month period thereafter the Employee is prohibited from engaging in any of the following:



- induce any employee of the Agency to resign
- encourage any client or entity to discontinue any relationship with the Agency
- enter any direct/private/independent hire relationship with any client of the Agency (current and within the past six-month period)
- provide services through another company to any client of the Agency (current and within the past six-month period)
- solicit referrals or opportunities from any referral source.

Violation of this agreement will result in termination and any additional remedy available to the

Agency including legal action to remedy all damages including loss of profits, cost of replacing and training employees improperly solicited for competitive employment, etc. suffered by the

Agency. This includes the right to seek an immediate injunction if the Employee has entered into



a direct/private/independent hire relationship with any client of the Agency (current and within the past six-month period). The employee will be required to reimburse the Agency for all legal fees, costs, and other expenses.

Client Money Handling Policy

Employees must ALWAYS respect the privacy of our clients.

Employees are only authorized to follow the instructions documented for the client in the care assessment. If another method is requested, the employee must contact our office. Our client money handling policy will help protect the client, Employee, and the Company from possible confusion.

The possible options clients have are as follows:

1 – Prepaid Card

Families may elect to have gift cards specific to the stores where a client prefers to shop (e.g. Publix, Wal-Mart, Walgreens, etc.).

2 – Credit Card

The employee may use the client's or family member's credit card for purchases if instructions



for doing so are included in the Client's care assessment.

3 – Cash

The employee may use the client's or family member's cash for purchases if instructions for doing so are included in the Client's care assessment.

! **IMPORTANT:** When using any of these options, the employee must document the date, amount received, the amount spent, where money was spent, the amount of change returned. The employee must provide itemized receipts showing all items/services purchased to the client upon returning to the home. There are no exceptions to this rule. The receipts can be photographed into care logs via CCGo Mobile app.

Non-Authorized Transaction Types

The employee may never do the following:

Write a check for a client or use a debit card for a client that requires a pin code.



Smoking in the Workplace

Our company is committed to providing a safe and healthy environment for employees and visitors. To accomplish this, smoking is prohibited.

Visitors and Personal Business

Entertaining personal friends or relatives is not permitted while at a client's home. It is your responsibility to ensure that nobody visits you while you are working. If the client has visitors while you are working, please note the visitor's name in your documentation for that shift.

Cellular Telephones & Use of Client's Phone

Unauthorized use of the telephone for personal reasons is not permitted while at a client's home. We encourage you to take your cell phone into the client's home. Your cell phone should be placed on silent or vibrate. In addition, your cell phone should only be used for emergencies or for use in communication with the office. No personal calls or texting during your shift except under rare or urgent circumstances (i.e., family emergency, coordination of transportation, etc).



Except under extreme emergencies, you are not to use the client's phone.

Note: This policy is in place to help you quickly deal with or respond to high priority/emergency/high priority situations concerning you and/or your loved ones.

DO NOT ABUSE THIS POLICY. This policy may be revised at any time specifically for you if there are complaints from the client/client's family.

Excessive phone use will not be tolerated and may result in your losing your client and will affect your assignment to other clients.

Failure of Client to Answer Door

- 1** If the client does not answer the door, and the door is unlocked, the Caregiver will:
 - a. Call the local office for assistance.
 - b. Check with the neighbors to determine if they have any information regarding the client's whereabouts, and then advise the local office that:
 - The client is not home and provide the reason for his/her absence; or



- The client is not at home for unknown reasons.
2. If the client is absent for a known reason, the local office will give direction to the caregiver.
 3. If the client is absent for unknown reasons, the local office will:
 4. Call the client's emergency contact person to advise him/her that the client isn't home for the scheduled service; and
 5. Inquire to see if the client has any scheduled appointments, is hospitalized or has another reason for not being home and leaving the door unlocked.
 6. If the client does not answer the door, and the caregiver cannot gain access:
 7. The caregiver will:
 - a. Look through box, windows, side and back of house, etc., to determine if the client can be seen.
 8. If the client cannot be seen, call the local office for assistance.



9. If the client cannot be seen, check with the neighbors to determine if they have any opinion regarding his/her whereabouts and/or if they have a key to the house; and
10. If the neighbors do not have any information regarding the client's whereabouts or do not have a key, telephone the local office for further instructions.
 - a. The local office will:
 - Contact the client's emergency contact person to advise him/her that the client isn't home for the scheduled service and inquire to see if the client has any scheduled appointments, is hospitalized or has another reason for not being home
 - If the emergency contact person is available, encourage him/her to contact the local law enforcement for assistance with entering the client's home



- If it is determined that the client is not home and is not lying sick or injured at home, notify all persons involved about the outcome
- 11.** If the caregiver can see the client lying on the floor and/or can determine that he/she is not responding, the caregiver will:
 - 12.** Call “911” following procedures outlined in the local office’s policy on Client Emergencies.
 - 13.** Call the local office to report the incident and await further instructions.
 - 14.** Stay at client’s home until help arrives.
 - 10.** Ensure house is secure when leaving.
 - 11.** If the caregiver finds the client apparently dead, the caregiver will:
 - a. Call “911”
 - b. Call the local office and await further instructions
 - c. Remain at the client’s home until assistance arrives
 - d. Not touch anything at the client’s home.



