



Team Member Orientation and Policy Manual



GRACEPOINT HOME CARE’S EMPLOYER DISCLAIMER

The purpose of this Manual is to provide our team members with a resource of service expectations, understanding of employment policies, procedures, and benefits at Gracepoint Home Care to ensure success for each of you. It is a summary only and, as such, is not meant to be all inclusive. This manual is not to be viewed as an employment contract, express or implied, and it does not guarantee employment for any specific length of time. Team Members are "per diem", meaning if a position is offered, it is typically for a set period, and all positions are temporary positions. While some positions will be available for extended periods, each job is considered "per diem" status. While it is hoped that our employment relationship will be long-term, either the Gracepoint Home Care or the team member can end the relationship at any time, with or without notice, with or without reason, to the extent allowed by law. Gracepoint Home Care reserves the right to change employment policies, procedures, benefits, or this Manual at any time without notice. It is the responsibility of the team member to stay abreast of policies. The Gracepoint Home Care will make every effort to notify Team Members of any policy changes, additions, or deletions. All changes will immediately become a part of this Manual and will be posted on eSRP for a resource for team members. If at any time questions arise about this manual, please reach out to our Team Member Relationship Success Manager, Jessica Rowe, at 251.415.5521.

WELCOME

It is our pleasure to welcome you to the Gracepoint Home Care team. First, we want to let you know that you are joining an organization that has been selected as an Employer of Choice by our current team members. We also want to let you know that you are joining a home care Gracepoint Home Care that cares about its team members and appreciates all that you do for our clients daily. We not only recognize that our future success depends on each one of you, but we are also committed to ensuring that we do all that we can do to support you along the way. We want each one of you to know you are a valued and our goal is for you to enjoy being a member of our team and that your career proves to be a long and happy one with us.

As part of our Gracepoint team, we all play a vital role in caring out our mission of creating a legacy of excellence home care. While we are a home care Gracepoint Home Care dedicated to providing efficient, courteous, and reliable service to our clients and their families, we also are known for being a workplace that provides a friendly, respectful, and safe culture for our team members. We look forward to having you on our Team and the valuable contributions you will, undoubtedly, make.

Purpose of this Manual

This manual is meant to be a daily resource for each of you that provides a summary of information regarding insight into Gracepoint Home Care and its service expectations, working conditions, benefits, and policies & procedures as a member of our team. More details are provided in the Gracepoint Home Care's *Policy & Procedure Manual*, which is located in the Gracepoint Home Care Office. You may review the manual at any time during office hours and/or you may request copies of individual Policies & Procedures (P&Ps) from the Team Member Success Manager. In addition, selective P&Ps will be reviewed with you during Orientation, during training sessions and/or on an "as-needed" basis. Nevertheless, you are expected to be familiar with, and adhere to, all our Gracepoint Home Care policies and procedures.

The information provided in this manual should not be considered either as an Offer-of-Employment or as a contract between the Gracepoint Home Care and you. It represents conditions of ongoing employment but does not guarantee continued employment. You are responsible for reading, understanding, and complying with the terms of this manual. This way, you will know what the Gracepoint Home Care expects of you and what you can expect from the Gracepoint Home Care. You are encouraged to present any questions that you may have to the Team Member Relationship Success Manager at.

GRACEPOINT HOME CARE OVERVIEW

HISTORY

Gracepoint Home Care was established in 2020 in Mobile, AL, by our owner Dylan Maloney. Dylan is a licensed CNA (Certified Nursing Assistant) and is actively involved in the day-to-day operations of our Gracepoint Home Care.

WHAT MAKES GRACEPOINT HOME CARE THE BEST

While we serve all segments of the population, most of our clients are seniors. We provide a 100% service guarantee with our clients, we also provide administrative support to the families in many ways throughout the process. Gracepoint Home Care employs RNs (Registered Nurse), LPNs (Licensed Practical Nurse), CNAs, and Caregivers as members of our team. We offer our clients quality in-home services, which includes Personal Care; Homemaker/Home Management; Caregiver/Respite; Light Housekeeping, Activities, Friendly

Reassurance, Companionship/Sitter, Skilled Care, and other services requested by clients that are approved by our Client Services Success Manager. We are classified as a Non-Medical Home Care Gracepoint Home Care currently serving clients the areas of Mobile and Baldwin Counties.

LOCATIONS AND CONTACT INFORMATION

Physical Address of Mobile Office: 600 Bel Air Blvd., Suite 150, Mobile, AL 36606
Physical Address Foley Office: 316 South McKenzie Street, Suite 177, Foley AL 36535

Email Address: info@gracepointcare.com
Website Address: www.gracepointcare.com
Facebook: Gracepoint Home Care
Instagram: Gracepoint Home Care

Office Telephone Number: 251.415.5521
Emergency Telephone Number After Hours: 251.415.5521
Fax: 251.205.0874

ORGANIZATIONAL STRUCTURE

Gracepoint Home Care's organizational structure from its administrative team delineates what positions are utilized in the Gracepoint Home Care, the roles and responsibilities of each position, the lines of communication and who is to be consulted on specific issues. It also clearly defines the responsibilities, accountability, and relationships of all the Team Members. Its *Organizational Chart* defines relationships and lines of authority within the Gracepoint Home Care.

Administrative/Leadership Team

Dylan Maloney

President

Dylan@gracepointcare.com

Owner of the organization and provides direction and leadership to the administrative team. Handles all client billing and oversees daily operations of the organization to ensure maximum efficiency.

Dawn Davis

Director of Community Services

Dawn@gracepointcare.com

Handles all marketing, community involvement, strategic initiatives, client referrals, business development, public relations, competitive analysis, and advertising.

Matzineyah Kelly

Client Services Success Manager

Matzineyah@gracepointcare.com

Handles all aspects of client relationships from scheduling of clients and team members, manages the Care Coordinator team, client care notes, communications, client loyalty service program, services and Family Connect.

Jessica Rowe

Team Member Relationship Success Manager

Jessica@gracepointcare.com

Handles all aspects involving Team Members including orientation, training, Service of Excellence Program, Service Champion Program, Recognition Programs, Team Member Satisfaction, and Pay for Performance Reviews.

Shavon Sabino, Toni Shamburger, Aliyah Young

Care Coordinator Team

Care@gracepointcare.com

Handles recruitment, hiring and onboarding of all new team members. Oversees and manages all aspects of scheduling of team members.

Gracepoint Home Care's Mission, Vision, and Core Values

Mission Statement

Gracepoint Home Care will provide a legacy of excellence in home care.

Vision

Home care at its finest.

Core Values

Caring about our team members, our clients, and our community.

Growing our abilities, our impact, and our results.

Working with integrity, professionalism, and honor.

COMMITMENT

Gracepoint Home Care is committed to maintaining and enhancing the attributes of its team members to ensure the ongoing provision of excellent quality care to clients in compliance with the Gracepoint Home Care's mission statement, values, and standards. It shall achieve this, in part, through team member development and training; enforcement of the Gracepoint Home Care's policies and procedures; and maintaining financial viability.

COMMUNICATIONS

Gracepoint Home Care believes that communication is key to prevent mistrust and misunderstandings between the administrative team, team members, clients and their family members. Not only does effective communication improve relations but also it has demonstrated that team members' input improves management decisions. Furthermore, we recognize that team members' morale, performance and job satisfaction are enhanced when effective communication measures are available and utilized. Some of the communication methods that the Administrative Team may utilize to communicate with you involve eSRP, care notes, open door policy, face-to-face interactions, bulletin boards, staff meetings, written memorandums, texting, telephone, and email.

FACE TO FACE INTERACTIONS

Gracepoint Home Care practices an “*Open Door*” approach to encourage team members to discuss work-related and/or personal issues, which may affect your welfare. If the issue is not pressing or urgent, it would be best if you could schedule an appointment with the Team Member Relationship Success Manager in order that she can give you his/her full and undivided attention when you meet.

TEAM MEMBER MEETINGS

Team Member meetings are held once a quarter to provide updates on Gracepoint Home Care activities, inform personnel of changes in policies and procedures, address issues, and recognize team members. Team members are encouraged to submit items for the agenda. Spur-of-the-moment meetings are scheduled as required. Meeting reminders shall be sent via email, where applicable. Team Member meetings will be recorded to view later for those team members that are unavailable to attend in person.

eSRP SOFTWARE SYSTEM

eSRP is Gracepoint Home Care's communication software system utilized by all team members for clocking in and out for scheduled shifts, for communications, scheduling, personnel records, care notes, email and text correspondence with administrative team, open shift broadcasts, team member communications, client communications, notes, tasks, assessments, billing, client activities, and information involving client care, demographics, medical information, and special requests.

STAFF DEVELOPMENT

SERVICE OF EXCELLENCE PROGRAM

Gracepoint Home Care is invested in helping our team members succeed in their careers within the organization. The service of excellence program promotes teamwork across the organization. Service Champions are select team members with tenure with the company that have exceeded service expectations to our clients. The program pairs selected Service Champions with Team Members to provide coaching and training opportunities while on the job through peer-to-peer coaching. Each new team member will be partnered to work with a service coach that is their mentor within the organization. Service Champions will provide guidance, answer questions, support, promote mission and organization's culture, ensure team member success with Home Care Pulse training platform, reinforce service commitments with the team member.

HOME CARE PULSE TRAINING APP

Commented [DD1]: Once a quarter team member meetings- discuss, Service of Excellence Program, Service Champions, Monthly Recognition of HCP trainings completed, Service Champion of the Month, Service Coaches with new team members, Complaint of Discrim/Harrasment Form, TM Complaint form, Conflict of Interest form, emergency contact, written release of information, time keeper failure form,

Gracepoint home care is committed to your growth and success within the organization and provides training modules through an online training platform known as Home Care Pulse. Home Care Pulse Training app (HCP Training) can be downloaded on any mobile devices at no charge with your username and password. Team Members will have training modules they are required to complete within the first 30 days of employment and on an ongoing basis. Team members will be compensated at a training hourly rate for training time for completing courses on Home Care Pulse. Team members are encouraged to obtain certifications from Home Care Pulse in areas of interest to achieve certifications in various levels of care. The completed training modules are considered during the pay for performance yearly evaluation process, promotional opportunities, Team Member of the Month, Service Champion Program, and with clients needing specialized care at a higher hourly rate. Team Members will also be recognized monthly for the Home Care Pulse Training courses completed.

SERVICE CHAMPION OF THE MONTH

Each month Gracepoint Home Care's Service Champions will nominate a team member a team member that they feel exemplifies Gracepoint's mission of creating a legacy in home care. The Administrative Team will select one of Team Member from the nominees from the Service Champions. The Team Member will be chosen based on critical thinking skills, going beyond for clients, completing thorough care notes, perfect attendance, client feedback on service provided, daily activities completed, Home Care Pulse training modules completed, communication skills with administrative team, and teamwork with peers. The Service Champion of the Month will be recognized by the Administrative Team by a certificate, a \$100.00 gift certificate, a badge, and a logo jacket.

SERVICE CHAMPION STAR OF THE YEAR

At the end of the year, a Service Champion of the Year will be selected from all the Service Champions of the Month to be recognized as a Service Champion Star that is an example of our mission of creating a legacy in home care. The Service Star of the Year will be given a day off with pay (8 hours), leader of the Service Champion program, a Mentor to the Service Champions, serve as an ambassador for the Client Services Manager, and will have a role on the administration team as an ambassador for Caregivers.

TEAM MEMBER EMPLOYMENT POLICIES

EQUAL OPPORTUNITY

Gracepoint Home Care is an equal opportunity for you and all its Team Members and applicants for employment without regard to race, gender, color, creed, religion, gender, sexual orientation, national origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. This applies not only to the hiring process but also to working conditions and privileges of employment. This policy extends to all terms, conditions, and privileges of employment as well as the use of all company facilities and participation in all worksite-sponsored activities, including the following:

- ◆ Hiring
- ◆ Promotions
- ◆ Transfers
- ◆ Recruitment or recruitment advertising
- ◆ Layoffs or terminations
- ◆ Compensation of any kind
- ◆ Selection for training
- ◆ Educational programs
- ◆ Company-sponsored recreational and social activities

Harassment, retaliation, coercion, interference, or intimidation of a Team Member because of that team member's race, religion, color, national origin, sex, age, or disability is forbidden. Any team member who experiences such treatment should report it immediately to the Client Services Relationship Manager at the Gracepoint Home Care. We earnestly seek the cooperation of all Team Members in helping maintain this policy.

ANTI-DISCRIMINATION

Gracepoint Home Care complies with U.S. anti-discrimination laws, which include, but are not limited to, the following:

- ◆ *Civil Rights Act of 1964* prohibits discrimination in employment based on race, color, sex, or ethnic origin
- ◆ Age Discrimination in Employment Act (ADEA) prohibits discrimination against Team Members 40 years and older
- ◆ Non-discrimination Act (GINA) prohibits the use of using genetic information for hiring, firing, or promotion decisions and for any decisions regarding terms of employment, health coverage and employment based on genetic information.

HARASSMENT

Gracepoint Home Care is committed to protecting the welfare of its Team Members from all forms of sexual and job-site harassment including bullying, joking and/or commenting about sexual orientation, race, color, ethnicity, religion, gender, marital status, age, National Origin, status, physical/mental disability, pregnancy, military/veteran status, or any other basis, which is prohibited by state or federal law. Harassment is any annoying, persistent act or action that singles out a team member to his/her objection or detriment, because of race, sex, age, religion, national origin, physical handicap, mental condition, or veteran status. Harassment may include, but not limited to, any of the following:

- ◆ Verbal abuse or ridicule. This includes abusive or derogatory comments or slurs and unwanted sexual advances, invitations, or comments.
- ◆ Interference with a Team Member's work. This includes physical contact such as assault, blocking normal movement and intimate physical contact.
- ◆ Displaying or distributing sexually offensive, racist, or derogatory materials. This includes derogatory posters, cartoons, drawings, and gestures. Demanding favor (sexual or otherwise), explicitly or implicitly, as a condition of employment, promotion, transfer, or any other term or condition of employment.
- ◆ Retaliation for having reported harassment.

Every team member is expected to avoid any behavior or conduct that could be interpreted as unlawful harassment. All team members should understand the importance of informing an individual whenever that individual's behavior is unwelcome, offensive, in poor taste, or inappropriate.

Team Members who feel they have been harassed must report it immediately. Team members must use the established Complaint Reporting Procedure as described below. The policy of Gracepoint Home Care is to investigate each complaint promptly and to fully keep the results of the investigation confidential practical.

REPORTING OF DISCRIMINATION AND/OR HARASSMENT COMPLAINT

Gracepoint Home Care requires that if you believe you are a victim of any form of discrimination or harassment or if you have information about another Team Member, who is a victim, you must report it to the Team

Member Relationship Success Manager immediately. If you report alleged or real discrimination or harassment, you can do so with fear of reprisal.

Gracepoint Home Care places the utmost importance on open communication to assist us and our team members in resolving all types of complaints and disputes no matter how small. Use this procedure to file complaints regarding work rules, working conditions, disputes with other team members, unfair practices, and any type of harassment. Complaints filed will be held in confidence, to the fullest extent practical, and information will only be released on a need-to-know basis for the purpose of investigating. Anytime you have a complaint, please bring it to the Team Member Relationship Success Manager in writing immediately. Should reasons prevent written documentation from being presented at the time the complaint is first discussed with the Team Member Relationship Success Manager, Team Members are to turn in written documentation as soon as reasonably possible. Team Members should explain the complaint in detail and offer any solutions you may have. If applicable, outline what actions you would like management to consider correcting the situation. The Team Member Relationship Success Manager will provide an answer to after reviewing all information. This time may vary depending on the severity of the complaint, and the extent of investigation into the matter.

