

AHHC

Care with Compassion and Dignity

AHHC

EMPLOYEE HANDBOOK

Updated November 2011



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MISSION STATEMENT

AHHC, primary goal is to provide high quality patient care, while ensuring compassion, caring, continuity of caregivers, and accessibility on an ongoing basis.

Our caregivers will provide services to patients on a short or long term basis depending on their individual needs.

As our company name conveys, this organization will always be accessible to our patients, their families or responsible parties, and their health care providers.

All of our caregivers will promote professionalism and the high standards of patient care that is an integral part of their job responsibility.

AHHC, wants to establish itself as a premier innovative leader of quality service in the health care arena.

ABOUT THIS HANDBOOK

Please read it carefully and keep it for future use as a handy guide for answers to questions that may arise. If you have additional questions, please call the AHHC office at 410-956-7713. Information is subject to change. Therefore, it is understood that parts of this book may be modified, changed, or eliminated from time to time. We will attempt to keep you up to date regarding changes that effect you via bulletins included with you pay check.

The policies in this handbook should not be regarded as a contract of employment between AHHC and any of its employees nor do they guarantee any fixed terms or conditions of employment. Rather, the handbook represents an overview of our current Human Resources policies and addresses areas of general interest. The employment relationship is terminable AT WILL. You may terminate your employment at any time and AHHC reserves the right to terminate your employment at any time for any reason.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

All applicants for employment will be considered without regard to race, color, religion, age, disability, sex, marital or veteran status, or national origin.

All disabled applicants for employment will be considered without discrimination based on physical or mental disability in regard to any position for which the individual is qualified.

All disabled veterans and veterans of the Vietnam Era will be considered without



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discrimination in respect to any position for which the individual is qualified. Likewise, there will be no discrimination based upon race, color, religion, age, sex, national origin, disability, or marital or veteran status against any employee in any matter pertaining to his or her employment, or any benefit arising therefrom including, but not limited to, promotion, layoff, termination, transfer, training, compensation and working conditions. AHHC's employment practices will conform with both the letter and the spirit of federal, state, and local laws and regulations regarding nondiscriminating in employment. From all employees we expect positive adherence to these principles and cooperation with the programs of Affirmative Action in which AHHC has been and will continue to be engaged.

HARASSMENT POLICY

It is the policy of AHHC for all employees to be able to enjoy a work environment free from all forms of discrimination, including harassment based on race, age, national origin, religion, sexual orientation or other characteristics covered by Title VII of the Civil rights Act of 1964 as amended.

It is improper and against the policies of AHHC for any employee to harass another employee by creating an offensive, intimidating, or hostile working environment through verbal abuse or name calling, threats, intimidation or similar improper conduct.

SEXUAL HARASSMENT POLICY

Sexual harassment will not be tolerated. Sexual harassment in the form of unwelcome sexual advances, requests for favors, or other conduct of a sexual nature will be considered a critical offense. The immediate resolution of any sexual harassment complaint is paramount. The complainant will be given full protection from any repercussions in such cases. Any employee who believes he or she has been subjected to unlawful harassment must promptly report the incident(s) to the AHHC office



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EMPLOYMENT ELIGIBILITY VERIFICATION

The Immigration and Naturalization Act of 1986 requires this facility to insure that all employees, upon being hired, will complete an I-9 form. This form mandates the visual proof of certain documents which must be presented to the personnel office within three (3) days after employment. Failure to provide the appropriate documentation will result in termination of employment.

CATEGORIES OF EMPLOYMENT

- Salaried Employees scheduled to work 32-40 hours per week for a set amount of pay
- Temporary Per diem employees paid per visit or per day
- Temporary PRN Employee works as needed basis

EMPLOYEE COMMUNICATIONS

Customer Surveys / Employee Suggestions.

Suggestions from employees and patients can be very helpful to the agency. They may provide input for better service to the patients, improving working conditions, or helping to control agency costs. We are interested in constructive ideas and suggestions for improving our operations. Please submit your suggestions with your time sheet to the AHHC office.

If you have a problem – let’s talk about it.

In any organization where people work together dissatisfactions and misunderstandings may occur. Occasionally, someone may feel he or she has not been treated fairly or believes that a mistake has been made in the administration of a policy or procedure. If that happens to you, let’s talk about it. AHHC has an ‘open door’ policy that gives you the opportunity to discuss any complaint or problem you may have with the management of the agency.



