

Home Team Advantage, Inc.

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# Caregiver Handbook

Revised January 18, 2020

## Welcome to Home Team Advantage, Inc.!!

CONGRATULATIONS! You have passed an unusually rigorous process to become a team member of Home Team Advantage, Inc. and we are excited to have you. We pride ourselves on recruiting the BEST caregivers and allowing them to provide the BEST client focused home care services. Our clients have extremely high expectations of Home Team Advantage, Inc. and we strive to exceed those expectations every day.

As a company we are committed to continually improving our services. We are counting on you to be creative in servicing our clients and sharing your idea for improvement. We recognize that you are the company, when you are providing services to our clients. Your professionalism and pride in providing value to our clients is critical and essential to our mutual success.

Thank you for joining a great team and joining a company that strives to continue improving the standards for the home care industry. Most importantly, THANK YOU for doing WORK THAT MATTERS!!

Sincerely,  
Jan Cauley  
President

# **Home Team Advantage, Inc.**

## **MISSION, VISION & VALUES STATEMENT**

### **MISSION**

Home Team Advantage, Inc. is dedicated to providing excellent client-centered home care services. Qualified, trustworthy and compassionate personnel are assigned to clients to help meet their needs and assist in leading dignified and independent lives in the comfort and safety of their own homes.

### **VISION**

- To be known and valued for providing the highest standard of in-home care services.
- To be the provider of choice.
- To be the employer of choice.
- To be a financially viable agency.

### **VALUES**

Our mission and vision will be achieved through the application of our core values, which include:

- keeping our client's health, quality of life and well-being top priority;
- treating our clients with respect, dignity, compassion, empathy, honesty, and integrity while maintaining confidentiality of client information;
- showing respect for all cultures, religions, ethnicities, ages, gender and disabilities;
- recruiting, training and retaining competent staff;
- valuing, supporting, recognizing and appreciating our staff who are our greatest asset;
- nurturing a work environment that encourages personal enjoyment and enhances job satisfaction and performance through recognition and reward;
- developing and maintaining positive relationships with the community;
- conducting our business in an accountable and responsible manner;
- adhering to the professional code of ethics of the Home Care Industry; and,
- applying continuous quality improvement measures throughout our Agency.

Home Team Advantage, Inc.  
Caregiver Job Description

Caregivers provide service to individuals in their own homes and communities who need assistance caring for themselves as a result of aging, sickness, disability and/or other afflictions. Home care may include basic upkeep and management of the home which includes keeping all trash emptied as needed, sweeping and /or vacuuming, mopping, dusting, cleaning of bathroom, clients living and sleeping area and kitchen. Included in cleaning the kitchen is keeping the cabinets straightened and keeping the refrigerator cleaned inside and out. The client's laundry is also to be done which includes changing bed sheets as needed. Assistance with meal preparation, mobility and writing, oral hygiene, exercise, bathing and dressing, reminding client to take medication per Plan of Care and also of their appointments, essential shopping, errands and other simple household tasks are also provided. **NOTE: Whether the client lives alone or with other family members will determine the amount of housecleaning the caregiver is responsible for doing.** Always maintain safe work practices. Caregivers are responsible for ensuring that service is delivered in a caring and respectful manner, in accordance with Home Team Advantage, Inc. policies and industry standards.

Responsibilities/Activities:

1. \_\_\_ Provide a friendly, trusting and respectable working environment for your client.
2. \_\_\_ Complete and maintain records of daily activities, observations and direct hours of service. (NOTES AND ADL's)
3. \_\_\_ Accompany client to medical appointments, grocery store and errands.
4. \_\_\_ Perform basic upkeep and management of the client's home as described above.
5. \_\_\_ Responds appropriately to clients' requests for help and maintains positive relationships with clients' friends and family members.
6. \_\_\_ Meets agency hygiene and appearance standards.
7. \_\_\_ Arrives on time for work and ready to perform assigned tasks.
8. \_\_\_ Accommodates clients' needs through responding appropriately to clients' verbal/nonverbal expressions and needs.
9. \_\_\_ Works with team members and other staff members in a helpful, respectful and courteous manner
10. \_\_\_ Follow the written care plan. Never change or deviate from Care Plan.
11. \_\_\_ Attend orientation, maintain 12 hours of in-service per year that pertain to direct patient care and attend any mandatory staff meetings.
12. \_\_\_ Clock in/out and complete ADLs at the end of every shift
13. \_\_\_ An aide shall NOT perform any sterile procedure or any procedure requiring the application of medication requiring a prescription.