Complaint Policy

TEAM MEMBER COMPLAINTS

Gracepoint Home Care is committed to providing professional and productive working conditions for all Team Members. Part of this commitment is encouraging an open and frank atmosphere in which any problem, concern or question can be addressed and discussed. Any question, problem, suggestion, or complaint should first be made verbally to the Team Member Relationship Success Manager. The team member is asked to submit the issue in writing. The Team Member Relationship Success Manager will then schedule a meeting, review the facts submitted, conduct any necessary investigation, and provide the team member with a written response. Each complaint and documentation of the complaint will be kept in the complaint log and a copy of the complaint will be kept in the appropriate personnel file.

CLIENT COMPLAINTS

Any question, problem, suggestion, or complaint can be made verbally to the Team Member Relationship Success Manager or Client Services Relationship Success Manager at Gracepoint Home Care. Once the complaint is made, the Team Member Relationship Success Manager or Client Services Relationship Success Manager will document the complaint into the complaint log and will complete a team member complaint form. The team member complaint form will provide the necessary documentation that will allow the Team Member Relationship Success Manager and Client Services Relationship Success Manager to effectively discuss the complaint and determine, if needed the form or coaching or disciplinary action to be taken. Gracepoint Home Care will contact the party that made the complaint and give feedback on how the complaint was handled. Each complaint and documentation of the complaint will be kept in the complaint log and a copy of the complaint will be kept in the appropriate personnel file. Gracepoint Home Care encourages our clients and their families to provide as much feedback as possible so that we can make their experiences with our caregivers a positive experience.

RETALIATION

Gracepoint encourages reporting of all perceived incidents of discrimination or harassment. It is the policy to investigate such reports promptly and thoroughly. Gracepoint prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

CULTURAL DIVERSITY

Gracepoint Home Care recognizes and values the traditions and customs of others and, in so doing, practices an open and tolerant attitude towards different religions, cultures, ethnic groups, races and personal views. Special racial, religious, ethnic, cultural, and linguistic needs of clients will be determined and documented during the initial assessment. Wherever possible, the Gracepoint Home Care tries to assign Team Members who have similar backgrounds. The Gracepoint Home Care also recognizes the cultural and religious obligations of its team members. You are expected to become more knowledgeable of, and sensitive to, other cultures and to recognize and support diversity.

DISABILITIES

The *Americans with Disabilities Act* (ADA) prohibits discrimination in employment based on disabilities and requires that employers accommodate individuals with disabilities who can otherwise perform a job. Gracepoint Home Care will accommodate qualified individuals, with known disabilities, unless doing so will cause the Gracepoint Home Care undue hardship. This applies to team member selection, training, job assignment, compensation, benefits, discipline, and termination. It is your responsibility to notify the Team Member Relationship Success Manager of your special need(s). He/she may require input from you on the types of accommodation you feel is required or the functional limitations caused by your disability. When appropriate, we may need your permission to obtain additional information from your physician or other rehabilitation specialist(s).

EMPLOYMENT ELIGIBILITY

LEGAL REQUIREMENTS

In accordance with the *Immigration and Nationality Act* (INA), Gracepoint Home Care only hires those individuals who may legally work in the United States (i.e., citizens and nationals of the U.S.) and aliens authorized to work in the U.S., in accordance with the U.S. Department of Labor (DOL) regulations. Gracepoint Home Care will verify your identity and employment eligibility, which includes completing the DOL's "*Employment Eligibility Verification Form (I-9)*". The completed I-9 will be kept in your Personnel File for at least three years, or one year after employment ends, whichever is longer.

EMPLOYMENT OF RELATIVES

Gracepoint Home Care may permit you and members of your "family" to work at the Gracepoint Home Care or providing a conflict of interest does not result. For purposes of this practice, a "family member" is an individual who is related to you in one of the following capacities: spouse, sibling, parent, grandparent, aunt, uncle, cousin, any "in-law" relationship, any "step" relationship, a significant other, love interest, or roommate.

EMPLOYMENT PROCESS

The Gracepoint Home Care makes all recruitment, selection, hiring and employment decisions based on individual merit and objective job qualifications. Any training, which the Gracepoint Home Care deems to be needed, is supplied on a non-discriminatory basis with the goal of obtaining the best-qualified individual to perform the duties of the position.

UNSOLICITED EMPLOYMENT APPLICATIONS

Gracepoint Home Care continually receives unsolicited applications from individuals who are seeking employment. Due to the high volume of such applications, Gracepoint Home Care will not be contacting these individuals unless it is interested in having them complete its *Application for Employment* form. Once this form is completed, we will review it to determine if the applicant has the training and/or experience required for one

of the positions Gracepoint Home Care utilizes. If it does, the application may be placed in Gracepoint Home Care's "Potential Candidates" file. Such files are usually kept for one year. During that period, should Gracepoint Home Care need to recruit new Team Members, the potential candidates' *Applications for Employment* will be reviewed and suitable candidates may be contacted for Personal Interviews.

POSTING OF POSITIONS

When a new position is created or an existing one becomes vacant at Gracepoint Home Care the Team Member Relationship Success Manager will update the relative Job Description and post the job opening. If you are interested and feel you can meet the requirements of the Job Description, submit your application/resume, as directed. If internal recruitment is not successful or not an option, the job position is advertised on the open market. Gracepoint Home Care's search for suitable team members is an on-going process and is not only conducted when a position is open. A variety of recruiting sources are used to help attract and hire the best Team Members. These sources include everything from ads in the local newspaper to online postings. Referrals also come from existing Team Members.

SCREENING OF APPLICANTS

Once the deadline for the internal and/or external job posting has passed, the applications will be screened to determine suitability for the position and to the Gracepoint Home Care. Those applications, deemed to be most suitable, in terms of meeting the criteria required by the position and the requirements of the Gracepoint Home Care, will be selected for further evaluation and a possible Personal Interview.

CONDUCT PERSONAL INTERVIEW

The Care Coordinator team will schedule interviews with short-listed candidates. Candidates called in for interviews should bring the documentation listed below with them. This documentation may not be reviewed during the actual interview but if the candidate proceeds beyond the interview stage, it will need to be verified at some point in the process.

- ◆ Valid photo identification such as a driver's license, passport, or student's card.
- ◆ Copy of all licenses and/or certification relative to the position:
- ◆ CNA, LPN's, RN's must bring a completed license verification form, which shows that their license is current and must verify that their status with state agencies is in good standing.
- ◆ First Aid and CPR (cardiopulmonary resuscitation) Certification – Team members are asked to provide any current documentation related to First Aid training or CPR certification.
- ◆ Valid automobile insurance

CONDUCT BACKGROUND CHECKS

As a condition of employment, successful candidates will be asked to sign the Gracepoint Home Care's Pre-Employment Background Check Authorization in order that background checks may be conducted. Team Members will be required to pay \$5.00 to cover the cost of the background check. The Gracepoint Home Care reserves the right to make employment decisions arising out of all the Pre-employment Background Checks.

- ◆ License Verification;
- ◆ Drugs/Alcohol;
- ◆ Criminal history check;
- ◆ Sex and violent offender registry check; and/or,
- ◆ Others, as deemed necessary by the Gracepoint Home Care.
- ◆ Elderly abuse registries

EVALUATE COMPETENCY

In some situations, one or more competency examination(s) may be conducted, depending on the job description, position requirements, the qualifications/experience of the candidate and the state's competency/certification standards; and/or, as deemed necessary by Gracepoint Home Care.

OBTAIN ADDITIONAL INFORMATION

Additional information is also needed from the successful candidate, which includes, but is not limited to:

- ◆ social security number;
- ◆ valid driver's license;
- ◆ proof of vehicle insurance;
- ◆ birth certificate;
- ◆ COVID-19 immunization record.

OFFER-OF-EMPLOYMENT & COMPLETE PAPERWORK

The chosen applicant formally acknowledges the job offer verbally or in writing. Gracepoint Home Care begins the paperwork required to hire the finalist on the agreed upon start date. The Care Coordinator team will give the new Team Member(s) the forms to complete, which include, but are not limited to:

- ◆ The "I-9", which is the United States Department of Justice Immigration and Naturalization Service Employment Eligibility Verification form.
- ◆ The W-4, which is the Team Member's Withholding Allowance Certificate. This form states the correct amount to withhold for Federal Income Tax.
- ◆ Pre-employment Background Check, which is issued by the Gracepoint Home Care. And,
- ◆ Any additional forms, as mandated by State/Federal Regulations.

LICENSURE, CERTIFICATION AND REGISTRATION

Gracepoint Home Care requires that licenses, certifications, and registrations be presented at the initial, Personal Interview. They must clearly show the following:

- ◆ name of issuing authority;
- ◆ name of the individual;
- ◆ expiration date; and,
- ◆ license number for licensures.

You will not be permitted to commence work until these documents are presented and validated. Proof of current licensures/certifications/registrations will be kept in your Personnel File in eSRP. Team Members, who are not required to have specific licensure, certification, and/or registration, shall demonstrate competency. \

RENEWAL OF LICENSURE, CERTIFICATION AND REGISTRATION

Renewal of the licensure/certification/registration is your responsibility, in accordance with applicable state laws and regulations. You are responsible for payment of any required fees for their maintenance. Renewals licenses must be presented as received. If you fail to maintain the required licensures/certifications/registrations, you may be subject to disciplinary action or termination for inability to perform the duties of the position to which you are assigned.

CRIMINAL CONVICTIONS

Criminal Background, Elderly Abuse Registries, and Sexual Offender Registry Investigations are completed when you accept a Conditional Offer-of-Employment and before an Offer-of-Employment is made. These investigations are required for all new team members, whether they are Full-time or Part-time workers and for all former Team Members who are being rehired after being separated from the Gracepoint Home Care. If you are a current team member of the Gracepoint Home Care and receive a felony criminal arrest and conviction, you must report it to the Team Member Success Manager immediately.

Should a Criminal Record Report indicate that you have a record of conviction for any of the following offences, Gracepoint Home Care will not consider you for employment:

- ◆ manufacture, delivery, or trafficking of cannabis;
- ◆ manufacture, delivery, or trafficking of controlled substances;
- ◆ unlawful use of weapons or aggravated discharge of a firearm;
- ◆ theft, financial exploitation of an elderly or disabled person, robbery, or burglary;
- ◆ criminal trespass;
- ◆ arson;
- ◆ kidnapping or child abduction;
- ◆ unlawful restraint or forcible detention;
- ◆ assault, battery, or infliction of great bodily harm;
- ◆ sexual assault or sexual abuse;
- ◆ abuse or gross neglect of a long-term care facility resident criminal neglect of an elderly or disabled person;
- ◆ murder, homicide, manslaughter, or concealment of a homicidal death; and/or
- ◆ other crimes, which Gracepoint Home Care deems should be included in this list.

Gracepoint Home Care reserves the right to make employment decisions arising out of all the Pre-employment Background Checks.

Other Conditions of Employment

Other conditions of employment are any requirements, besides your qualifications/education/work experience that you must meet and agree to comply with before Gracepoint Home Care will appoint you to a particular position. These conditions of employment are to be maintained while you hold this position with Gracepoint Home Care.

- ◆ Completion of I-9 form, which requires submission of valid documentation that confirms identity and authorization to work in the United States, and re-submission upon expiration of such documentation.
- ◆ Submission of Auto Insurance proof
- ◆ Completion of A-4 and W-4 forms for tax withholding purposes
- ◆ Satisfactory completion background checks (\$5 cash upfront)

They include, but are not limited to, the following sub-headings:

INTRODUCTORY PERIOD

There is a 30-day introductory period for all new team members to give them the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Gracepoint Home Care uses this period to evaluate team members' capabilities, work habits, and overall performance. Either the team member or Gracepoint Home Care may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice. All new and rehired Team Members work on an introductory basis for the first 30 calendar days after their date of hire. If Gracepoint Home Care determines that the designated introductory period does not allow for sufficient time to thoroughly evaluate the team member's performance, the introductory period may be extended for the specified period. During the introductory period, new team members are eligible for those benefits that are required by law, such as workers compensation insurance for example. They may also be eligible for other Team Member benefits, subject to the terms and conditions of each benefit program. Team members should read the information for each specific benefit program for the details on eligibility requirements.

GENERAL STANDARDS AND CONDUCT

To ensure orderly operations and provide the best possible work environment, Gracepoint Home Care requires that caregivers follow rules of conduct that will protect the interests of Gracepoint Home Care and the safety of caregivers. It is not possible to list all forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions that may result in disciplinary action up to and including termination of employment.

- ◆ Violation or abuse of any company policy or procedure;
- ◆ Unlawful conduct;
- ◆ Client abandonment;
- ◆ Falsification or material omission of information on employment application, time record, or other company documents;
- ◆ Unauthorized possession, removal or use of Grace Point Home Care or client property, information, or funds;
- ◆ Repeated, patterned or unauthorized tardiness and/or absence;
- ◆ Negligence or improper conduct leading to the likelihood of, or actual damage of Team Member owned or client owned property;
- ◆ Intentional or negligent violation of safety, health, or medical standards;
- ◆ Possession of dangerous or unauthorized materials, such as controlled substance, alcohol, medication, weapons, explosives, or firearms in the workplace, in company vehicles or anywhere while conducting company business;
- ◆ Fighting or threatening violence in the workplace, whether on-site or off-site;
- ◆ Unsatisfactory performance or conduct;
- ◆ Unprofessional conduct, including harassment or any conduct that disrupts or interferes with the workplace;
- ◆ Sleeping on the job
- ◆ Do not accept gifts, cash or favors from clients without approval.
- ◆ Absolute minimum cell phone usage during the shift is limited to only emergency calls and let client know when it is needed.
- ◆ Leaving the client unattended during scheduled shift unless it is approved, and the office is notified that the team member will be leaving assignment per client's request and approval.
- ◆ Coordinating or arranging changes in schedule with clients or fellow team members

The above list is not all-inclusive and may be revised at any time. Notwithstanding the foregoing rules of conduct, any team member of Gracepoint is strictly at-will and may be released from service at any time, with or without notice.

CLIENT CARE NOTES

Client care notes are of the utmost importance to the family and team members are required to complete in detail before they clock out for their scheduled shifts. Care notes provide insight into the activities and care that has been requested for the family and administrative team. Care notes are accessed through the Family Connect website and are viewed daily by the administrative team and the family. Failure to thoroughly document care notes for clients for scheduled shifts will result in disciplinary action, including but not limited to termination. Care Notes are used in the evaluation process so team members that follow this procedure will be recognized.

CLIENT CONTACT AND INTERACTION

- ◆ Team Members need to contact the office with updates on EVERYTHING involving the client.
- ◆ Gracepoint Home Care Logoed scrubs, logoed jackets, and closed toe shoes are to be worn while working.
- ◆ Please provide your own food and drinks. You will not be allowed to leave a client to get food/drinks.
- ◆ Team Members must follow the care plan created with the initial assessment.
- ◆ Team Members must attend company meetings.
- ◆ Company Badges must be always worn during scheduled shifts.

PER DIEM STATUS

Once you are hired you become what is referred to as an "eligible per diem Team Member" of Gracepoint Home Care "Per diem" means that if a job is offered to you, it is typically for a set time frame. All positions are temporary positions. While some positions will be available for extended periods, each job is on "per diem" status. Be aware that you are not employed by any client; you may not work privately for any Gracepoint Home Care clients; your assignments are not permanent positions; and you are not guaranteed a certain number of hours per work week.