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SUBSTANCE ABUSE

Employees are prohibited from using, possessing, distributing, manufacturing, selling, attempting to sell, or being under the influence of alcohol or illegal drugs while on duty, while on facility property, or while on the work site. Employees must notify their supervisor when under any medication that may limit their ability to perform their job and verification of any/all medication may be required. Employees, on or off the job, who are convicted or sentenced for illegal drug activity must immediately report such an occurrence to the personnel office. Any employee who, in good faith based on reasonable suspicion, reports an alleged violation of this policy, or takes action in good faith based on reasonable suspicion, will not be harassed, retaliated against, or discriminated against in any way for making reports or participating in any investigation or action based thereon. Any employee on duty may be tested for the presence of drugs and/or alcohol when a reasonable suspicion exists that his/her performance is impaired, including when there is any mishap or accident involving the employee in which injury to persons or damage to property has occurred. An employee who tests positive for any substance will be terminated unless a *current* prescription for that particular substance can be produced. The prescription must be in the employee's name and prescribed by a medical doctor for the specific medical cause. Nothing in this policy, however, will limit the agency's right to enforce appropriate disciplinary measures for violation of facility policy, including, if necessary, termination. Furthermore, the facility is not bound to payment for any care provided.

EMPLOYMENT DATE

Your employment date is the date you begin working at AHHC. This date does not change during continuous employment.

ATTENDANCE / PUNCTUALITY

The agency is a full-time, seven-days a week organization and must be ready to meet patient needs throughout each day, every day of the year. An employee's absence not only affects patient care, but the working conditions of fellow employees. Therefore, **a high premium is placed on attendance and punctuality**. Regular attendance during all scheduled hours at work, reporting to work on time and continuing to work to the end of the work period is expected of every employee. A good attendance record is an indication of your interest in your work and this record will be reviewed on a regular basis. Each employee is required to be at the assigned work location ready to begin job activities at the beginning of the scheduled shift.

If an employee is unable to report for work or unable to report for work on time, the employee is responsible for personally notifying the AHHC office of an impending absence or tardiness. This notification must be made within a reasonable time frame before the beginning of the shift so that arrangements may be made to cover the assigned duties.



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Messages should not be left on voice mail, email sent, or text messages sent – you are required to speak personally to the AHHC office personnel. In case of an emergency, employees should notify the AHHC office immediately by phone. **Family or friends may NOT call in an absence for an employee unless the employee is physically unable to make the call.** Notification of absence or being tardy does not exempt an employee from review for disciplinary action. Notification of absences does not necessarily mean the absence will be excused. **Employees are required to provide the AHHC office a physician's excuse for any unexcused absence greater than three (3) days.** Unexcused absenteeism and tardiness will be documented and will be grounds for disciplinary action. *Excessive* absenteeism cannot be tolerated and it will lead to disciplinary action.

DAYLIGHT-SAVING TIME

When clocks are changed to comply with shifts from daylight-saving time to standard time (and back again), pay for affected shifts will be computed in accordance with hours actually worked.

RECORDING TIME

Employees are required to maintain an accurate record of all time worked. Time sheets are supplied and should be used to record actual hours worked each day by client. Time sheets are used by the payroll department to calculate payroll and client invoicing. The established work week is Monday through Sunday and time sheets must be received into the AHHC office by no later than noon on the following Wednesday to receive a pay check on time. The time sheets may be mailed to: PO Box 5 Riva, MD 21140 or faxed to: 443-926-9124. There will be a \$10.00 processing fee deducted from any employee's pay check that hands their time sheet in late therefore creating an additional payroll run to generate a late check.

PAYROLL DEDUCTIONS

All payroll deductions are shown on paycheck stubs. Changes in authorized deductions can be made through the AHHC office. The following payroll deductions will be made for an employee:

As Required by Law:

- FICA (Social Security)
- Income Tax (Federal, State, and Local)
- Garnishments (child support, bankruptcy, etc.)

PAY PERIODS/PAY DAY

Payroll checks are issued on a weekly basis with the pay period ending on Sunday and the payroll checks are mailed to employees the following Friday. Pay checks contain wages



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earned during the prior week in which the check is mailed. Employees should notify the AHHC office if they feel an error has been made in their paycheck. **Pay checks cannot be issued in advance.**

LEAVE OF ABSENCES

Military leave - Military leave is granted without pay, to enable employees to fulfill their military service requirements.