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Caregiver Name Printed

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Caregiver Signature

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Office Staff Signature

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Date

## Purpose of the Handbook

This Caregiver Handbook contains a summary of the policies and procedures in effect at Home Team Advantage, Inc. These policies are subject to change, be modified or amended at the sole discretion of Home Team Advantage, Inc. with or without prior notice.

We at Home Team Advantage, Inc. are dedicated to providing competent and professional services to the clients who we serve. We EXPECT that our caregivers will perform in the same manner. We EXPECT you to follow these standards of conduct and policies at all times.

## PERSONNEL POLICIES & PROCEDURES

### Services Provided:

You are expected to perform all of the services that we provide as mandated by the Arkansas State Medicaid Program. We provide only NON-MEDICAL care, we do not perform vital signs, administer any injections, and do not perform glucometer checks.

- Assistance with bathing (tub, shower or bed) and dressing
- Meal preparation / Feeding
- Medication reminders
- Light housekeeping / Laundry
- Grocery shopping/Errands/Transportation/Escort to appointments
- Assistance with ambulation and transfers
- Supervision of socialization/Assistance with writing
- Oral care, Hair Care,
- Assistance with Toileting
- Skin Care / Positioning
- Assistance with Range of Motion Exercises

No one task is to be left for another caregiver to do. Laundry, kitchen and bathrooms need to be addressed each day and trash should be taken out at the end of each day.

### In-Service/Training

All caregivers will receive ongoing education, training and competency assessment specific to their individual job description, job requirements and the scope of services offered by the company. Caregivers are required to attend/complete all in-services designated as mandatory.

All caregivers are required to complete a minimum of 1 hour of in-service per month (12 per year). This is a State of Arkansas requirement for you and the company to be compliant with state regulations. Home Team Advantage, Inc. will provide these in-services for you. If a caregiver does not complete their in-services monthly and continues to ignore this job requirement, the following actions will be taken.

#### **First missed in-service:**

- 1) PTO hours earned for the month of missed in-services will be forfeited and cannot be made up.
- 2) You will be required to come to the Little Rock office to pick up your check after you have completed the past due in-service and the one for the current month.

#### **Second consecutive missed in-service:**

- 1) You will be removed from the schedule to come to the Little Rock office to complete your past due in-service and the one for the current month and pick up your check. This will be unpaid time.

2) PTO hours earned for the month of the missed in-service will be forfeited and cannot be made up.

There will be a mandatory office orientation and skills/competency assessment check offs, when needed. Documentation of competency, in-service and continuing education will be maintained in employee files.

If in-services are not current you will not be able to use PTO. If in-services are not completed for the month, PTO is forfeited. PTO will not be given if in-service was not completed on time and lost PTO cannot be made up.

ALL IN-SERVICES FOR THE YEAR MUST BE COMPLETED BY NOVEMBER 15<sup>TH</sup> EVERY YEAR IN ORDER TO RECEIVE PTO PAY OUT FOR THE YEAR AND CONTINUE TO EARN PTO FOR NOVEMBER AND DECEMBER.

### **Caregiver Supervision**

All caregivers will be assigned to a client and supervised by a registered nurse. Supervisory visits shall be performed by a registered nurse at least every sixty-two (62) days and documented. The registered nurse will develop the plan of care and aide assignment sheet which outlines all duties to be performed by the caregiver. The duties shall be individualized according to the client's needs. The caregiver may not alter the plan of care or the aide assignments.

### **Caregiver Evaluation**

Evaluation of the personal care services provided by caregivers to Clients will be done through direct observation of the caregiver work and/or through consultation with the Clients. This will be used as a tool to ensure that all active caregivers are providing acceptable service to our clients and to identify any areas that need further training/instruction. Evaluation will be made initially within fourteen (14) days after the placement of a Caregiver with the Client by a Manager or Administrator. Every 62 days an RN will assess each active caregiver's performance as mandated by the Arkansas Department of Health's guidelines. The Caregiver Evaluation form, when completed, becomes part of the caregiver's employee file. Any deficiencies noted by the RN during the assessment will be addressed with the caregiver in a timely manner. Caregivers will also have a 90 day performance evaluation and an annual performance evaluation.