COMPLIANCE

Team members are responsible to comply with federal, state, and local laws, professional standards, and the polices/regulations of relevant federally funded health care programs to ensure that care provided to Gracepoint Home Care clients and business interactions reflect integrity and ethical conduct. You will be asked to sign the *Standards of Conduct* form, attesting to the fact that you have read it, that you have received a copy of it and that you agree to comply with it.

Your signature also confirms that if you learn that there has been a violation of these standards, you will contact the Team Member Relationship Success Manager immediately. No retaliation measures such as firing, demotion, reduction in hours and/or punishment of any form will be taken against you, as a result. If you fail to report known offenses, Gracepoint Home Care may take disciplinary action up to and including termination of employment.

SMOKE-FREE POLICY

Gracepoint Home Care Team Members are not permitted to use tobacco products in any company or client owned, lease or controlled space, including residences, offices, stairwells, restrooms and shared areas. Smoking is allowed only in designated outdoor areas.

SLEEPING ON THE JOB

Sleeping while at work is not allowed. Anyone caught or reported sleeping while on the job will be suspended immediately pending an investigation that may lead to termination. If it is determined that a Team Member is sleeping on the job, the Team Member will be terminated. Our clients and the family of our clients rely on our caregivers to be alert and always awake to provide the best possible care. Do not lie down or recline in a manner that can be seen as sleeping or that may lead to a relaxed state that can cause you to fall asleep.

CONFIDENTIALITY/NON-DISCLOSURE OF INFORMATION

Team Members of Gracepoint Home Care are expected to preserve and protect confidential Gracepoint Home Care's clients and Team Members medical, personal, and business information and, therefore, shall not disclose such information except as authorized by law.

Confidential Client Information includes, but is not limited to, any identifiable information about a client's and/or his/her family including, but not limited to:

- ◆ mental, or physical condition;
- ◆ treatments and medications;
- ◆ test results;
- ◆ conversations;
- ◆ financial information;
- ◆ household possessions; and,
- ◆ medical history

Confidential Team Member information includes, but is not limited to:

- ◆ contact information i.e., telephone number(s); address, email address;
- ◆ names of spouse and/or other relatives;
- ◆ Social Security Number;
- ◆ compensation/salary;
- ◆ performance appraisal information;
- ◆ health status and treatments; and,
- ◆ other information obtained from their personnel files which would be an invasion of privacy e.g.
 - ◆ date of birth;
 - place of birth;
 - traditional password identifiers;
 - bank account numbers;
 - income tax records;
 - driver's license numbers;
 - credit card numbers; and,
 - passport numbers.
 - other information obtained from their personnel files which would be an invasion of privacy.

Confidential Business information includes, but is not limited to:

- ◆ client lists;
- ◆ security data and credentials such as passwords,
- ◆ proprietary secrets;
- ◆ any information that, if released, could be harmful to the Gracepoint Home Care; and,
- ◆ any financial information including accounts receivable, accounts payable and payroll.

You are further required to sign a *Confidentiality/Non-Disclosure Statement*. By signing it, you acknowledge that you have read and understand the statement's content and your agreement to comply with its terms. Failure to comply with the "*Confidentiality/Non-Disclosure Statement*" may result in disciplinary action and/or termination.

HIPAA (HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT) PRIVACY RULE

Gracepoint Home Care complies with the *Health Insurance Portability and Accountability Act of 1996* (HIPAA), *Privacy Rule*, which protects the privacy and security of medical/health information that is held or transmitted by Gracepoint Home Care whether electronic, paper, or oral. As a Team Member for Gracepoint Home Care, you will directly or indirectly gain access to information about Gracepoint Home Care, its operations and its clients that is confidential. This confidential information includes, but is not limited to, all client information including contact, personal, financial and medical information; personnel information including contact and wages information; vendor information including contact, and pricing information; contracts between Gracepoint Home Care and any client, Team Member, or vendor; the way in which we market our services; referral and referral source information; our financial information and structure; our modes and methods of conducting business; any work product created or produced by you on behalf of Gracepoint Home Care or its clients.

All confidential information is propriety of Gracepoint Home Care. Team Members shall keep all such confidential information in confidence, both during their employment and always thereafter.

Protected Health Information (PHI) includes:

- ◆ medical records, diagnosis, x-rays, photos, prescriptions, lab work, test results;
- ◆ billing records, claim data, referral authorizations, explanation of benefits and research records; and
- ◆ A person's name, address, birth date, age, phone and fax number, email address.

Examples of PHI include:

- ◆ Client Care Plans;
- ◆ Weekly wound or skin logs;
- ◆ Admissions and referral forms;
- ◆ Restraint logs; and
- ◆ Incident reports.

PHI may be looked at, given away or shared with others only to carry out your job duties. At all other times, you must protect a client's information, as if it were your own. You may not use or disclose protected health information, except either as outlined in the Gracepoint Home Care's HPA Policy or as the individual, who is the subject of the information (or the individual's personal representative), authorizes in writing. Protected health information may only be disclosed in two situations:

- ◆ Individuals (or their personal representatives) request access to their protected health information or request an accounting of disclosures of their PHI. Signed authorization must be obtained from the individuals or their personal representative prior to the disclosure of their PHI.
- ◆ The U.S. *Department of Health and Human Services (HHS)* is undertaking a compliance investigation, a review, or an enforcement action.

CONFLICT OF INTEREST

It is your responsibility to recognize and avoid any situation involving a business conflict of interest. Team members are expected to promptly disclose any known relationships or activities that may result in real or apparent conflicts of interest. This information should be disclosed to the Team Member Relationship Success Manager to allow issues to be worked out before they develop into a problem. Through this action, you protect your own interests, as well as those of Gracepoint Home Care.

You are required to complete a "*Conflict of Interest Statement*" upon hire and update the Statement annually or whenever your status changes. Activities/situations that create a conflict of interest, or the appearance of one, must be declared in this *Conflict-of-Interest Statement*. Failure to comply with the "*Conflict of Interest Statement*" may result in disciplinary action and/or termination.

ABSENCE OF COMMUNICABLE DISEASES

Before being allowed to work with clients, you must show evidence that you are free of communicable disease(s), and you are able to meet the physical requirements of the job.

IMMUNIZATIONS POLICY

Individuals working as home care workers are at risk of contracting and transmitting infectious diseases. Guidelines from the *Center for Disease Control and Prevention* (CDC (Center for Disease Control)), advise it is essential that immunizations be given for infectious diseases. Other Health Authorities may also encourage immunization against other infectious diseases on an "as-needed" basis. You are encouraged to obtain infectious disease immunizations, as recommended by these authorities unless you have religious objection and/or unless you have a medical contraindication(s). Team members will be asked to provide vaccination records during the onboarding process before being scheduled for their first shift. The vaccination card and status records will be uploaded into the Team Member's chart in eSRP for consideration for scheduling.

INFLUENZA AND COVID-19 VACCINATIONS AND POLICIES

You are also encouraged to obtain effective influenza immunization(s) and COVID-19 vaccinations and boosters for your protection, as well as the protection of clients, co-workers, and members of the public. Team members, who are not immunized and vaccinated, could be excluded from work depending on a client's request. If a team member believes he/she has been exposed or experiencing symptoms indicative of having Influenza or COVID-19 viruses, the team member must notify the Care Team Coordinators immediately and the CDC guidelines set in place will dictate the protocol for next steps. However, no employee will be allowed to return to work if they are experiencing symptoms of the viruses to ensure the health of our clients. Team Members are required to be tested and either provide a negative test result from a medical professional or have fully followed the CDC guidelines and not showing any signs of symptoms of the viruses. If a team member is working while discovering the above, the team member is to call into the administrative office so he/she can be replaced and able to leave the client's residence immediately.

PERSONAL INFORMATION

If you are hired, you are required to submit personal information for placement in your Personnel File in eSRP, which will be treated as confidential. It is important that your files are kept current so please advise the Team Member Relationship Success Manager of any changes that you have regarding the following personal information:

- ◆ legal name;
- ◆ address;
- ◆ telephone number;
- ◆ military status; and/or,
- ◆ emergency contact

TEAM MEMBER PERSONNEL FILES IN ESRP

When you are hired by the Gracepoint Home Care, your employment application and/or resume becomes a permanent part of your Personnel File in eSRP. It is used to determine eligibility for employment and promotion. All information provided in the application must be accurate and true. Should misrepresentation or false information be submitted, it could result in failure to hire or in termination.

In addition to your employment application and resume, your Personnel File in eSRP stores documentation, which includes job application, certification records, job description, résumé, training record, compliments, notes, salary history, records of disciplinary action, performance reviews, coaching, and mentoring. These files belong to Gracepoint Home Care and access to them is confined to individuals who may legitimately review them.

TEAM MEMBER MEDICAL FILES

A separate confidential medical file is retained, where required, to comply with applicable regulations that may be imposed by the *Americans with Disabilities Act (AMA)*, the *Health Insurance Portability and Accountability Act (HIPAA)* and/or other relevant regulations. Information from it is revealed only to 1) safety and first aid workers, if necessary, to treat you or to provide for evacuation procedures; 2) your Team Member Relationship Success Manager; 3) Care Coordinators; 4) Members of Administrative team if you have a disability that requires restricted duties or a reasonable accommodation; 5) government officials as required by law; and 6) insurance companies that require a medical exam.

Should you wish to access your file(s), you should contact the Team Member Relationship Success Manager to arrange a time for you to do so. File reviews must be conducted in the Gracepoint Home Care office, with the Team Member Success Relationship Manager present.

Before any of your information is released to a third party, a written “*Release of Information*” consent will be obtained from you, unless the request is due to a subpoena or other legal requirement.

CLASSIFICATION OF WORKERS

Gracepoint Home Care utilizes various job classifications in its operations. You will fall into one or more of the following classifications, at the time of hiring, which may change, from time-to-time, during your employment with Gracepoint Home Care:

FULL-TIME TEAM MEMBERS

Full-time Team Members are those who continually work between 32 and 40 hours per week for a consecutive one year of employment. They are entitled to benefits.

PART-TIME TEAM MEMBERS

Part-time Team Members are those who work less than a full-time schedule per week for a consecutive one year of employment. They may be entitled to some benefits.

FULL-TIME SALARIED TEAM MEMBERS

Full-time salaried Team Members are paid a pre-determined wage based on a minimum of 40 hours per week in a regular fashion. Salaried Team Members receive an annual salary, divided over the amount of pay each year. Usually, salaried Team Members are not paid over-time, regardless of the number of hours worked.

TEMPORARY TEAM MEMBERS

Temporary Team Members work Part-time or Full-time. They rarely receive benefits, or the job security afforded Regular Staff. Temporary Team Members are often utilized in situations such as temporary surges in business, regular Team Members being on leave (e.g., sick leave or family leave, etc.) or Short-term work assignments. A Temporary Assignment can end at any time depending on Gracepoint Home Care's needs.

SHIFT TEAM MEMBERS

Shift Work provides service during all 24 hours of the clock, each day of the week (24/7). The term "Shift Work" includes both Long-term night shifts and work schedules in which Team Members change or rotate shifts. The day is usually divided into "shifts", set periods of time during which different shift workers take up their post. Team members who work shifts are usually paid by the hour.

EXEMPT TEAM MEMBERS

Since exempt Team Members hold managerial, professional, and administrative positions, they are not eligible for over-time pay and therefore must be paid a salary. They include a team member whose job does require consistent and significant knowledge, or a team member whose job requires mostly mental or clerical work. These positions typically require independent action and use of decision-making and judgment skills on the job.

NON-EXEMPT TEAM MEMBERS

Non-exempt Team Members are those whose job positions do not meet the "exempt" criteria under the *Fair Labor Standards Act (FLSA)*. Non-exempt Team Members are paid overtime one-and-one half times for all hours over 40 hours in each work week.

STANDARD WORK WEEKS

Gracepoint Home Care has a standard 40-hour work week, which is Sunday through Saturday, beginning on Sunday at 12:01 am and ending on Saturday at 12:00 midnight.

HOLIDAYS

Gracepoint recognizes the following as relevant holidays: New Year's Eve, New Year's Day, Christmas Eve, Christmas Day, President's Day, Mardi Gras Day (Fat Tuesday), Memorial Day, Juneteenth, July 4th, Labor Day, Easter, and Thanksgiving. Team Members that work scheduled shifts on these days will be compensated "holiday pay" at one and one half of hourly rate.

GRACEPOINT HOME CARE OFFICE HOURS

The Gracepoint Home Care Office's days and hours of operation are Monday to Friday from 8:00 AM to 5:00 PM. After office hours, the telephone is answered by the "on call" member of the Care Coordinator team. Calls after office hours should only be used in emergency cases if possible. All calls answered through the answering

service are recorded and handled accordingly based on the emergent manner from the scheduled on-call Care Coordinator.

CLIENT SERVICES HOURS

The Gracepoint Home Care delivers services to its clients 24 hours a day, 7 days a week and 365 days per year, including scheduled Holidays. Scheduled hours of service for clients are determined at the assessment on a case-by-case basis, depending on the needs and wishes of the client and family. Should clients request a change in their established schedules, the requests must be referred and handled by the Client Services Relationship Success Manager.

WEEKEND WORK HOURS

The Gracepoint Home Care provides services 24 hours a day, 7 days a week and 365 days a year. Therefore, Team Members will be required to work one weekend a month if required by assessment. Weekend assignments are issued on a rotational basis and Team Members are expected to take their turn and work at least one weekend out a month at a minimum. Any team member who refuses a weekend assignment will be required to make it up the next weekend. Repeated refusal of weekend assignments monthly on a basis may result in termination of employment since availability for shift and weekend work is one of the conditions of employment with Gracepoint Home Care.

DAILY SHIFT WORK HOURS

Daily shifts can vary from 2 hours to 12 hours, with most of them lasting for 8-12 hours depending on the services provided. Overnight shifts are scheduled in 12-hour increments. Team members will be paid their hourly rate for 40 hours worked during the weekly work week, anything over 40 hours, Team Members will be compensated at time and one- and one-half hourly rate for overtime.

WORK ASSIGNMENTS

WORK ASSIGNMENTS IN THE OFFICE

Work assignments for the Care Coordinator team are scheduled by the Client Services Relationship Success Manager.

WORK ASSIGNMENTS IN CLIENTS' HOMES

Work assignments for in-home team members are scheduled by the Care Coordinator team and approved by the Client Services Relationship Success Manager. They are offered based on services required, qualifications/expertise needed and availability of team member(s).

Jobs are assigned per diem. Thus, if a client receives services 2 or more times during a week, he/she might have more than one worker assigned. This means that a client is a client of Gracepoint Home Care and not a client of any one team member.

When you receive and confirm an assignment in eRSP, you agree to the hours that the job requires. Should the requirements of that job change, you will be given the first option of keeping that assignment if you are willing to work within the changes. However, if you are unable to work within the new changes, another team member will be assigned.

You may refuse an assignment but doing so does not mean a replacement assignment will become available; or, if one does, it does not mean that the replacement assignment will be given to you. There is no guarantee of work assignments, as requests for service are unpredictable and can be sporadic.

Sometimes assignments come up on short notice. Being willing to accept these last-minute assignments and/or being available to cover for sick team members, will increase your chances of receiving additional assignments.

TEAM MEMBER WORK ASSIGNMENT RESPONSIBILITIES

Keep your contact information current with the Gracepoint Home Care office. We must be able to reach you easily and often on short notice. Gracepoint Home Care will not be responsible for any loss of hours or other inconveniences or hardships you incur because we were not able to contact you.

POINT SYSTEM

Gracepoint Home Care operates on a point system for disciplining when policies and procedures are not followed by team members. Team members are allowed three points within a 90-day period for infractions and each infraction will have a coaching session with the Team Member Relationship Success Manager. The infraction will be documented and into team member's electronic file in eRSP. After two points, the team member is subject to termination.