Jury Duty – Jury Duty leave is granted without pay, to enable employees to fulfill their legal community service requirements. Employees should promptly provide a copy of the summons, or similar communications from the court, to the AHHC office so coverage can be planned.

Personal Leave of Absence - In general, a Personal Leave of Absence is considered a privilege. In no instance is leave granted automatically. Leave requests must be initiated in writing by the employee, approved by the AHHC office. An approved Personal Leave of Absence is without pay and does not guarantee your previous position or other position upon return to work. It is the employee's responsibility to pay any voluntary payroll deductions.

TRANSPORTATION RESPONSIBILITY

Each employee is required to provide personal transportation to and from the assignment and during the hours of work. Each employee must obtain and maintain auto liability insurance of at least \$20,000 for bodily injury, a maximum of \$40,000 per accident, and \$10,000 in property damage. This type of coverage is generally referred to as 20/40/10 coverage.

TOOLS AND SUPPLIES

Unless otherwise agreed to by AHHC in advance, the employee shall be solely responsible for procuring; paying for; and maintaining any tools or supplies necessary or appropriate for the performance of services.

COVENANT NOT TO COMPETE

During the term of employment and for a period of 2 years, the employee shall not contact AHHC's customer/patient, directly or indirectly, either for his or her own account, or as a partner, shareholder, officer, director, employee, agent or otherwise; own, manage, operate, control, be employed by, participate in, consult with, perform services for, or otherwise be connected with any business of the same nature or similar to the business conducted by AHHC. If the employee violates the foregoing, the employee agrees to pay AHHC upon demand, the sum of \$10,000 as liquidated damages in addition to payment of reasonable attorney's fees and costs of AHHC to enforce the provision. In the event any of the



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provisions of this Section are determined to be invalid by reason of their scope or duration, this Section shall be deemed modified to the extent required to cure the invalidity. In the event of a breach, or a threatened breach, of this Section, AHHC shall be entitled to obtain an injunction restraining the commitments or continuance of the breach, as well as any other legal or equitable remedies permitted by law.

PERSONNEL RECORDS

Personnel records are secured in the AHHC office and are considered the property of the AHHC. All information contained in each employee's file will be considered confidential and will only be accessible by authorization on a need-to-know basis.

To maintain personnel records and comply with various government requirements, AHHC maintains the following information. Please notify Human Resources of any updates or corrections.

- Name (or name change).
- Address or telephone number.
- Social Security Number.
- Date of birth.
- Number of dependents; additions to dependents, dependents leaving home, etc.
- Education credits or training certificates (if applicable).
- Emergency contact name or number.
- Occupation or job performed.
- Handbook acknowledgments.
- Information or items your personnel file may contain include, but are not limited to:
 - Return to work permits from physicians.
 - Performance appraisals.
 - Disciplinary actions.
 - Job change information.
 - W-4, I-9 and miscellaneous tax information.
 - Copy of your driver's license (if applicable).
 - Copy of professional licences and certifications (if applicable).
 - Copy of benefits election forms (if applicable).
 - Other employment related information.

STATE LICENSES & CERTIFICATIONS

Employees whose positions require licenses or certifications by state agencies will be responsible for keeping such licensure current and in effect.

An example of these licenses and certification are but not limited to:

- RN license
- LPN license



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- CNA certification
- HHA certification
- CPR certification
- PPD test results
- First Aid certification

A copy of all licensure records will be forwarded to AHHC office for inclusion in each employee's official file. AHHC is under no obligation to continue employment of individuals who fail to become registered, licensed, and/or certified where such is necessary to legally perform duties. Termination will be enforced if an employee does not meet the standards or fails the examination for licensure or does not keep the license current.

POLITICAL OR SOCIAL ACTIVITIES

Political activities may not be conducted on facility or clients premises. Further, employees may not identify themselves as representatives of AHHC in any type of political involvement, such as letters to a newspaper or magazine. Social activities of employees (including while off-duty) should not be conducted in working areas of patient care. Friends or relatives of employees may not visits employees in the client's homes. Children may not be brought to work in the client's homes or left in a car during a shift.