### **Dress Code and Appearance**

To maintain a professional environment, employees are expected to be clean, well groomed and appropriately dressed at all times. Clean and proper attire is to be worn. You must have your name badge with you if you are at the client's home. If you are out in the community with or without your client while clocked in with Home Team Advantage, Inc. you must wear your badge. Violation of dress code will result in a disciplinary action.

Proper Attire:

- Professional Attire (Scrubs preferred)

- Tennis Shoes
- Name Badge
- No Tank Tops
- No Shorts Above the Knee

### **Rest Periods and Lunch Breaks**

Home Team Advantage, Inc. believes that breaks are an important part of the working day. Given the nature of our business, our work environment may not always be conducive to regularly scheduled breaks. Caregivers are expected to exercise proper judgment and when appropriate, such breaks shall not exceed one fifteen-minute period during a four-hour shift. A caregiver may not leave the client's household during a break. Breaks cannot be used to shorten the work day in any way by arriving late or leaving early from a shift. If you have a medical reason that you must eat more frequently than every four hours you will need to provide a written statement from your primary care physician.

### **Client Abuse/Neglect**

It is the policy of Home Team Advantage, Inc. that all patients will be assessed for potential or actual abuse/neglect and findings, if any, will be reported to appropriate authorities per Arkansas regulations. All caregivers will be instructed to report any suspicions of patient abuse/neglect to Home Team Advantage, Inc. including self abuse/neglect. Suspected abuse/neglect will be reported according to state regulations. Confidentiality is maintained for all suspected clients of abuse/neglect investigations.

### **Sexual Harassment/Offensive Behavior**

Home Team Advantage, Inc. believes that all caregivers are entitled to a work environment free from all forms of discrimination or harassment. This includes sexual harassment. It is our policy that any sexual advances either explicit or implicit are strictly prohibited. Any conduct whether verbal, visual or physical in nature is considered unacceptable.

Home Team Advantage, Inc. will make every effort to ensure that any complaints of sexual harassment or a hostile work environment will be investigated promptly, fairly and without fear of retaliation.

Any Caregiver found to have violated this policy will be subject to discipline and/or termination.

Any Caregiver who feels that he/she has been subjected to sexual harassment should immediately report the incident to the office. All reports will be kept confidential.

### **Disciplinary Actions**

The goal of Home Team Advantage, Inc.'s disciplinary policy is to correct improper behavior and eliminate unacceptable performance or behavior while protecting the interests of our Clients. With this in mind, Home Team Advantage, Inc. may use progressive or creative disciplinary procedures when dealing with employee/contractor problems. The purpose is to enable



employees/contractors to understand what is expected in terms of behavior and performance and to provide them with a reasonable opportunity to correct improper or unacceptable behavior

The normal steps in the process are as follows:

1. Strike 1

Verbal reprimand

Documented in employee file

2. Strike 2

Written reprimand

Placed in employee file

3. Strike 3

Suspension (with or without pay), or

Termination of employment

The above steps may not be used in all situations, and in no way should any provisions within this manual be considered a contract or guarantee of employment. There are some situations where progressive discipline is not appropriate, and an employee may be terminated without going through all or any of the steps indicated above. This may occur if the health, safety or welfare of a Home Team Advantage, Inc. Client, employee or representative is endangered in any way by an employee/contractor's conduct.

### **Smoke Free Workplace**

Because we recognize the hazards caused by exposure to environmental tobacco smoke, as well as the life-threatening diseases linked to the use of all forms of tobacco, it shall be the policy of Home Team Advantage, Inc. to provide a tobacco-free environment for all caregivers. This policy covers the smoking of any tobacco products and the use of oral tobacco products or "spit" tobacco. Any violations of this policy will be handled through the standard disciplinary procedure.