UNABLE TO MAKE WORK ASSIGNMENT

When you are not able to work because of short-term illness or other reasons, you must contact the Care Coordinators as soon as you are aware that you cannot report for duty, in order that a substitute can be arranged, if necessary. At a minimum, you are required to give at least 24 hours' notice. If you become aware, during non-office hours, that you cannot cover your assignment(s), you must contact the Care Coordinator on call. If you do not contact a Care Coordinator and fail to report for your assignment, you will be considered a "no-show" and may be subject to disciplinary action including termination. Failure to give proper notice or a no show for an assignment without proper documentation including a doctor's note or legal documentation will result in a week suspension from working the next week's schedule.

You must call a Care Coordinator directly. During non-office hours, you can call the office and the answering service will transfer you to the on-call Care Coordinator. Not following this procedure will default to a "no-show" absence as it will impede on client care.

If you call in sick or have an emergency for a sickness, a doctor's statement is required. The statement should also indicate when you can be expected to resume your duties. You are not paid for hours that you do not work.

MONTHLY SHIFT SCHEDULE

Work shifts are scheduled monthly and are sent out through eSRP on the last Wednesday prior to the scheduling month. Team members are required to confirm their shifts in eSRP within 48 hours of receipt. If confirmation is not received within this allocated timeframe, team members may lose the scheduled shifts. You are responsible for immediately reviewing the schedule and notifying the office of any problems or conflicts. Caregivers may put in blocks in their schedule 30 days in advance of the schedule being dispersed, failure to do, may result in loss of shifts scheduled for the month.

If you need to change your schedule, do **NOT** work it out with the Client(s) or other Caregivers. You must notify the office and let the Care Coordinator team revise the schedule, as it sees fit. Neither are you to ever swap assignments or shifts with other workers. Instead, notify the office and the Care Coordinator team will determine

if the swap will be permitted. Only the Care Coordinators are aware of the "whole picture" and other factors that could influence the swap.

eRSP TIME KEEPING

- ◆ **Telephony** – The Telephony feature is required to be always utilized when arriving and departing a client’s home for scheduled shift. The eRSP Telephony feature is a fully integrated time and attendance service that allows Caregivers to clock-in when they arrive at a client’s location and clock-out when they leave, as well as report mileage, activities, care notes and receive office messages via voice mail or texts.
- ◆ **GPS (Global Privacy Statement) Location Validation** is a required clock in method and requires that a team members log into their Team Member portal, choose the Client for which they are working, and follow the clock-in procedures.
- ◆ **How to use Telephony in case of an emergency when the cellphone does not have internet capabilities:** From the Client’s **HOME** phone, dial **(1-888-624-0347)**. Follow the prompts and enter the appropriate information. Your pin number is 47 then the **last 4 digits of your social security number**. (If the client is in a facility or has no home phone, alternative call-in methods will be determined). If you **arrive at a client’s house earlier than 15 minutes before the scheduled start time, wait to call in until the time is within 15 minutes to the scheduled start time**. If you are late, call the office and notify the care coordinator immediately. Before you leave the client’s residence, go through the same call-in process and clock-out. If you do not clock-in within 15 minutes of the scheduled start-time, an alert will be sent to the administrative team and Care Coordinators. You may not use your cell phone to call this number.
- ◆ **Failure to use the Telephony clock in/out procedure will be grounds for non-payment of shift worked, suspension, or termination.**
- ◆ **Gracepoint Home Care will require Team Members who do not clock in/out at all OR do not clock in/out correctly to come to the local office and complete a Timekeeping Failure Form.** The form must be completed and signed by the Team Member AND the Team Member Relationship Success Manager or someone on the Care Coordinator team. For the Team Member to be paid for the time worked, the form must be completed in full. If the form is received before payroll is completed on Tuesday, pay for that shift will be delayed to the following week. No additional payroll processing will be done. It is the responsibility of the Team Member to schedule a time to come in to fill out the Timekeeping Failure Form. Scheduling can be arranged by contacting the office. When Daily Care Notes are required to be completed for customers, they must be completed in full, signed and dated before clocking out for the scheduled shift.

Be on time for your assignments and clock-in on the eRSP app on your phone when you arrive home. Failure to clock-in and clock-out on time for your shift will result in a notification to the leadership team immediately. The clock-in must be done in the home with the geolocation on the app turned on.

PAYROLL

The current payroll week starts on Monday when the Team Member works their first hour. If the shift is started prior to 12:00 AM, the times are considered as part of the day started. Paychecks are produced weekly, and

paychecks are put in the mail or submitted for Direct Deposit on Thursday. Gracepoint Home Care is not responsible for the timeliness of delivery. ELM is the primary contact for any payroll questions.

JURY DUTY

If you receive a summons to report to jury duty, you must bring that summons to the office. All Team Members will be excused for the day or days you are serving as a juror. Full time non-exempt Team Members will be entitled to their usual compensation during the time serving as a juror.

MILITARY SERVICE

If you are a member of any U.S. Military branch of service or a state militia group, for example National Guard, you may take the necessary time off to fulfill this obligation, and you will retain all your legal rights for continued employment under existing laws.

Human Resources

JOB DESCRIPTIONS

All positions utilized by Gracepoint Home Care are assigned a Job Description and an employment type to reflect the qualifications, competencies and categories needed to achieve Gracepoint Home Care's purpose, goals, and mission. Job descriptions are used for activities including classifying positions; recruiting; hiring; establishing remuneration; training; and development.

Early in the recruiting process, you will be given a copy of the Job Description, which clearly identifies the responsibilities and qualifications of the position you are seeking. This will enable you to fully understand what will be expected of you. It will be reviewed with you then and, if you are hired, it will also be reviewed with you during Performance Appraisals and as indicated. Gracepoint Home Care Job Descriptions are examined annually or on an "as-needed" basis; and, if necessary, revisions will be made. You might be consulted for input when the job description for your position is being reviewed.

The Gracepoint Home Care utilizes the following job Descriptions:

HOME CARE REGISTERED NURSE/LPN

Ensures that the highest standards of care are delivered to the services provided by Care Aides and other Gracepoint Home Care staff while working within Gracepoint Home Care's policies and procedures. He/she ensures all practices are up-to-date and reflect current trends. The RN (Registered Nurse) also provides training, as required, to Care Aides and other Gracepoint Home Care staff and is often called upon to work in a Team Member Success Manager role or assist with Team Member Success Manager responsibilities.

TEAM MEMBER AND CAREGIVER SKILLS

Gracepoint Home Care has certain skills that it considers essential for its team members to have, regardless of the position they hold. It is vital that you utilize skills, which include, but are not limited to the ability to:

- ◆ perform duties competently.
- ◆ be aware of other people's reactions and understand why they react, as they do;
- ◆ establish and maintain relationships.
- ◆ teach others.
- ◆ apply reason and logic to identify strengths and weaknesses of

- practical solutions.
- ◆ identify problems and determine effective solutions.
- ◆ understand written and oral instructions.
- ◆ communicate information orally and in writing so others understand.
- ◆ listen and understand the spoken word.
- ◆ work independently and in cooperation with others.
- ◆ determine or recognize when something is likely to go wrong.
- ◆ suggest a few ideas on a subject.
- ◆ perform activities that use the whole body.
- ◆ handle and move objects and people.
- ◆ provide advice and consultation to others.
- ◆ observe and recognize changes in clients.
- ◆ establish and maintain harmonious relations with clients/families/co-workers.
- ◆ be flexible; and,
- ◆ be loyal to Gracepoint Home Care, co-workers, and clients.

PAY FOR PERFORMANCE APPRAISALS

Gracepoint Home Care appraises and develops Team Member performances using informal and formal evaluation approaches. This enables you to receive feedback on your job performance, to assist you to become more effective in carrying out your duties and enables the Gracepoint Home Care to ensure that its quality service standards are maintained.

The annual pay for performance formal appraisal process will take one year of place after employment with the Team Member Relationship Success Manager to discuss work performance. Throughout the year, informal coaching sessions will be conducted by the Team Member Relationship Success Manager to provide feedback on opportunities to improve or acknowledgement of stellar performance.

30-DAY AND 90-DAY APPRAISAL PROCESSES

Formal meetings are held upon completion of your 30-Day Introductory Period, 90-Day Employment Period, and then annually after that.

BEFORE YOU MEET WITH TEAM MEMBER RELATIONSHIP SUCCESS MANAGER

Prior to meeting with you, the Team Member Relationship Success Manager reviews various aspects of your work record including:

- ◆ Punctuality and attendance for scheduled shifts
- ◆ Detailed Care Notes on Clients' accounts
- ◆ Picking up additional shifts to cover callouts
- ◆ Completed training modules in Home Care Pulse and certifications achieved
- ◆ Effective communication with administrative team and clients when needed
- ◆ Feedback and compliments from clients and families
- ◆ Activities performed while providing care in the home
- ◆ Willingness to step in when needed to go above and beyond
- ◆ Feedback from the administrative team under notes in the caregiver's electronic record
- ◆ Adherence to client assessment requests while in the home
- ◆ Adherence to uniform policies

MEETING WITH THE TEAM MEMBER RELATIONSHIP SUCCESS MANAGER

When your Team Member Relationship Success Manager meets with you, she will discuss the following:

- ◆ the duties, responsibilities, and requirements of the job and the required performance level.
- ◆ the positive aspects of your performance and measures to maintain or further enhance these positive features.
- ◆ any performance weaknesses and how to address these concerns.
- ◆ mutually agreed upon, work goals that you should attempt to achieve.
- ◆ required changes to performance standards; and,
- ◆ your long-term career objectives.
- ◆ You will be given an opportunity to state how you think you have met the standards and goals. This is a two-way sharing process aimed at helping you to meet your goals and your job requirements. Any differences of opinion will be discussed.
- ◆ Based on the quality of work performed, general work habits, and attitude, the Team Member Relationship Success Manager will record a formal rating on Team Member Coaching Performance Appraisal/Evaluation Form.
- ◆ After your appraisal is completed, you and the Team Member Relationship Success Manager will each sign the “*Team Member Performance Appraisal/Evaluation*” Form. The original will be placed in your Personnel File in eSRP, and you will be given a copy of your own records.

30-DAY INTRODUCTORY SHIFT REQUIREMENTS

All new hire team members are required to pick up shifts for the number of hours that were communicated to commit to work during hiring process during the first schedule released after hire date. If the hours that were communicated are available and are not fulfilled by the team member during the first schedule, he/she will be terminated and removed from system. If you demonstrate unacceptable behavior or have difficulty competently performing all the duties, as assigned, the Team Member Relationship Success Manager will work with you to improve job performance. This can be accomplished via a discussion and/or through the provision of training. When a minor violation in a Gracepoint Home Care Policy or sub-standard job performance occurs, the Team Member Relationship Success Manager will conduct a coaching session and give a Verbal Warning by discussing the issue(s) with you. This discussion will be documented in your Personnel File. After a Verbal Warning is issued, if there is no improvement in job performance or if the undesirable behavior continues, the Team Member Success Manager may give you a Written Warning, which states the details of the policy violation or poor job performance. You will be advised that you may be subject to termination if there is no improvement. A copy of the Written Warning for review and then will be placed in your Personnel File.

DISCIPLINARY ACTION

Gracepoint Home Care is committed to establishing and maintaining a formal system of Team Member discipline, which ensures that the rules of the workplace and the standards of conduct are adhered to by all team members; and, that discipline is equitably and uniformly administered. Disciplinary Action is administered in a systematic order and may consist of one or more of the following: Verbal Coaching; Written Coaching; Suspension; and/or Termination.

If any of the following are violated, you may be subject to Disciplinary Action, up to and/or including termination of your employment.

- ◆ practicing unethical behavior.
- ◆ displaying professional misconduct.
- ◆ being negligent.
- ◆ being incompetent.
- ◆ being dishonest.
- ◆ showing insubordination.
- ◆ non-compliance.
- ◆ conducting illegal activity.
- ◆ being absent from work without reason.
- ◆ breaching confidentiality.
- ◆ being willfully disobedient.
- ◆ causing willful damage to property.
- ◆ having poor job performance.
- ◆ violating the Human Rights Code.
- ◆ creating a disturbance in the Gracepoint Home Care's office or in a client's home.
- ◆ being idle.
- ◆ being in possession of intoxicants or non-prescription narcotics.
- ◆ being under the influence of intoxicants when reporting for duty or when on duty.
- ◆ falsifying employment records.
- ◆ falsifying job-related documentation such as payroll cards, billing records and/or client records.
- ◆ stealing.
- ◆ misusing the Gracepoint Home Care's or client's property deliberately or negligently.
- ◆ not following the Gracepoint Home Care's policies and procedures.
- ◆ altering the Gracepoint Home Care's policies and procedures.
- ◆ displaying obscene or indecent conduct.
- ◆ smoking in the Gracepoint Home Care's office or in the client's home.
- ◆ soliciting.
- ◆ possessing weapons or explosives.
- ◆ threatening or interfering with the work of others.
- ◆ being excessively absent from work or late for work;
- ◆ endangering the welfare of others.
- ◆ divulging confidential information concerning clients/families/other Team Members/the Gracepoint Home Care;
- ◆ abandoning a client without authorization; and/or,
- ◆ other actions deemed subject to discipline by Gracepoint Home Care Management.
- ◆ Not completing care notes on clients' chart during scheduled shift.

TERMINATION

Gracepoint Home Care utilizes a formal and just process for both voluntary and involuntary terminations. Either the Gracepoint Home Care or you may terminate the relationship with no liability if there is no express contract for a definite term.

If you are terminated, you are required to return your Identification Badge and all client information. Final payment for all wages will be made no later than the next, regularly scheduled payday. Any accrued, unused time will be added to the final check. Likewise, if any advances on sick and/or vacation time have been taken, logo uniform purchase deductions will be made from the final check.

There are 4 main reasons for discharge:

VOLUNTARY TERMINATION OR RESIGNATION

At least two weeks, written notice is required for resignations. If a team member is absent for 3 or more days, without notifying the Team Member Relationship Success Manager you will be considered to have resigned. The usual practice is that if you resign, without providing appropriate written notice of your intent to leave, you will not be eligible for rehire.

INVOLUNTARY TERMINATION OR DISMISSAL

Gracepoint Home Care has unilateral authority to terminate you for reasons other than your explicit request, even if you are willing and able to continue performing your duties. Reasons that could lead to your dismissal include, but are not limited to, the following:

- ◆ inability to fulfill one or more of the job duties/ responsibilities during the first Introductory Period of one month.
- ◆ failure to achieve a satisfactory rating after Introductory Period is completed;
- ◆ failure to attain the given standards during probation or inability to maintain these given standard(s), after the Introductory Period;
- ◆ being consistently absent;
- ◆ being habitually late;
- ◆ not remaining on the job site for the entire hours scheduled;
- ◆ not having a valid driver's license, safe driving record, appropriate vehicle insurance, and/or safe vehicle when job duties require the use of a vehicle;
- ◆ not having a good relationship with, and/or being disruptive towards, co/workers/clients/families;
- ◆ having verbally, emotionally, physically and/or sexually abused co-workers, clients/ families;
- ◆ having been grossly negligent, which did, or could have, endangered the health and/or safety of co-workers/clients/families;
- ◆ being guilty of misconduct e.g., not applying common sense, not conforming to professional standards; not complying with policies and procedures; and/or, being insubordinate;
- ◆ engaging in illegal activities on the job (such as embezzlement or harassment);
- ◆ providing, or arranging to provide service privately to Gracepoint Home Care clients;
- ◆ insubordination of any member of leadership team
- ◆ Cellphone usage for non-emergency calls
- ◆ Sleeping on the job
- ◆ Violation of uniform policy
- ◆ Coordinating schedule with clients or fellow team members

TEAM MEMBER MEAL BREAKS

A meal break should be coordinated with your daily work schedules, which may vary from day to day. Meal breaks are required to be done at the client's home without leaving the home. You should try to schedule a break about midpoint during your shift. You are encouraged to take meal breaks, regardless of the shift worked, e.g., day shift, afternoon shift, over-night shift. Team members are required to bring their own meals/snacks from home and not consume food from a client or leave the client unattended to pick up food.