DRESS CODE

An employee's appearance, dress, and grooming, present an image of AHHC as well as of the employee. Employees should maintain a professional appearance in keeping with the type of activity and work in which they are engaged. Employees must be clean and neat at all times. Smocks are required to be worn while caring for patients unless the client has specifically requested 'street' cloths be worn for outings with the patient. Therefore, an employee with specific questions about the dress code should contact the AHHC office. An employee who fails to comply with the dress code may be sent home without pay.

OUTSIDE EMPLOYMENT

Outside employment is permitted provided the employee's ability to perform AHHC assigned duties is not impaired and the employee does not have a conflict of interest.

SOLICITATION

Outsiders cannot solicit or distribute literature to our clients at any time, for any purpose.



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Employees of AHHC may not solicit or distribute literature to the clients for any purpose during working hours.

TOBACCO USE

The use of tobacco causes enormous financial, social, and public harm to the citizens of Maryland. Accordingly, **smoking and tobacco use is prohibited within the client's home**. Smoking outside the client's home is frowned upon because this leaves the clients unattended.

HOURS OF WORK

In order to utilize employees effectively, a defined work schedule is established for each employee by the AHHC office. Employees are advised of their scheduled hours at each client and they are expected to work upon acceptance of employment. On non-routine occasions however, employees may be scheduled for either more or less hours of work, different shifts, or different days of the week, depending on the needs of the clients as follows:

- In the event of an overall reduction in the present workload, an employee may be asked to work less than normally scheduled hours, instructed to go home before the end of the normal shift, work in a different client's home, or be told (as early as possible) that he or she won't be scheduled on a previously scheduled day.
- Days off without pay will be given to requesting employees on the basis of volunteers first. Additional reductions will depend upon staffing needs.
- During heavy workload periods or emergency situations, an employee may be asked to work extra shifts, to stay past normal quitting time, or to work a shift, day, or with a client other than what is normally worked.

Under no circumstances may an employee engage another employee to work all or part of his or her shift without the consent of the AHHC office. All requested changes in schedules must be approved by the AHHC office.

WORKERS' COMPENSATION

If an employee is injured while performing assigned duties, that employee is covered by insurance carried by AHHC under the Workers' Compensation Act. Any employee injured on the job must immediately report on-the-job accidents/accidental injuries, no matter how small, to the AHHC office. Any accident requiring first aid, a doctor's treatment, or lost time should be reported to the AHHC by filing an Incident Report form within twenty-four (24) hours of the incident. The original paperwork must be forwarded to the AHHC office as soon as possible for processing.

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GIFTS, TIPS, GRATUITY

Employees are strictly forbidden from accepting any kind of gratuity from patients or clients. This policy includes borrowing money, and violators will be terminated

DISCIPLINARY ACTION

Discipline may be administered for poor work performance, violations of policies and procedures, or for other reasons. Depending upon the nature, frequency, and severity, one or more of the following types of action may be taken: counseling, verbal warning, written warning, suspension with or without pay, reassignment, termination of employment, other action. Some of any of the above actions may be taken. In an effort to correct unacceptable conduct or avoid its repetition, AHHC tries to use progressive disciplinary steps where appropriate. However, no order or progression of discipline is required.

EXAMPLES OF OFFENSES

The following are examples of offenses for which disciplinary action will be taken.

Examples of Critical Offenses (termination)

- Theft (regardless of the amount) or dishonesty
- Threatening, intimidating, or coercing others
- Unauthorized possession of weapons, firearms, or explosives
- Borrowing funds from patients or relatives of patients
- Conviction of a felony
- Any breach of confidentiality
- Any act of sexual harassment
- Willful damage of client equipment or property
- Altering or adjusting time or another employee's time
- Physical assault/battery on patients, clients, or fellow employees during working hours
- Deliberate omission or falsification of information on employee's application, time sheet, or company records
- Possessing, consuming, distributing, or being under the influence of intoxicants, narcotics, or non-prescribed medications while on facility premises
- Absence of any scheduled work days without prior notification
- Insubordinate acts or statements, or failure to carry out orders of the AHHC office
- Unauthorized copying of company/facility records, including patient medical records

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Examples of Serious Offenses (written warning)