### **Emergencies**

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

### **Axiscare**

AxisCare is our scheduling software. It is important that you know how to log in to your AxisCare portal. This AxisCare app is how you clock in and out, complete ADL's and notes. You will also use the AxisCare app chat feature to send and receive secure messages from the office. Please see the handout for more information about how to use the portal.

### **Reporting Requirements**

In the event any of the following occurrences happen please call the office immediately. Some examples are:

- Client injury or illness

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

When you call the office answer all questions thoroughly and follow instructions carefully. Document what took place, what was done, and send your documentation to the office within 24 hours after the incident.

### **Complaint Process**

Clients and employees of Home Team Advantage, Inc., are free to voice concerns or complaints regarding services or equipment provided without fear of coercion, discrimination, reprisal or unreasonable interruption of service. All complaints will be promptly forwarded to the owner or designee and every effort will be made to discuss the issue with all parties in a timely manner.

The client or person filing the complaint will receive written, email, fax or telephone or personal notification within 5 calendar days of receiving the complaint that the complaint has been received and is being investigated. Written follow up will be provided to the person filing the complaint within 14 calendar days and this follow up will list the results of the investigation and the action taken by the company in response to its investigation. Information relative to the nature of the complaint, the parties involved, and the resolution of the issue will be documented on complaint form and maintained for a period of not less than 10 years.

### **Payroll**

The work week begins on Sundays at 12:00 a.m. and ends on Saturdays at 11:59 p.m. Payroll is processed on Mondays and funds are available in the caregiver's account on Wednesdays. In the case of a bank holiday week, funds could be deposited one day late. Please see the clock in/out policy for instructions on how to inform the office of missed clock ins/outs or ADLs. If the caregiver has any change in bank account information that will affect direct deposit, that information must be submitted to the office no later than noon on Wednesdays. The banks need three business days prior to payroll to set up direct deposits. If information is not submitted in time you may receive a paper check that will be mailed to you for the next pay period. We do not pay for any time over the client's scheduled hours without prior approval from the office. Any extra time spent with the client is your choice.

### **Income verification**

Office staff will print, fax, or email pay stubs for \$5.00 per transaction. This fee will be deducted from your paycheck. (Consent Form) Allow 48 hours for income verifications to be

completed. Each caregiver has an account with QuickBooks Workforce ([workforce.intuit.com](http://workforce.intuit.com)) and can choose to receive a pay stub in their e-mail each week. This form includes the pay period dates, deposit date, number of hours worked and amount of pay for those hours, taxes, as well as any other additions or deductions from the totals. This is a printable document and it is the caregiver's responsibility to print the document for whatever purpose they require the information.

When you receive your first paycheck, you will receive an invitation by email to set up your workforce account. This link is good for 30 days. Please complete set up as soon as possible so you will be able to access your pay stubs.

### **Overtime Pay**

Some clients require a caretaker to work more than 40 hours per week. Or, caregivers may be offered overtime as fill ins. All overtime will be planned and approved by management prior to being executed. Home Team Advantage, Inc. compensates employees for overtime at the rate of time and a half for all overtime incurred over forty (40) hours in a normal work week. PTO hours are not included in calculating overtime.

### **Holiday Pay**

All caregivers that work on a specified holiday will be paid time and a half for all hours worked up to but not to exceed eight (8) hours. Any hours worked over eight (8) will be paid at regular pay. Caregivers are required to work their scheduled day before, the day of, and their scheduled day after the holiday in order to be eligible to receive time and a half pay on the holiday.

New Year's Day

Easter Sunday

Memorial Day

Fourth of July

Labor Day

Thanksgiving Day

Christmas Day

These are the only qualifying days for time and a half pay. Note that holiday pay is only paid for up to 8 hours on these days any time after that is paid at your regular rate of pay.

### **PTO (Paid Time Off)**

PTO is a benefit offered by Home Team Advantage, Inc. As a caregiver you will accumulate four (4) hours of PTO for every 160 hours worked. This time will be used for call-ins regarding being sick/personal days, as well as scheduled time off. PTO will AUTOMATICALLY be used in the above situations, if available. If you would like to use PTO for inclement weather events,

you must request it by Saturday of the same week. PTO CAN NOT be used to make up time missed because a client was hospitalized or cancelled services for a day(s). Any PTO balance not used will be paid in the form of an additional check or direct deposit in November. PTO hours are based on regular hours worked. Overtime hours are not included in this calculation. PTO hours can only be used to make up regular hours not overtime hours. If you are terminated, PTO is forfeited. In-services must be current in order to use PTO or earn PTO. ALL IN-SERVICES FOR THE YEAR MUST BE COMPLETED BY NOVEMBER 15<sup>TH</sup> EVERY YEAR IN ORDER TO RECEIVE PTO PAY OUT FOR THE YEAR AND CONTINUE TO EARN PTO FOR NOVEMBER AND DECEMBER.