PERSONAL BREAKS

There is no personal break scheduled during a shift. If you have unexpected, personal business to take care of, you must notify the Care Coordinators to discuss time away from work and make provisions, as necessary. Personal business should be conducted in your own time. Personal breaks are non-aid hours.

PAY PERIOD

The Gracepoint Home Care's pay period covers a 7-day period that begins at 12:01 am on Monday and ends until you clock out for your shift on Monday. Payday is every week on Thursday and occurs 52 times a year. Clock-ins and clock-out punches the eSRP Telephony app and must be completed for every shift to ensure correct hours worked for pay period. Team Members are paid only for the hours they work.

ROUNDING OFF HOURS

Hours worked are tracked in 15-minute increments. Time ranging from 1 - 7 minutes is rounded down whereas time ranging from 8 - 14 minutes is rounded up, in accordance with, *Fair Labor Standards Act* (FLSA) regulations. Team Members are paid only for the hours they are scheduled and completed shifts.

PAYROLL DEDUCTIONS

There are some mandatory payroll deductions that Gracepoint Home Care is obligated by law to deduct from your paychecks. These include federal income tax, state income tax; and FICA (social security and Medicare). When required by law, deductions may also need to be made for local taxes and child support. Voluntary payroll deductions may be made for certain Team Member-related benefits if they are available through the Gracepoint Home Care and if you authorize them. (e.g., Retirement, Christmas Club and Health Insurance.)

TEAM MEMBER COMPENSATION AND BENEFITS

Gracepoint Home Care provides mandated benefits and compensation to you, in compliance with State, Federal, *Department of Labor* and/or other regulations.

Mandatory contributions for Social Security, Medicare and Unemployment Insurance shall be deducted from your compensation, in accordance with federal and state regulations. The Gracepoint Home Care will contribute the regulated employer payments for Social Security, Medicare, Unemployment Insurance, and Workers' Compensation.

REGULAR COMPENSATION

Gracepoint Home Care pays its Team Members at rates, which meet or exceed the amounts stipulated by federal, state and/or other jurisdictional laws for hours worked up to and including 40 hours in each work week. Wages are competitive in today's market and are based on hours worked and the type of work being performed. Compensation is based on, but not limited to, one or more of the following:

- ◆ industry wage standards;
- ◆ challenging clients;
- ◆ Client acutities;
- ◆ statutory holidays;
- ◆ shift differentials; and,
- ◆ experience;
- ◆ Education/Home Care Pulse Certifications
- ◆ regulated pay rates;
- ◆ task difficulty;

- ◆ requirement for a second language;
- ◆ Distance of commute
- ◆ Care of husband and wife
- ◆ Assessment criteria

Your wages will be reviewed annually to coincide with your Annual Performance Appraisal. Should you assume a different position or should you be promoted between Annual Performance Appraisal periods, a wage review will be conducted at that time. Wage increases are based on performance; adherence to Gracepoint Home Care policies & procedures; meeting or exceeding job requirements; and prosperous business levels. Increases are not given to augment cost-of-living increases or to cover mileage to and from clients' homes.

The Gracepoint Home Care keeps all remuneration information confidential and expects its Team Members to do the same and discussion of compensation.

OVER-TIME COMPENSATION

NON-EXEMPT TEAM MEMBERS

Gracepoint Home Care pays over-time to its Non-Exempt Team Members, in accordance with federal, state and/or hour restrictions. Non-Exempt Team Members are paid at a rate not less than 1 ½ times their regular rate of pay for all hours worked more than 40 hours in each week. The Gracepoint Home Care does not consider personal time off, holiday time or any leave of absence as hours worked when calculating overtime. Salaried Team Members are exempt from overtime. All overtime must be pre-authorized by the Care Coordinator.

PART-TIME TEAM MEMBERS, TEMPORARY TEAM MEMBERS, AND INDEPENDENT CONTRACTORS

Part-time Workers, Temporary Workers, and Independent Contractors are not eligible for Paid Days Off. If you are classified in one of these positions and you need to take time off and/or miss work due to illness, you may ask the Care Coordinator if you can make up for the lost hours. However, we cannot guarantee that replacement hours can be provided.

STATUTORY HOLIDAYS

You will only receive Scheduled Holiday pay, if you work on a Statutory Holiday. If clients' schedules fall on a statutory holiday and they want service that day, you will be paid at 1 ½ times your regular rate of pay.

If clients happen to be scheduled for services on a Scheduled Holiday, they will be given the option of rescheduling services to avoid having to pay the higher rate for service because of the Statutory Holiday. Wherever possible, the re-scheduled hours will be booked in a period that fits with your work schedule, so you do not lose out on those hours. This is conditional on clients approving the new timeframe. Should you lose hours because of re-scheduling due to Scheduled holidays, Gracepoint Home Care will attempt, but cannot guarantee, that replacement hours will be assigned to you within that, or another, period.

Gracepoint Home Care recognizes the following statutory holidays. Team Members that work during scheduled holidays are compensated at time in a half of their hourly pay rate.

- ◆ New Year's Eve
- ◆ New Year's Day
- ◆ Memorial Day

- ◆ Independence Day
- ◆ Mardi Gras Fat Tuesday
- ◆ Labor Day
- ◆ Columbus Day
- ◆ Veterans Day
- ◆ Thanksgiving Day
- ◆ Christmas Day
- ◆ Christmas Eve
- ◆ Juneteenth
- ◆ Easter

ASSIGNMENT OF WAGES

Should a wage reassignment be levied against your earnings, the Gracepoint Home Care will comply with state and federal regulations. You will be advised, immediately, if such levies are placed.

ELIGIBILITY FOR BENEFITS

Gracepoint Home Care Team Members, who are eligible for benefits include:

FULL-TIME TEAM MEMBERS

Full-time Team Members are eligible for statutory benefits including Social Security and Workers' Compensation. In addition, they may be eligible for Annual Leave and Sick Leave, after 60 days of Full-time Employment.

PART-TIME TEAM MEMBERS

Part-time Team Members, who continually work less than 40 hours per work, are entitled to statutory benefits only i.e., Social Security and Workers' Compensation.

NON-EXEMPT TEAM MEMBERS

Salaried Team Members receive their full pay each payday even if sick, personal and vacation days are taken. However, if salaried Team Members use all their paid days off and still take more, the Gracepoint Home Care may deduct the excess days' pay from their paychecks. Paid Time Off must be taken in 4-hour increments or more.

DENTAL AND HEALTH INSURANCE

Gracepoint Home Care offers dental and health care benefits to its full-time Team Members after the successful completion of the 12-month employment period at a contract rate.

CONTINUING HEALTH COVERAGE (COBRA) CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT)

Gracepoint Home Care offers COBRA coverage to its eligible Team Members, in accordance with the U.S. *Consolidated Omnibus Budget Reconciliation Act* (COBRA), which contains provisions that give certain former Team Members, retirees, spouses, former spouses, and

dependent children the right to temporary continuation of health coverage at group rates. This coverage is only available when coverage is lost due to certain specific events. COBRA has specific eligibility criteria for plans, qualified beneficiaries, and qualifying events. Coverage is more expensive than health coverage for active Team Members.

If you and your beneficiaries are covered by the Gracepoint Home Care's dental and health insurance plan, you may be eligible to continue your coverage if the reason you lost it was due to:

- ◆ fewer working hours;
- ◆ divorce or legal separation;
- ◆ your dependent child loses his/her "dependent" status;
- ◆ your entitlement to Medicare; and,
- ◆ termination of employment. (If you are terminated because of "Gross Misconduct," you may lose your eligibility to continue with these benefits.)

401K RETIREMENT ARRANGEMENT

To be eligible to defer and receive the company match, Team Members will need meet the following eligibility requirements.

- ◆ Minimum Age: 21 Years Old
- ◆ Waiting Period: 12 months of service
- ◆ Hours Worked: 1,000 Hours for 12 months

Gracepoint Home Care will match eligible Team Member contributions as follows:

- ◆ 1% to 1%
- ◆ 2% to 2%
- ◆ 3% to 3%
- ◆ 4% to 3.5%
- ◆ 5% to 4%
- ◆ 6% and Up 4%

Additionally, Team Members will be 100% vested in the company match upon entering the plan. Please contact Calvin C Nettles with L & L Financial Services for additional information concerning 401(K). Mr. Nettles can be reached at 251-591-8964 with any questions.

PAID TIME OFF

Eligibility for Paid vacation is determined, in part, Paid Time Off (PTO) in half day segments, but no PTO can be taken before it is accrued and approved. You may reserve up to one week of Paid Days Off to carry over to the next calendar year. PTO will only be applied toward regular pay and does not qualify for overtime hours. If you terminate your employment with the Gracepoint Home Care or the Gracepoint Home Care terminates your employment, you are not eligible for accrued paid time for the month of termination. If you give written notice of termination, you must work up to and including the last date of the notice to be eligible for Paid Time Off. You must also have completed the 3-month Introductory Period. Should you be

terminated because of Disciplinary Action, you lose all unused PTOs (Paid Time Off) (Paid Time Off). Any unused, earned vacation time will be paid in a lump sum in your final paycheck.

REGULAR, FULL TIME TEAM MEMBERS AND SALARIED TEAM MEMBERS

If you are a Regular Full-time Team Member, and have successfully completed the 90 day Introductory Period, you are entitled to PTO or paid vacation as per the following years of employment:

- ◆ 1 - 4 years: one week (5 working days)
- ◆ 5 - 10 years: two weeks (10 working days)
- ◆ 11 years: three weeks (15 working days)

CONDITIONS FOR PAID TIME OFF REFERRAL BONUSES

Gracepoint Home Care offers a Team Member Referral Bonus. You may be eligible for a bonus of \$250 for referring a Team Member. To request this bonus, you must submit a signed statement from the team member(s), which gives your name and which states that you referred the Gracepoint Home Care to him/her. Once a team member has completed 120 work hours and has no more than 1 call out and no more than 2 late alerts. We have a \$250 Referral Bonus for client(s). Once the client(s) has received service from the Gracepoint Home Care for 3 months, you are eligible for 1/2 of the total bonus. When the same client(s) has received service from the Gracepoint Home Care for 6 months, you are eligible for the remaining half of the bonus.

PERSONAL LEAVE OF ABSENCE

A personal Leave of Absence may be authorized to Full-time Team Members for periods between 4 weeks and 10 weeks. All requests for leave will be considered on an individual basis and will be dependent, in part, on the effect your absence may have on Gracepoint Home Care operations, performance, length of service and responsibility level. Conditions include, but are not limited to, the following:

- ◆ You must have had at least one year of continuous employment with the Gracepoint Home Care.
- ◆ The Gracepoint Home Care President must authorize the leave.
- ◆ The request must be submitted in writing, with proposed start and end dates specified.
- ◆ Requests for leave extension(s) must be made in writing and be submitted at least 5 working days before the end of your approved leave period.

During this leave, any available benefits which you have will not accrue. If you are participating in any Health Insurance, Plan, you are responsible for the total monthly health insurance premiums, during your absence, unless otherwise prohibited by law. Gracepoint Home Care will try to return you to the same or similar job you held prior to your Leave of Absence, but it cannot guarantee any assignments.

The *Fair Labor Standards Act* (FLSA) does not require payment for time not worked, such as vacations, sick leave, federal or other holidays. These benefits are matters of agreement between an employer and a team member (or the team member's representative). If you need to take

Unpaid Time Off and/or miss work due to illness, you may ask your Team Member Relationship Success Manager if you can make up the lost hours. However, we cannot guarantee that replacement hours can be provided to you.

FAMILY AND MEDICAL LEAVE (FMLA)

Employers that employ 50 or more Team Members in 20 or more weeks in the current or preceding calendar year, are subject to U.S. *Family and Medical Leave Act* (FMLA) regulations. To be eligible for FMLA benefits, you must:

- ◆ work for an employer that fits in the above-described category (i.e., be a "covered employer");
- ◆ have worked for the employer for a total of 12 months;
- ◆ have worked at least 1,250 hours over the previous 12 months; and,
- ◆ work at a location in the U.S. or in any of its territories/possessions, 50+ Team Members are employed by the employer within 75 miles.

Gracepoint Home Care adheres to *Family and Medical Leave Act* (FMLA) and provides eligible Team Members up to 12 weeks of Unpaid, job-protected leave each year for:

- ◆ the birth and care of a newborn child;
- ◆ placement with the Team Member of a child for adoption or foster care; or,
- ◆ the serious illness of the Team Member or of the Team Member's child, spouse, or parent, in accordance with the *Family and Medical Leave Act* (FMLA)

In many instances, paid leave may be substituted for Unpaid FMLA Leave.

If you want further information about your rights and responsibilities under the FMLA, contact the Team Member Relationship Success Manager.

BEREAVEMENT LEAVE

Gracepoint Home Care may grant 3 days of Bereavement Leave to Full-time Team Members, who have completed their 90-Day Introductory Period, should death occur to a member of their immediate families. Immediate family refers to the spouse, parents and/or children.

JURY DUTY

Gracepoint Home Care provides Paid Days Off for non-exempt team members for Jury Duty. If you receive a summons for jury duty, you must notify the Care Coordinator immediately so that days away can be rescheduled. You must also submit a copy of the affidavit from the Court Clerk and other related paperwork to the Care Coordinator. After reporting for Jury Duty, if you are excused, you are required to contact your Care Coordinator for direction and/or re-assignment of duties.

MILITARY LEAVE

Gracepoint Home Care may grant Military Leave to you if you are absent from work because of service in the U.S. Armed Forces, Reserves, National Guard or other “uniformed services.” State and Federal regulations including, the *Uniformed Services Employment and Reemployment Rights Act* (USERRA), will be complied with.

Whenever possible, you are required to give written, Advance Notice of your intention to take Military Leave. The date that your absence will commence must be stated. While Military Leave is unpaid time off, you have the option of applying any unused time towards this leave. Continuation of Health Insurance Benefits is available, as required by USERRA, based on the length of the leave and subject to the terms, conditions, and limitations of the applicable plans, for which you are otherwise eligible. Benefit accruals will resume upon your return to active employment. The Gracepoint Home Care will not permit any discriminating practices against you, because of your service in the Uniformed Services.

When your Military Service is finished, you may request re-employment with the Gracepoint Home Care if your absence is less than 5 years, if you re-apply to the Gracepoint Home Care, in writing, within the established time limits and if you were released from Military Service under honorable conditions. We will attempt to reinstate you to your old job; however, your physical and/or mental ability to perform the duties of your former position could impact your re-assignment.

If a new position is offered to you, we will provide similar status, seniority, benefits and pay. This position would be one that you could have attained, had you remained continuously employed or, it could be a comparable one, depending on the length of your Military Service, in accordance with USERRA. Here, again, your physical and/or mental ability to perform its duties could impact what position you acquire.

You will be treated as though you were continuously employed for determining benefits based on length of service. You can be absent for up to 5 years and still have re-employment rights. The 5 years is a cumulative total and includes both past and present military service.