- Work performance below established standards (i.e., inefficiency, misuse of time, loitering)
- Performing work other than AHHC duties during work hours
- Smoking on clients property
- Failure to report an on-the-job accident/injury
- Distributing literature or soliciting on client's premises
- Chronic credit disability considered to be a continuing problem to the company
- Continued failure to work when scheduled
- Failure to notify supervisor(s) of absences on or before dates of absence
- Exhibiting a poor attitude and/or inability to support company goals and programs
- Breach of confidence and professional ethics
- Soliciting funds or accepting tips
- Habitual failure to use time sheet reporting systems in the prescribed manner
- Engaging another employee to work all or a partial shift without the consent of the AHHC office

Examples of Minor Infractions (verbal)

- Unexcused tardiness
- Minor inefficiencies
- Occasional carelessness
- Failure to observe instructions
- Attending to personal affairs on company time (including personal phone calls)
- Horseplay
- Failure to record attendance properly
- Creating or contributing to unsanitary conditions
- Minor damage to client property

RESIGNATION /TERMINATION PROCESSES

- An employee considering resignation should discuss the situation with the AHHC office before making a final decision.
- A two (2) weeks written notice (notice to be *worked out*) should be given to the AHHC office.
- Resignation without proper notice will result in the employee not being eligible for rehire.
- Final paychecks will be mailed, confirm address on file.
- Prior to the last day of work, an employee will be asked to participate in an exit interview and to return their employee Handbook.



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REFERENCE REQUESTS

Requests for reference information must be sent to the AHHC office from prospective employers to the attention of the *Personnel Office* and should include the employee's authorization to release information.

CONFIDENTIAL INFORMATION

It is the obligation and policy of AHHC to maintain the confidentiality of all patient information and medical records, and to protect the patient's right to privacy. Any and all information pertaining to this office, its patients or the business or records of AHHC, are confidential and may not be discussed with or disclosed to anyone without the specific authorization of the owner of the information. With respect to the patient, the owner shall be deemed to be the patient and/or his/her legal representative. With respect to information pertaining to or belonging to AHHC, AHHC may consent in writing to disclosure. Disclosure of confidential information may only be made when compelled by legal requirements.

NON-DISCLOSURE OF CERTAIN INFORMATION

In order to safeguard the Company's confidential information, employees are expected to refrain from disclosing information about the company; its trade secrets, proprietary information and technical know how, its customers, customer lists and employee information. In addition, employees are expected to refrain from disclosing information about the Company's business, business systems, future plans, products, pricing of its services, marketing methodology, or financial information. Furthermore, employees may not use or disclose AHHC Information created or maintained by the Company, except as specifically authorized by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") Administration Simplification provisions, the Privacy Rules, and the Company's Privacy Policies and Procedures.

Employees are responsible for the internal security of the Company's trade secrets, confidential information, and Protected Health Information. This information should be safeguarded when in use, filed properly when not in use, destroyed when no longer required, discussed only with those who have a legitimate business need to know, and disclosed only in the event that disclosure is authorized by applicable law and Company's Privacy Policies and Procedures. Written communication involving trade secrets or confidential information should always be addressed to a specific individual and marked "Confidential."

It is the company's policy not to infringe upon the proprietary information, trade secrets, or confidential information of third parties. In addition, it is the Company's policy not to interfere with third parties' contractual or business relations. You have represented and



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warranted that you are not subject to any agreement or obligation that would prevent you from performing your duties for the Company and that you are not subject to or in breach of any non-disclosure agreement, including any agreement concerning trade secrets or confidential information owned by another party. During your employment with the Company, you shall not use, disclose, or reverse engineer (i) any confidential information or trade secrets of any former employer or third party, or (ii) any works of authorship developed in whole or in part by you during any former employment of for any other party, unless authorized in writing by the former employer or third party. The unauthorized possession distribution, use or disclosure of trade secrets, confidential information, or protected health information belonging to Company or of another may be grounds for disciplinary action, up to and including termination. Employees found to be violating this policy are subject to disciplinary action, up to and including termination, and may also be subject to civil and/or criminal penalties. As part of your employment by the Company, you have an affirmative obligation to report any violations of these obligations by yourself or any other employee of the Company. Failure to report such a violation may result in disciplinary action, up to and including termination. To report a violation or if you have any questions regarding our Privacy Policy, please contact: *Ellen Dodd PO Box 5 Riva, MD 21140*, Phone: (410) 956-7706, FAX: (443) 926-9124