PTO SCALE	
HOURS WORKED	PTO EARNED
160	4
320	8
480	12
640	16
800	20
960	24
1120	28
1280	32
1440	36
1600	40

### Attendance/Call Ins

#### **POLICY:**

##### Attendance and Punctuality

Timely and regular attendance is an expectation of Home Team Advantage, Inc. caregivers. To ensure adequate staffing and expected standards, caregivers will be held accountable for adhering to their schedule. In the event a caregiver is unable to meet their scheduled obligation to the client, he/she must obtain approval from the office before making schedule changes. This approval includes requests for days off, use of PTO time, as well as arriving late or leaving early for a shift. Home Team Advantage, Inc. have discretion to evaluate extraordinary circumstances of tardy, absence, or failure to clock-in or clock-out and determine whether or not to count the incident as an occurrence. Failure to follow the company attendance policy and procedure could result in disciplinary action and/or termination of the caregiver.

#### **PROCEDURE:**

##### **I. Definitions**

##### **Absence**

A caregiver is considered absent when he/she is unavailable for work as scheduled and the time off was not scheduled and approved in advance as required by time off request

procedure.

### **Tardy**

A caregiver is considered tardy when he/she:

- Fails to report for work at the scheduled work time without office approval. In this case, Home Team Advantage, Inc. may replace the tardy employee for the full shift.
- Leaves work before the end of the scheduled work time without prior office approval.

### **Clocking In/Out & Documenting ADL's**

Caregivers are required to clock in, out, and document ADL's for every shift. A missed clock in/out/or documentation is a violation of this policy and includes:

- Failure to clock in/out using AxisCare at the beginning and end of their assigned shift.
- Failure to document ADL's at the end of their assigned shift.
- Failure to turn in paper chart by 10:00 p.m. Saturday if clock in/out/ or ADL documentation was missed during the week.
- Clocking in/out early (or late) of scheduled shift without approval.

### **Call -Ins/Sick Days**

- Failure to work scheduled shift due to illness.
- Failure to work scheduled shift due to personal circumstances.
- Failure to work scheduled shift due to emergency situation.

## **II. Notification Procedure**

Caregivers are expected to follow notification procedures below if they are requesting planned time off from work, will not be at work, will be late for work, or will need to leave early from work.

Incidents of not following these notification procedures, including No-Call/No-Show, will be addressed in accordance with the discipline policy.

### **Request for time off**

All requests for time off must be submitted through our website [hometeamar.com](http://hometeamar.com). Under the employee forms tab you will see a time off request link. Please fill out and submit your form. You will then receive an email to verify your identity. After this we will review the request and approve or deny it. You will receive this by email with our decision. If you have not gotten a response to your request within 48 hours, please notify the office. You must request time off at least two (2) weeks in advance of the date that you are requesting so that we have time to fill your shift for the requested day(s). If we are unable to find replacement coverage for your shift you will be required to cover the shift as this is your scheduled shift to work. You must receive confirmation or approval via email. If you do not, call the office to ensure request was received.

### **Tardy**

- Caregiver must text the scheduling coordinator (501) 472-0675 and notify client if they

will be more than five minutes late for their scheduled shift.

- If you are going to be more than 15 minutes late for your scheduled shift, you must **CALL** the scheduling coordinator to see if other arrangements have or need to be made with the client. Remember Home Team Advantage may decide to replace you for your entire shift if you are late without approval.
- In some cases, arrangements can be made with the client to work around appointments. This schedule change must go through the office to ensure both client and caregiver agree and there will be problem meeting the client's needs.
- If alternate schedule arrangements can not be made with the client:  
Shifts that are 4 hours or less will be filled and you will forfeit your time for that day. Shifts that are more than 4 hours, it will be to the discretion of Home Team Advantage whether you will be given a partial day or a full day off depending on the fill-in caregivers' availability.