SERVICE COMMITMENTS

Gracepoint Home Care takes pride in selecting Team Members who will meet Gracepoint Home Care's high service standards, as Gracepoint Home Care recognizes that it is only as good as its Team Members. You were selected because the Administrative Team has faith in your ability and willingness to meet and maintain its high-performance standards. Some of Gracepoint Home Care's service standards are summarized in the following sub-headings.

When you are providing service in clients' homes, you must never:

- ◆ discuss client names or with anybody, other than co-workers, who are in a need-to-know position;
- ◆ discuss Gracepoint Home Care and/or office matters with anybody other than co-workers, who are in a need-to-know position;
- ◆ give them your home/cell phone numbers;
- ◆ give individual opinions;

- ◆ offer medical advice;
- ◆ smoke in their homes;
- ◆ use their telephone except in cases of emergency or to call the office;
- ◆ take anyone, including pets, into their homes;
- ◆ neglect safeguarding their valuables;
- ◆ use their vehicle or other property for personal reasons;
- ◆ consume alcohol or use medication/drugs except for a medical reason(s) in their homes;
- ◆ accept meals from them;
- ◆ take advantage of their hospitality;
- ◆ participate in physical confrontations;
- ◆ be idle while on the job;
- ◆ report for duty while under the influence of intoxicants; and/or,
- ◆ be involved in legal matters.

PUNCTUALITY & ATTENDANCE

You are expected to attend work during your scheduled hours. You should arrive at your assignment before your scheduled start time. Not only are clients relying on you but also you and/or your co-workers may have other assignments booked. Just one person being late can throw off several schedules. Be sure to arrive in enough time to prepare yourself for duty (i.e., remove outer clothing, put on proper shoes, do grooming touch-ups, ensure hair is neatly back from face, wash hands, etc.). It is also expected that you will complete the entire shift, as scheduled. If you are going to be late, phone the Care Coordinator Team and provide the reasons for the delay. He/she will contact your client. Lateness due to emergencies or unexpected occurrences can happen but habitual tardiness will not be tolerated and may result in Disciplinary Action, up to and including Termination of Employment.

As your employer, Gracepoint Home Care has a right and responsibility to know where you are during scheduled hours of work. All time off must be requested in advance and be put in as a block in eRSP 30 days in advance of prior month schedule release. If you are absent without leave or are late, appropriate deductions may be made from your pay. We view attendance as an important facet of your Job Performance Review. All unapproved absences will be noted in your personnel file. Excessive absences, including Sick Leave, may result in Disciplinary Action, up to and including termination.

DRESS CODE

Team Members of Gracepoint Home Care are expected to maintain a professional appearance. As part of our service commitments, we ask team members to present themselves in a professional manner while representing the organization in a client's home. It is mandatory that when you become a part of Gracepoint, we ask that you purchase our branded scrubs set for \$25 as a requirement for working any shift. Gracepoint provides scrubs and jackets that are logoed for team members at cost.

The following guidelines outline what the Gracepoint Home Care considers to be acceptable and appropriate attire:

- ◆ If you work with clients, you are to wear logoed Gracepoint Home Care nursing scrubs and/or Gracepoint logoed jacket and clean, closed toe shoes.
- ◆ Attire, which is deemed to be inappropriate includes, but is not limited to, the following:
 - Logoed scrubs in disrepair;
 - Slides or flip flops
 - leggings/tights;
 - jogging suits;
 - open-toed footwear
- ◆ Clothing shall be kept in good repair, be of an acceptable length and fit properly.
- ◆ Only clean and/or polished, closed toe shoes may be worn.
- ◆ You must be well groomed and have good personal hygiene and cleanliness.
- ◆ Fingernails are to be short, clean and neatly kept.
- ◆ Earrings and rings are limited and restricted to those that will not snag on equipment, injure a client/Team Member or impede your job performance.
- ◆ Long hair should be pulled back and secured, when on duty.
- ◆ Perfumes, scented body lotions and/or aftershave lotion should be avoided in respect of clients with sensitivities and/or allergies.
- ◆ Bonnets or scarves that are not professional and impede on client care.

List of uniform requirements:

- ◆ Gracepoint Home Care Logoed scrubs and clothing are the only accepted attire
- ◆ Tennis or nurse shoes
- ◆ Company badge

Please DO NOT wear the following clothing items while at work:

- ◆ Shorts or skirts
- ◆ Strappy tank tops
- ◆ Too tight or very revealing logoed scrubs
- ◆ Torn, worn, or stained logoed scrubs
- ◆ Slides or Flip flops
- ◆ No long nails that would impede on care.

We want all of you to be comfortable while you are working, but please remain professional and remember that you are representing yourselves as well as Gracepoint Home Care when you are in a client's home.

IDENTIFICATION BADGE

Team Members are required to wear the Identification Badge, which is provided to you by Gracepoint Home Care, whenever you are delivering services on behalf of the Gracepoint Home Care. These badges display your name, your photo and the Gracepoint Home Care's name. It must be clipped to the front of your clothing on the chest in a manner that makes it visible to onlookers. Identification Badges are issued at onboarding for employment. If you lose yours, you will be charged a replacement fee. If it is lost or stolen, you must advise your Team Member Relationship Success Manager immediately. Upon Termination of Employment, you are required to return your Identification Badge to the Gracepoint Home Care office.

PHONE CALLS & TEXTING

Telephone lines must remain open for business calls to service Gracepoint Home Care clients. Therefore, you are not permitted to make or receive telephone calls or text messages while working in the Gracepoint Home Care office. Neither are you permitted to make or accept telephone calls or texts while you are on duty at clients' homes, unless they are to/from Care Coordinator Team, Administration Staff, Team Member Relationship Success Manager, Client Success Relationship Manager, Registered Nurse, or an emergency/urgent situation develops. When you are on duty, be sure to either turn it off or put it on "vibrate" to ensure clients are not disturbed. Advise others to phone Gracepoint Home Care Office and leave a message, should they need to reach you, while you are on duty. Gracepoint Home Care Office will contact you with the message.

SECONDARY EMPLOYMENT

Team Members are not restricted from working elsewhere at the same time you are working for us. However, Secondary Employment must not present a Conflict of Interest, interfere with your work at the Gracepoint Home Care or put clients at risk.

We ask you to advise your Team Member Relationship Success Manager or the Care Coordinator Team if you have other job(s) to enable contingency plans to be developed, should conflicts arise. If your other position(s) interferes with your duties at this Gracepoint Home Care, you may be asked to reduce your other hours or resign from your other position(s).

NON-SOLICITATION WITH GRACEPOINT HOME CARE CLIENTS

Team Members may not provide service privately to existing Gracepoint Home Care clients. If you do so, your employment with the Gracepoint Home Care may be terminated. Employer's relationships with its clients and Team Members are among our most important assets, and that developing, maintaining and continuing these relationships is one of our highest priorities. Team Members will be relied upon to develop and maintain the goodwill of these relationships on behalf of Gracepoint throughout the course of the employment relationship. Providing services outside of scheduled shifts is not allowed and is considered a violation of the non-solicitation policy that is signed off on by the team member and will be fully enforced.

Team Members, therefore, agree that during the term of employment, and for a period of two (2) years after termination, Team Members will not recruit, solicit, or induce, or attempt to induce, any Team Members of Gracepoint to terminate their employment with, or otherwise cease a relationship with, Gracepoint. Team Members will not solicit, divert, or take away, or attempt to divert, the business or patronage of any of the clients, customers or accounts, or prospective clients, customers, or accounts, of Gracepoint. The restrictions are necessary for the protection of the legitimate business interests and goodwill of Gracepoint and are considered by the Team Member to be reasonable for such purposes. The Team Member agrees that any breach of these requirements will cause Gracepoint substantial and irrevocable damage. In the event of any such breach, in addition to such other remedies which may be available, including the recovery of damages from the Team Member.

Gracepoint shall have the right to injunctive relief to restrain or enjoin any actual or threatened breach of the provisions of these paragraphs. Gracepoint shall prevail in a legal proceeding to remedy a breach or threatened breach of this Agreement, Gracepoint shall be entitled to receive

reasonable attorney's fees, expert witness fees, and out-of-pocket costs incurred in connection with such proceeding, in addition to any other relief may be granted. Gracepoint may assign this Agreement to any successor in interest to the business, or part thereof, of Gracepoint. Governing Law and Consent to Jurisdiction.

All disputes relating to Team Member's employment shall be subject to, governed by and construed in accordance with the laws of the State of Alabama, irrespective of the fact that one or both of the parties, now is or may become a resident of a different state. The Parties agree that venue will be proper in the Circuit Court of Baldwin County, Alabama for any litigation arising out of the terms of this Agreement and all disputes relating to Team Member's employment and the Parties consent to the personal and subject matter authority thereof. Disclosure of Agreement. In the event Employer has reason to believe this Agreement has or may be breached, Team Member acknowledges and consents that this Agreement may be disclosed by Employer, without risk of liability, to a current or prospective employer of Team Member or other business entity.

DRUG, ALCOHOL & ILLEGAL SUBSTANCE ABUSE

There is a zero tolerance for Team Members who arrive for work while under the effects of drugs/alcohol; whose ability to perform their duties is even slightly affected because drugs/alcohol; and/or, who consume drugs/alcohol while at work. If you arrive for work under the influence or, are in possession of, drugs/alcohol, you will be terminated immediately.

Team Member Relationship Success Manager or Care Coordinator Team, who suspect that your ability to perform your duties is affected because of drugs/alcohol, are required to immediately remove you from the jobsite.

You must not ignore situations wherein drugs/alcohol are being sold in the workplace. If you see, or become aware of, such activity, you must contact the Team Member Relationship Success Manager immediately. If you violate this policy, you will be disciplined and terminated.

GIFTS, GRATUITIES & BUSINESS COURTESIES

Gracepoint Home Care does not permit gifts, gratuities, and business courtesies. Team Members are not permitted to give or receive gifts from clients or their family members.

SOLICITATION & DISTRIBUTION OF NON-PROFIT CHARITIES

Gracepoint Home Care will consider and will need to be approved by the Director of Community Services, a limited number of funds drives by Team Members on behalf of charitable organizations or for Team Members' gifts. As such, you may be permitted to engage in solicitation or distribution of literature for any group or organization, including charitable organizations, providing the sale of merchandise is limited to Gracepoint Home Care functions and activities; and the solicitation/distribution does not interfere with the time you or the individual, who you are targeting, are supposed to be working.

You may not lobby for political candidates or causes, solicit or distribute material to clients or use the Gracepoint Home Care's equipment, systems and lists to promote any outside business interests. Prior approval is required from the Team Member Success Manager before any solicitation or distribution activities are undertaken.

FEDERAL CIVIL FALSE CLAIMS & DEFICIT REDUCTION ACTS

Gracepoint Home Care complies with federal and state laws for preventing health care fraud, waste, and abuse. It is mandatory that you are familiar with these acts and know your responsibilities in adhering to them. You will be provided with written/electronic information about the Federal Civil False Claims & Deficit Reduction Acts at the time of hire. These Acts will also be reviewed in detail during your orientation and annually thereafter.

The Federal Civil False Claims Act

The Federal Civil False Claims Act ((U.S.C. Title 31; Chapter37; Subchapter III; § 3729) is a federal statute that prohibits any entity from knowingly:

- ◆ submitting, a false or fraudulent claim, record, or statement to the government for payment or approval;
- ◆ making, using, or has made a false record/statement material to a false or fraudulent claim;
- ◆ conspiring with another to defraud the government by getting a false or fraudulent claim allowed or paid;
- ◆ returning only a portion of the government money or property in its possession with the intent of defrauding the government;
- ◆ making or delivering a document, which certifies receipt of property without completely knowing if the information on the receipt is true;
- ◆ buying public property or accepting it as a pledge or obligation/debt from an officer or Team Member of the government or a member of the armed forces, who is not authorized to sell or pledge this property; and,
- ◆ using a false record or statement to avoid or decrease an obligation to pay or transmit money or property to the government.

Anyone who knowingly or intentionally submits a false claim to the federal government is liable for civil penalties of \$5,500 to \$11,000 per claim, plus three times the amount of damage caused by the false claim. As defined by the False Claims Act, the term “knowingly,” means an entity.

- ◆ has actual knowledge of the information;
- ◆ acts in deliberate ignorance of the truth or falseness of the information; or,
- ◆ acts in reckless disregard of the truth or falseness of the information.

No proof of specific intent to defraud is required.

EXAMPLES OF FISCAL ABUSE & FRAUD PRACTICES

You are required to know what constitutes fiscal abuse and fraud. Examples include:

- ◆ billing for services that were not delivered;
- ◆ billing twice for the same service;
- ◆ billing for more expensive service than was provided;
- ◆ seeking reimbursement for services that:

- ◆ are not medically necessary for a client’s condition; and/or,
- ◆ fail to meet professionally recognized standards for health care;
- ◆ making false statements regarding claims for payment;
- ◆ not providing services that are required in the scope of the per diem;
- ◆ misrepresenting Gracepoint Home Care credentials;
- ◆ offering financial rewards, which are often unlawful, to individuals who:
 - ◆ utilize or promote Gracepoint Home Care services; or,
 - ◆ send clients to utilize Gracepoint Home Care services,
 - ◆ in accordance with the Kickbacks/Stark Statute;
- ◆ offering, paying, soliciting, or receiving remuneration to induce business reimbursed under the Medicare or Medicaid programs.
- ◆ accepting referrals of Medicare patients when the referring Physician has a financial relationship with Gracepoint Home Care, in accordance with the Kickbacks/Stark Statute as well as the False Claims Act;
- ◆ submitting false statements or certifications of compliance to receive payment by the government health program; and,

REPORTING SUSPECTED FALSE CLAIMS

Gracepoint Home Care policy states that if you know of or suspect that false claims are being filed, you are required to report the information as soon as possible to: Gracepoint Home Care Team Member Relationship Success Manager or any member of the administrative team.

“QUI-TAM” (WHISTLEBLOWER) PROTECTION

Whistleblowers are lay people including Team Members/former Team Members, contractors, or agents of healthcare entities, who report known and suspected submission(s) of false claims by a health care entity or service provider. The False Claims Act authorizes whistleblowers to sue companies and individuals that defraud the government. These suits are filed under seal in federal court and investigated by the Department of Justice. In return for their report, a whistleblower is rewarded by the government with a sizable portion of any recovered funds.

As a Whistleblower, you have the following protections should you report fraud and abuse:

- ◆ No retaliation measures including threats, harassment, discrimination, suspension, demotion, or termination of employment will be tolerated.
- ◆ If retaliation measures are taken against you such as discharge, demotion, suspension, threats, harassment, or other discriminatory actions, you will be reinstated with the same seniority status that you had, if not for the discrimination.
- ◆ If you are not reinstated, you:
 - ◆ have the right to bring action for reinstatement in the appropriate federal district court of the United States; and;
 - ◆ may seek two times the amount of back pay plus interest and other enumerated costs, damages, and fees, including litigation costs and reasonable attorney’s fees.