- e. Ensure house is secure when leaving
- f. Complete the local office's Incident Report

Emergency Situations (Regarding Resuscitation)

Employees may face an emergency while caring for a client. The Plan of Care has specific, written instructions regarding the client's wishes for resuscitation. Employees should follow the written instructions, not verbal instructions of family members.

Emergencies should be handled as follows:

Extreme Emergency (life-threatening): If a client stops breathing, has difficulty breathing for any reason, has a sudden onset of unexpected pain, becomes unconscious or in any way becomes severely physically distressed, he/she may be in a life-threatening situation.

- A.) DIAL 911, and then call the office as soon as reasonably possible.
- B.) If the instructions are DNR (Do Not Resuscitate), immediately call 911 and



then the office. When help arrives, you may present the DNR order at that time.

In both cases, you are NOT responsible for notifying the client's family. This is the office's responsibility.

Client Health Related (not life-threatening):

Employees may have questions or need health care directions for the client's care. Routine questions should be addressed during regular office hours.

- A.) During office hours: Call the office. A member of the office staff will answer your questions or have the appropriate staff member respond to your concern.
- B.) After office hours: Call the office. The afterhours coordinator will answer your question, refer you to the nursing supervisor or take appropriate action.



Reporting Abuse, Neglect, Exploitation

It is your mandatory responsibility to report any suspicions of abuse, neglect, and/or exploitation to your supervisor, who will contact the proper authority.

If you suspect or know of a vulnerable individual in immediate danger, call 911.

If you are aware of or suspect abuse taking place, you must immediately report it to your supervisor or another person who has been designated by management. If the suspected abuse is to an adult, you should report the abuse to your local or state Adult Protective Services (APS) Agency. If it is a child who is the victim, then you should report the suspected abuse to your local or state child abuse agency. If you do not know your state child abuse agency you can call the Child Help's National Child Abuse Hotline. 1-800-422-4453, TDD 1-800-222-4453. Appropriate family members should be notified of alleged instances of abuse.

Local numbers for reporting:

Adult Protective Services: 1-888-832-3858

Children's Services: 1-804-786-8536



Proprietary & Confidential

SECTION 6: SAFETY IN THE WORKPLACE

Employee Responsibility

Safety can only be achieved through teamwork at our company. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately to their supervisor.

Please observe the following precautions:

- 1.** Notify your supervisor of any emergency. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor immediately.
- 2.** The unauthorized use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the Company's property is forbidden.
- 3.** Use, adjust and repair machines and equipment only if you are trained and qualified.



4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects. **UNDER NO CIRCUMSTANCES ARE YOU TO LIFT A CLIENT.**
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess, ask your supervisor.
6. Know the locations, contents and use of first aid and firefighting equipment.
7. Wear personal protective equipment in accordance with the job you are performing.
8. Comply with OSHA standards as written in our safety procedures manual.
9. Unauthorized possession, use or sale of weapons, firearms or explosives on work premises is forbidden.

A violation of a safety precaution is an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

Workplace Violence

Violence by an employee or anyone else against an employee, supervisor or member of management will not be tolerated. The purpose of



this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage of Company property in the event someone, for whatever reason, may be unhappy with a Company decision or action by an employee or member of management.

If you receive or overhear any threatening communications from an employee or outside third party, report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential, to the extent possible, investigated and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence.

Violations of this policy, including your failure to report or fully cooperate in the Company's



investigation, may result in disciplinary action, up to and including immediate discharge.

Substance Abuse

The company has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the customers we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment and continued employment with the company the following substance abuse policy.

The company has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the customers we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment and continued employment with the company the following substance abuse policy.



Connection Point Services, LLC does random drug testing in compliance with state and federal laws.

- If you are chosen, you will be given a form and must report to the local testing site before the end of that day. If an employee withholds consent to such medical testing, then Connection Point Services, LLC may discipline the employee, up to and including immediate termination.
- Connection Point Services, LLC also reserves the right to require employees to undergo medical testing for alcohol and/or drug use if it has reason to believe that the employee is in violation of this policy or if it is required by a client or a government agency.

Employees are prohibited from reporting to work or working while using illegal or unauthorized substances.

Employees are prohibited from reporting to work or working when the employee uses any controlled substances, except when the use is pursuant to a doctor's orders and the doctor advised the employee that the substance does



not adversely affect the employee's ability to safely perform his or her job duties.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal substances and alcohol in the workplace including on company paid time, on company premises, in company vehicles, or while engaged in company activities.

Employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems.

Employees are also prohibited from consuming alcohol during working hours, including meal and break periods. This does not include the authorized use of alcohol at company-sponsored functions or activities.

Your employment or continued employment with the company is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action up to and including discharge. Furthermore, any employee who violates this policy who is subject to termination may be



permitted in lieu of termination, at the company's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state and local laws.

Consistent with its fair employment policy, the company maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves, or others. The company will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence, and other measures, consistent with the company's policies and applicable federal, state or local laws.

The company further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy



including, but not limited to, the inspection of company issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the company has reasonable suspicion to believe that the employee has violated this substance abuse policy.

This policy represents management guidelines only and should not be interpreted as a contract of employment.