MEASURES FOR DETECTING AND PREVENTING FRAUD, WASTE, & ABUSE

Gracepoint Home Care has measures in place for detecting and preventing fraud, waste, and abuse including:

- ◆ Compliance Program
- ◆ Standards of Conduct
- ◆ Policies and Procedures
- ◆ Compliance
- ◆ Standards of Conduct & Work Ethics
- ◆ Standards of Conduct Agreement
- ◆ Conflict of Interest
- ◆ Billings & Receivables
- ◆ Continuous Quality Improvement
- ◆ Orientation
- ◆ Annual Training
- ◆ Team Member Appraisals
- ◆ Training Program
- ◆ Performance Appraisals
- ◆ Team Member Handbook
- ◆ Internal Audits
- ◆ Investigations
- ◆ Corrective Actions
- ◆ Record Maintenance
- ◆ Monitoring compliance with Section 6032 of the Deficit Reduction Act of 2005.
- ◆ Examples of Provider Fiscal Abuse and Fraud Practices

General Policies and Guidelines

RED FLAG COMPLIANCE

Due to the increasing number of identity theft incidents, Gracepoint Home Care has established an *Identity Theft Prevention Program* (ITPP), which instructs Team Members how to identify and respond to potential or actual identity theft occurrences, in compliance with the *Federal Trade Commission's "Red Flag Rule."* It is your responsibility to thoroughly understand and apply the specifics of the program. policy will be reviewed with you during your Orientation and/or you may review it at any time during regular office hours. You are also encouraged to consult with your Team Member Relationship Success Manager, should you need clarification on its contents.

VEHICLE USAGE

Vehicles must carry adequate vehicle insurance (full Comprehensive, Liability and Personal Injury Protection) and all Team Members, who operate vehicles for the conduction of Gracepoint Home Care business, must have and maintain valid Drivers' Licenses. Before you are authorized to operate a motor vehicle, as part of your duties, you must prove that your Driver's License is valid in the state; that it is current; and, that it meets State requirements for transporting clients (if transporting clients is one of your duties). If your Driver's License is suspended, revoked, or

restricted and, thus, may affect your job duties, you must advise your Team Member Relationship Success Manager immediately. If you require medication that might impair your ability to drive, you must obtain written confirmation from your Physician, which states that you can safely operate a motor vehicle. You must never operate a vehicle while under the influence of alcohol and/or drugs. Should you receive a parking ticket, speeding ticket and/or other traffic violation; or, if you are arrested for driving-related offences, you assume total responsibility for any resulting fines. You are expected to respect traffic laws, ordinances, and regulations; and use reasonable and safe traffic practices. Any violation of these stipulations may result in Disciplinary Action, up to and including Termination of Employment.

GRACEPOINT HOME CARE VEHICLE USAGE

Gracepoint Home Care vehicles carry full insurance coverage. Before you receive authorization to drive a Gracepoint Home Care vehicle, the Team Member Relationship Success Manager will ensure you have a current and appropriate Driver's License, you are added to company policy, and that your Driving Record is clear of infractions. Once you receive authorization to drive a Gracepoint Home Care vehicle, you must adhere to the conditions described under "Vehicle Usage" above. You must never permit an unauthorized person to drive a Gracepoint Home Care vehicle, except in an emergency.

PERSONAL VEHICLE USAGE FOR CLIENT SERVICE

If you use your own automobiles in the delivery of services, other than for transporting clients, (e.g., shopping or running errands for clients), you must inform your insurance company that you will be using your vehicle for work/business purposes, to ensure their coverage is adequate to meet any claims. You need to provide the Team Member Relationship Success Manager with copies of your Driver's License and insurance coverage, which will be kept in your Personnel File. Furthermore, copies of all renewals for expired Driver's Licenses and expired insurance coverage must be given to the Team Member Relationship Success Manager as soon as the renewals become effective. Transporting clients, in private vehicles, is done at your own risk.

If you are involved in a Motor Vehicle Accident, during your duties, you must report the accident and/or related injuries to the proper authorities, as regulated by law, and to the Gracepoint Home Care office as soon as possible. A written report of the incident must be given to the Team Member Relationship Success Manager within 24 hours.

You must report any citations or charges against their Driving Record to the Team Member Relationship Success Manager immediately.

CLIENT HEALTH INSURANCE WITHIN TRANSPORTING VEHICLE

When you transport clients, you must ensure that a copy of their Health Insurance information is in the transporting vehicle, in case of an emergency.

TRANSPORTING CLIENTS IN PRIVATE VEHICLES PROVIDED BY CLIENTS

If you are asked to drive a client's vehicle or another vehicle, which has been attained or provided by the client, you must ask to see proof of valid vehicle insurance before you drive the vehicle. In addition, you must ask about and/or observe the vehicle to ensure that its safety

equipment is in good working condition. If the vehicle is not in good working condition, you must refuse to drive it.

COMPENSATION FOR PRIVATE VEHICLE USAGE

Team Members are paid for mileage from running errands and/or transporting clients during their scheduled shifts. The set mileage amount per mile is based on federal mileage rates. Mileage compensation is only paid on usage of vehicle for client requests during the scheduled shifts and team members are not reimbursed mileage to and from work. Gracepoint Home Care reserves the right to re-evaluate it at any time. Team Members are expected to enter mileage in eRSP each day prior to clocking out for scheduled shifts.

Gracepoint Home Care does not cover, or contribute towards, the costs of vehicle insurance for private/ personal vehicles.

BREAST-FEEDING

Gracepoint Home Care will attempt to accommodate any milk-expression needs of breast-feeding Team Members for a minimum of one year following the birth of the baby, providing undue hardship is not caused to the Gracepoint Home Care, its staff and/or its clients.

Wherever possible, provisions will be made for adequate space, storage, and privacy to support milk expression activities. While we will work with breast-feeding Team Members to establish mutually agreeable schedules to express milk, we encourage the use of break time and privacy to support activities. While we will work with breast-feeding Team Members to establish mutually agreeable schedules to express milk, we encourage. we use of break times as the first option. Should insufficient break time exist, Team Members may utilize their accumulated Annual Leave, Overtime, or other leave for this purpose. Team Members, who want to express milk during their working hours, should discuss their wishes, as soon as possible, with the Team Success Manager, in order that the details can be worked out.

TEAM MEMBER PERSONAL PROPERTY

You are requested not to bring unnecessary or inappropriate individual property to work. While the Gracepoint Home Care recognizes that Team Members may need to bring certain personal items to work, personal property that is not related to your job performance may disrupt work or pose a safety risk to others. Furthermore, the Gracepoint Home Care recommends that you do not carry unnecessary amounts of cash or other valuables to the jobsite.

Gracepoint Home Care will not be responsible for the loss, damage, or theft of personal Property located on its worksites, or which accompanies it, is worn, or otherwise used by you during your work. If you choose to bring private property with you to the job site, you do so at your own discretion and at your own risk.

AUTOMATION SYSTEMS

Gracepoint Home Care automation systems, including fax machines, and computers, are for Gracepoint Home Care business and authorized purposes only. Computer operations include hard drive/software activities and Internet actions, which include search engines, email and social media. They must not be used to harm others or to violate laws and regulations. Use of

Gracepoint Home Care resources for illegal activity can lead to disciplinary action, up to and including dismissal and criminal prosecution.

Gracepoint Home Care properties are to be protected from loss, damage, theft, vandalism, sabotage, unauthorized use, copying, disclosure or disposal. You must not install any other programs on a Gracepoint Home Care computer without the written permission of your Team Member Relationship Success Manager. You may not copy software programs installed on Gracepoint Home Care computers for any reason unless you have been given written permission by the Team Member Relationship Success Manager.

PERSONAL USAGE OF AUTOMATION SYSTEMS

Automated Systems are prohibited for personal use while at work. Usage, related to pornography and racially derogatory, discriminating, threatening or abusive communication, is prohibited.

If you want to use the Automated Systems for personal reasons, prior approval is required from a Team Member Relationship Success Manager. You must use your break time to attend to personal matters. Abuse of the email or Internet systems, through excessive personal use or use in violation of the law, may result in disciplinary action up to and including termination.

As a team member of Gracepoint Home Care, you do not have any expectation of privacy at work or when using Gracepoint Home Care property. The Gracepoint Home Care reserves the right to monitor, review and/or disclose email messages and Internet content on any, and all, computer equipment used to create view or access E-mail and Internet content.

Gracepoint Home Care Policies and Procedures also apply to the usage of Automated Systems, including P&Ps that address confidentiality, distribution of Gracepoint Home Care information, standards of conduct, misuse of company resources, anti-harassment, anti-discrimination, ethical behavior, data security and so on. The Gracepoint Home Care uses licensed commercial software programs. Copies of such software, for personal use, must not be created, used or distributed. You are liable for all damages incurred, because of any violations of the Gracepoint Home Care's security policies, copyrights, and licensing agreements.

SECURING ELECTRONIC DEVICES AND CONFIDENTIAL DATA

It is essential that electronic devices and confidential data be secured against theft, loss, and inadvertent sharing. The eRSP application is only utilized for business purposes and it is the team member's responsibility to protect all information provided by the company and ensure confidentiality is always maintained. All electronic devices and data must be protected against damage, destruction, modification, or unauthorized access. Passwords are to be used on all electronic devices and never shared with anyone.

This is especially important if your duties require you to use computers, laptops, smart phones, tablets, portable hard-drives, flash drives, and the like. Be sure to apply all encryption and/or protection tools that Gracepoint Home Care has put in place and adhere to information security policies, as you are responsible for the security of your workstation and all electronic devices assigned for your usage.

Gracepoint Home Care information including information in eRSP must not be duplicated unless you have been instructed to back-up data for operational purposes. Prior permission must be obtained before taking devices and data from Gracepoint Home Care Office unless you are given "blanket" permission to do so to perform your position duties.

PURCHASES AND EXPENDITURES

You are not permitted to make any purchases or incur any expenses in the name of Gracepoint Home Care, unless these functions are part of your regular duties or unless you have been given written authorization to make such purchases.

MEDIA INQUIRIES

Should you receive an inquiry from any member of the media, regardless of the type, ie., TV, radio, newspaper, or social media such as Facebook, Twitter and You Tube etc., you should refer the inquiry to the Director of Community Services, regardless of how trivial the question appears to be. You are not allowed to speak to the media on behalf of the Gracepoint Home Care. This is to ensure there is a single point of contact for all media inquiries.

If you provide input through *Editorials*, *Letters to the Editor* and/or *social media*, you must make it clear that your comments are strictly personal and do not represent the opinions of Gracepoint Home Care. Furthermore, any correspondence that reflects you, personally, may not be provided on Gracepoint Home Care Letterhead.

SOCIAL MEDIA

Social media is only to be used for authorized Gracepoint Home Care business, unless you have been given special approval to use it for personal reasons, as stipulated.

Be aware that, when using the social media, you can be held legally liable for anything you post online, and your input could influence the Gracepoint Home Care's image. Use your best judgment in posting material that could be harmful or inappropriate to the Gracepoint Home Care, its Team Members, or clients.

Be sure to obtain authorization to use a Third Party's copyrights, copyrighted material, trademarks, service marks or other intellectual property. Gracepoint Home Care information, considered confidential, must not be disclosed. Do not discuss or engage in behavior that is prohibited by Gracepoint Home Care policies, sexual activity, sexual harassment and so on. Likewise, do not place anything that can be interpreted as pornographic, harassing, defamatory, proprietary, or libelous and do not provide images of any individuals, without first obtaining permission.

Gracepoint Home Care and Personal Accounts (if authorized) should be kept separate.

SOCIAL MEDIA POLICY

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat

room, whether or not associated or affiliated with Gracepoint Home Care, as well as any other form of electronic communication. It should be clear that this company does not seek to dictate the personal lives of Team Members. However, when personal conduct reflects negatively on the company, this personal behavior may take on professional overtones that management cannot fail to address. If it is determined that the reputation of our company is at stake, termination of employment may be necessary. In rare instances when a Team Member's actions are unethical or illegal, this company may have an obligation to report documented facts to outside agencies. This includes the use of social media. **DO NOT** post any work-related information or activities on social media, including but not limited to, photos, clients names, locations, "tags," etc. may result in disciplinary action up to and including termination.

HEALTH AND SAFETY

Gracepoint Home Care strives to ensure that work environments are as safe and healthy, as Gracepoint Home Care authority limits can influence.

While it has control over its own property, Gracepoint Home Care is restricted when service is delivered to clients' homes or out in the community. Nevertheless, Gracepoint Home Care will do its best to provide safe environments, where possible, and educate clients/others about safety issues.

Gracepoint Home Care will not deliver any service likely to cause an accident or generate an exposure that may result in personal injury or damage to equipment in the process. You are expected to protect your own health and safety by working in compliance with the law, by applying safe work practices and by adhering to Gracepoint Home Care procedures. It is in the best interests of all parties involved that everyone applies health and safety measures in all activities.

You will receive adequate training in your work tasks to protect your health and safety. In addition, Gracepoint Home Care will provide you with information about workplace safety and health issues through ongoing, internal communication including bulletin boards, memos/other forms of written communication, staff meetings and training sessions.

You are expected to obey safety rules and exercise caution and common sense in all work activities. You must immediately report any unsafe conditions to your Team Member Relationship Success Manager. Should you violate safety standards, cause hazardous or dangerous situations, fail to report safety issues, or remedy such situations, where appropriate, you may be subject to Disciplinary Action including Termination of Employment.

SAFETY IN THE HOME ENVIRONMENT

Gracepoint Home Care is committed to ensuring the safety of its clients/families/Team Members, in the home environment and will complete an assessment for all new clients and will review any safety factors with them. Your safety and those who work with you, is one of our greatest concerns. With an alert, safety attitude, you can help eliminate accidents. By doing so, the Client Services Relationship Success Manager is protecting clients and ensuring the environment you are working in is as safe as possible.

You still have responsibilities for home safety, as well. You must continually assess the family's compliance with home safety measures and, if needed, provide more instruction. Each time you enter a client's home you need to be alert for new hazards and act, as outlined in the policy, should any be detected. You are responsible for taking reasonable care of your and others' health and safety. Equipment, including personal protective equipment, should be used correctly and when required. If you think there is a health and safety problem in your workplace, you should first discuss it with your Team Member Success Manager. If a problem appears to persist and there is a risk of injury, and you still have doubts or questions, you should contact the Gracepoint Home Care Manager.

The below list is not all-inclusive but is intended to provide an overview of safety guidelines. You are also required to abide by all additional safety rules that apply to your job or work location. If you are injured on the job, the incident must be reported within 24 hours and an incident report form must be completed.

- ◆ Follow all safety rules and procedures;
- ◆ Keep work areas free from obstructions;
- ◆ Use ladders and step stools to retrieve out of reach items; do not climb on shelves or chairs;
- ◆ Use appropriate cutting tools when opening boxes, and cut away from your body;
- ◆ Use appropriate containers for waste disposal;
- ◆ Use proper lifting techniques: bend knees, firmly grasp the load, lift using leg muscles and keep your back straight;
- ◆ Report hazards or unsafe conditions;
- ◆ Know locations of all exits;
- ◆ Report all injuries.

EMERGENCY PREPAREDNESS

You should always be ready for emergencies and the unexpected. Whenever you are assigned a new client, ensure that information about the client is written out and posted near a phone and/or on a bulletin board or refrigerator: telephone number, address, directions to the home and the nearest intersection. If a life-threatening emergency arises, call 9-1-1 and give the specifics to the Operator.

Be prepared for non-life-threatening emergency situations by ensuring that telephone numbers are recorded and posted for the following: hospital, doctor, poison control, police, ambulance, protective services, family, neighbors, and Case Manager.

If the client does not have a home evacuation plan, the Client Services Relationship Success Manager will assist with creating one during the assessment. Practice fire eruption routines and using exit routes. Ensure that a temporary relocation site(s) is determined and that all residents and workers are aware of its location.

Encourage and assist your clients to create an Emergency Kit, which contains survival basics, first aid supplies, medications, and other provisions, as outlined in the Policy. Residents and workers should know where the Emergency Kit is kept.

VIOLENCE

Gracepoint Home Care is committed to ensuring safety in the workplace through the implementation and maintenance of a harmonized plan to handle all violence and threats of violence with composure, effectiveness, and speed.

Wherever possible, every effort will be made to prevent and minimize violence. If you have not previously received instruction on how to deal with violence, you will be trained to do so. All reports of violence will be kept confidential, as much as possible; be investigated promptly; and, be documented.

As a Team Member, you must adhere to all aspects of this Policy. You are responsible for calling the emergency number if you believe there is an immediate danger to someone's safety. Try to avoid physical and/or verbal confrontations with potentially violent individuals. You must report all violence or threats of violence, which you observe, or are involved in, to your Team Member Relationship Success Manager immediately. Your cooperation is also required in any investigations of such violence. At no time shall you imply or express threats of any kind to an individual's safety. Should your behavior be found violent and/or threaten others during the performance of your duties, appropriate Disciplinary Action(s) will be taken, up to and including termination.

ENVIRONMENTAL DISASTERS AND EMERGENCIES

To reduce risk, prevent injury and promote home and/or office safety, in the event of an emergency/disaster, you must quickly identify and respond to the situation and take immediate action to protect customers, families and others. Actions you can take vary depending on the type of environmental disaster that is occurring.

There are some preliminary, basic actions you can take, regardless of the type of emergency that may arise. You can ensure that clients/families know what needs to be done in each disaster. Everyone should know where to meet and who to call in case they are separated. Determine, in advance and at the time of the emergency, who may need assistance. If there is time when you are evacuating, tell others where you are going. If you can communicate, use whatever you have, i.e., phone, email, or radio/ television broadcasts.

Inclement Weather and Hazardous Community Conditions

Gracepoint Home Care makes every effort to deliver client services during inclement weather conditions without putting the health and safety of its staff and/or clients at risk. Local weather reports shall be utilized to make decisions on road conditions. It is your responsibility to contact your Team Member Relationship Success Manager to discuss options for safe transportation and/or to determine if the service needs to be re-scheduled.

Should weather conditions be severe, the Gracepoint Home Care may find it necessary to cancel your work assignment(s). If this happens and you are an hourly paid Team Member, you may use accrued vacation, discretionary holidays, or time off without pay to cover the absence; or, with prior approval from your Team Member Relationship Success Manager, you may be permitted to make up missed work time for the severe weather day(s), providing assignments are available.

You may only utilize sick leave in these situations if you happen to be on approved sick leave the day before the weather-related emergency policy is activated.

HEALTH ISSUES

For your protection, if you develop any health issues or become pregnant, you should advise your Team Member Relationship Success Manager if you cannot carry out the duties in caring for a client. A doctor's note is required, as soon as possible, which specifies whether you can perform your regular duties as described in your Job Description. A *Leave of Absence* may be granted on a case-by-case basis.

MEDICAL ATTENTION

If you are injured or become ill while on the job and medical attention is indicated, your doctor must be contacted immediately. Should it be necessary for you to either visit your doctor or go to the hospital, a family member or the ambulance should transport you.

Because of possible liabilities, team members of gracepoint home care are not permitted to transport you. If an emergency arises, which requires emergency medical services (ems) to evaluate your injury or illness on-site, you will be responsible for transportation charges. A physician's "return to work" notice might be required. This requirement will be made on a case-by-case basis.

WORKERS' COMPENSATION

On-the-Job injuries are covered by Workers' Compensation Insurance. If you are injured while working, report the injury to the Team Member Relationship Success Manager immediately, regardless of how minor your injury appears to be. The Team Member Relationship Success Manager will provide instruction and give you the proper forms. If you are not able to contact the Team Member Relationship Success Manager, designate another person to do so on your behalf if you are able. If you are deemed eligible for Workers' Compensation, you may receive medical expenses and a portion of your lost wages. Any medical bills you incur, because of the injury, should be submitted, unpaid, to the Team Member Relationship Success Manager. Medical clearance is required before you will be permitted to return to work.

REPORTING INCIDENTS

Gracepoint Home Care requires that all incidents which result in personal injury or illness and/or property damage, be properly reported and investigated. This is to ensure that incidents are reported in a timely manner, that all are thoroughly identified and that appropriate corrective actions are taken.

If there is an incident in the client's home, in the Gracepoint Home Care Office or out in the community while you are performing services for/with a client, you must initiate an "*Incident Report*", if you were involved in/were a witness to the incident. If more than one team member witnesses or is involved in the incident, everyone is required to complete his/her own *Incident Reports* as soon as possible, but no later than the end of the regular work shift. If you are involved in an incident, you are required to provide an explanation and a rationale to the Care Coordinator, as to why the incident occurred.

CLIENT ABUSE

Gracepoint Home Care does not tolerate any hint or form of client abuse by anyone and thus will document, investigate and/or report all suspected cases. Abuse includes several types of mistreatments, including physical emotional financial, neglect, abandonment, and self-neglect. If you suspect abuse, you must report it to the Team Member Relationship Success Manager. Try to get the client's written consent to report the alleged abuse. If he/she is not willing to cooperate, you should still report it to the Team Member Relationship Success Manager. If the client is not in immediate danger, you must report it to the Team Member Relationship Success Manager, who will ensure the client abuse authorities in the local area and/or the *Department of Aging* are notified.

POLICY ON CLIENT ABUSE

It is a crime to physically or mentally neglect, abuse or threaten to neglect or abuse any patient under the care of Gracepoint Home Care.

- ◆ It is a criminal offense for a Team Member to fail to report actual, suspected, or threatened physical or mental neglect, or abuse of a patient of Gracepoint Home Care.
- ◆ All reports of incidents shall be investigated by the Team Member Relationship Success Manager. Gracepoint Home Care, or his/her designee, will determine the appropriate disciplinary actions to be taken.
- ◆ A team member suspected, accused or convicted of such an offense will be suspended and/or terminated from employment at Gracepoint Home Care. If you are suspected of client abuse, you will immediately be removed from the client's vicinity. An investigation will be launched, and, depending on the circumstances, local law enforcement may be contacted. Should you be found guilty of abuse, your employment with Gracepoint Home Care will be terminated.
- ◆ Negligence - One is said to be negligent when the Team Member responsible for a patient's welfare fails to provide the level of services, care, or medical treatment that a prudent person would have provided to avoid physical harm or mental anguish to the patient. Negligence may also be the failure to notice a patient's condition and to take appropriate actions.
- ◆ Abuse - Abuse may occur when the Team Member responsible for a patient's welfare inflicts, or allows to be inflicted, physical or mental injury. Abuse does not include non-excessive physical control administered for the safety of the patient or others.
- ◆ Threatened Abuse - Threatened abuse is an offer of abuse or actions coupled with the apparent ability to execute the threat or attempt.
- ◆ Sexual Abuse - Sexual abuse includes molestation or relations with a patient or the encouragement of the same with a patient. (Examples include, but are not limited to, intentional touching of a patient for the purpose of sexual arousal and/or actual sexual relations with a patient.)
- ◆ Incidents of actual or suspected neglect or abuse shall be thoroughly investigated.

Any team member accused of patient neglect or abuse shall be fully informed and advised of his or her rights, including his/her right to legal counsel, and said investigation shall be treated in a confidential and professional manner during the investigation.

DEATH AT HOME

Gracepoint Home Care guidelines on what to do if a client dies at home, when you are in attendance are listed below:

- ◆ If there is no *Do Not Resuscitate Order* (DNR Order), call 9-1-1 and start CPR.
- ◆ If there is a DNR Order, call 9-1-1. Then obtain or direct another individual to get the DNR Order so it is “in-hand” when *Emergency Medical Services* (EMS) arrive.
- ◆ If the death is unexpected, call 9-1-1:
 - If the deceased’s DNR wishes are unknown, begin CPR immediately and continue until instructed to stop by EMS.
 - If the deceased has a DNR Order and the documents are on the premises, either direct somebody to retrieve the documents or get them yourself to have on hand for EMS.
- ◆ If Hospice is involved but the Hospice Worker is not in the home at the time of death, contact Hospice. EMS is not usually contacted when Hospice is involved.

You should provide information, as required, to EMS, Hospice, and/or local law enforcement. Assist the family, as requested, with follow-up measures such as notifying others, contacting the funeral home and obtaining religious support. If the client has an infectious disease, the Funeral Director should be advised. If you are the last Gracepoint Home Care team member on duty in a client's home, when death occurs, you are responsible for returning the client's record/chart to the Gracepoint Home Care office.

INFECTIOUS/COMMUNICABLE DISEASES IN THE COMMUNITY

Gracepoint Home Care is committed to protecting your and others health and safety by educating you about infectious/communicable diseases and by establishing guidelines and procedures, which are in accordance with federal, state and local law authorities. You are responsible for reporting suspected infectious/communicable diseases to the Team Member Relationship Success Manager and for knowing and following all infection control policies and procedures. Additional and/or refresher training may be required.

SHARP OBJECTS

You are required to know how to handle sharp objects. Some customers may receive care that involves using sharp objects such as syringes, IVs, etc. Unless you are a Registered Nurse or are otherwise qualified to administer/handle injections and IV needles, you must not administer or care for them. Syringes must be picked up by their barrels and immediately discarded in a puncture-resistant container. Caution must be taken in situations where sharp objects may be hidden somewhere such as in the laundry or garbage. Used, sharp objects should be handled with care to prevent accidental cuts or punctures. Contaminated, broken glassware or dropped sharp objects should be picked up by mechanical means such as with a broom and dustpan, tongs, or forceps. Hands should never be inserted into a container that contains sharp objects. All

containers, with sharp objects, should be kept out of reach of children and pets. Whenever hazards involving sharp objects are noted, report the danger to the Care Coordinator, who will ensure it is removed.

If you receive a penetration injury from a sharp object that has been used on/in a client, you should immediately wash your wound with soap and water and encourage it to bleed. You must report the injury to a Care Coordinator. A “*Post Exposure Incident Report for Blood-borne Diseases*” must be completed if your eye(s), mouth, other mucous membrane or non-intact skin has encountered a sharp object.

TEAM MEMBERS WITH INFECTIOUS/COMMUNICABLE DISEASES

Should you acquire an infectious/communicable disease, you must follow strict procedures to minimize, as much as possible, susceptible persons being exposed to you. You will receive training on some of the more common communicable diseases to familiarize you with what actions are required; when you will not be permitted to provide direct client care: when working restrictions will be imposed; when a physician’s input is needed; as well as other stipulations.

If you acquire an infectious/communicable disease, notify the Team Member Relationship Success Manager immediately and consult with your Physician for advice. Please follow your Physician’s orders; obtain the recommended immunizations; maintain strict personal hygiene; follow procedures for infection control; and obtain a doctor’s certificate stating when you are no longer contagious to be able to return to work.

Your Team Member Relationship Success Manager will determine and follow any *Center for Disease Control & Prevention* (CDC) requirements to report the infectious/communicable disease to the local Health Authority(ies). He/she will also ensure your privacy is protected.

CLIENTS WITH INFECTIOUS/COMMUNICABLE DISEASES

If you become aware that one of your clients has acquired an infectious/communicable disease or is suspected of encountering an infectious/communicable disease, you are required to report it to your Team Member Relationship Success Manager immediately. You must ensure that infection control measures are practiced; and you may be asked to demonstrate your ability to apply them. You must closely follow any special instructions. You may be advised to be immunized and must maintain strict, personal hygiene. Any, and all, recommended training must be taken.

Infected clients are not to be discriminated against and their conditions must be kept confidential.

BLOOD-BORNE DISEASES

Gracepoint Home Care attempts to minimize the chances of blood-borne diseases being transmitted to others by practicing *Universal Precautions* and other infection control measures when providing direct care to clients. Your responsibilities include:

- ◆ utilizing *Universal Precautions* in the performance of your duties;
- ◆ following the Gracepoint Home Care’s policies specific to personal protective equipment, blood-borne diseases;
- ◆ knowing your individual status regarding blood-borne diseases;
- ◆ treating all body fluids and materials as if they are infectious;

- ◆ making every effort to protect yourself from splashes, sprays and other means that could expose you to these diseases;
- ◆ adhering to work restrictions based on infection control concerns;
- ◆ reporting health symptoms and/or exposure to any blood-borne or infectious disease;
- ◆ ensuring food and beverages are not kept in areas where blood and other potentially infectious materials are present such as cabinets, refrigerators, countertops or benches; and,
- ◆ not handling blood or other potentially infectious substances, if you have skin sores, which are actively seeping.

EXPOSURE PLAN FOR BLOOD-BORNE DISEASES

If you are exposed to a blood borne pathogen you must follow the procedures outlined in this policy. In summary, be sure to wash any cuts and skin with soap and water; rinse your nose and mouth; flush your eyes with clean water, if you are not wearing goggles and remove any contaminated clothing. Report the incident to your Team Member Relationship Success Manager immediately, as medical follow-up may be required. You must complete *A Post Exposure Incident Report for Blood-borne Diseases* anytime you are exposed to a blood-borne pathogen.

FINANCIAL & LEGAL ISSUES

MANAGING CLIENT'S FINANCES/PROPERTY

Gracepoint Home Care has established criteria and procedures for handling and recording clients' financial transactions and for managing clients' property. You may only handle clients' finances/property when these activities have been approved by the Team Member Relationship Success Manager. Financial transactions that can be made on behalf of clients are:

- ◆ assisting with household budgeting;
- ◆ payment of bills;
- ◆ collection of pensions or other cash benefits; and,
- ◆ purchasing household goods.

You may not have access to clients' bank accounts, credit cards or other financial information and may never know their account numbers or PIN numbers. Wherever possible, clients should be allowed/encouraged to handle their own finances/property. If they are not able, then a relative, friend or responsible person should be appointed to do so, preferably by the client. Only when there are no other alternatives, and all other options have been reviewed, will Gracepoint Home Care consider handling finances/property for clients.

If it is approved by the Team Member Relationship Success Manager for you to handle clients' finances/property, you must be diligent. Failure to act responsibly may result in disciplinary action and/or notification of the authorities of the law.

ASSUMING LEGAL RESPONSIBILITY FOR CLIENTS

Gracepoint Home Care prohibits you from:

- ◆ becoming an appointee or having any legal involvement with the client, client’s representative, family or other responsible person;
- ◆ becoming a guardian of the client, client’s family or their property;
- ◆ assisting a client or client’s family to make out his/her will and/or witnessing the signature of the will;
- ◆ becoming beneficiaries of a client’s or family member’s will; and,
- ◆ witnessing a client’s or family member signing an Advance Directive.

If you suspect that you are a beneficiary or executor of a client’s will or are designated as being an appointee or guardian on any other document, you must report your suspicions to the Team Member Relationship Success Manager immediately. Failure to comply with this policy may result in you being subject to discipline, termination and/or referral to law enforcement.

EXPLOITATION OF CLIENT’S FINANCES /PROPERTY

Any allegations of financial/property misuse are taken seriously. If Gracepoint Home Care believes your client(s) have been the victim of financial/property abuse, you will be removed from direct contact with all clients, pending an investigation. Should you be found guilty, you will be terminated immediately, and local law enforcement will be notified.

HANDBOOK REVISIONS

Gracepoint Home Care reserves the right to revise this handbook, as it deems necessary. When revisions are made, you will be advised of the changes and where you can get copies of the change details.

Acknowledgment of Handbook

I have been oriented to Gracepoint Home Care’s *Team Member Handbook*. I understand the Gracepoint Home Care’s policies and procedures and hereby agree to abide by them. I also understand that all jobs are “Per Diem” positions and, being such, are not permanent.

Team Member’s Name (Print)

Team Member’s Signature

Date

Witnessed by:

Team Member Relationship Success Manager

Date

(A copy of this signed acknowledgment will be uploaded in the Team's Member's personnel file in eSRP.)