### **Call-Ins/Sick Days**

- If for any reason you cannot make it to your scheduled shift you **MUST** call the office four (4) hours or more ahead of time so that we have adequate time to cover your shift and inform the client.
- Do **NOT** wait until the last minute!
- You may inform the client yourself, but it is your first duty as the employee of HTA to inform the office or the on-call staffing coordinator of your intent not to be at work. You must **SPEAK** with an office staff member.
- **DO NOT TEXT A CALL-IN.** A text call-in is considered a no call/no show.
- It is your responsibility to call-in for your shift. Do not have another individual call-in for you. This is not acceptable and will result in a disciplinary action.

### **III. Discipline Process**

Office staff will monitor caregiver attendance on a regular basis and address unsatisfactory attendance in a timely and consistent manner.

When a caregiver has been previously counseled under discipline process of the Attendance and Punctuality Policy, the total of the circumstances will be assessed when determining further action.

Timely and regular attendance is expected of all Home Team Advantage, Inc. caregivers. Consequently, those employees who have exhibited unsatisfactory attendance which resulted in disciplinary action (written or final) during the course of the year may have the behavior documented in their annual evaluation.

### **Occurrences**

An occurrence is documented as an absence, tardy, missed clock in/out, missed ADL

documentation. While an absence refers to a single failure to be at work, an occurrence may cover consecutive absent days when a caregiver is out for the same reason. The following table will be used as a guideline when addressing the total number of occurrences in a 12-month period.

	Occurrence/Day	Discipline Step and Action
Occurrence  1 Occurrence is equal to: <ul style="list-style-type: none"> <li>• 1 Absence</li> <li>• 3 Tardies</li> <li>• 3 Paper Charts</li> <li>• Incomplete</li> <li>• In-services</li> </ul>	4 Occurrences	Step 1: Verbal Warning
	6 Occurrences	Step 2: Written Warning
	8 Occurrences	Step 3: Final Written Warning
	10 Occurrences	Step 4: Termination
Total # of Days Absent <ul style="list-style-type: none"> <li>• Consecutive or Non-Consecutive</li> <li>• Does Not Apply to Tardy</li> </ul>	6 Days	Step 1: Verbal Warning
	9 Days	Step 2: Written Warning
	12 Days	Step 3: Final Written Warning
	15 Days	Step 4: Termination
Single Day of No Call/No Show	1 Occurrence	Written Warning or Termination (Manger's Choice)
	2 Occurrence	Termination

Note: The total number of days a caregiver is unavailable for work as scheduled and the total number of occurrences are considered when applying discipline. For example, at Step 1 the maximum number of days the caregiver is allowed to be unavailable for work before receiving a Verbal Warning is 6, regardless of the number of occurrences.

Failure to show up for your scheduled shift without following the procedures above can result in immediate termination. If you are terminated be advised that your unemployment benefits may be denied due to the violation of our policy on attendance.

**Time Off Request**

All requests for time off must be submitted on our website (hometeamar.com) using the Time Off Request Form. This form is located under the employee forms tab on our website. You

should request time off at least two (2) weeks in advance of the date that you are requesting so that we have time to fill your shift for the requested day, if we are unable to find replacement coverage for your shift you will be required to cover the shift as this is your scheduled shift to work. IF YOU DO NOT RECEIVE CONFIRMATION OF APPROVAL WITHIN 48 HOURS, CALL ELYSIA (501) 472-0675.

### **Employee illness**

All employee illnesses shall be reported to the office. Work restrictions shall be placed on any employee who are known to be affected with any communicable disease. Employees with known or suspected communicable diseases may not work in any area in any capacity in which there is the likelihood of transmitting disease to clients, employees, or other individuals within the home.

- Employees may not report to a patient's home if they have a known communicable disease.
- Employee's with fever > 101 degrees may not report to a patient's home.
- Employees are required to report to the office if they suspect they have communicable diseases such as boils, jaundice, infected wounds, diarrhea, or acute respiratory infections.
- The office reserves the right to require a physician statement before allowing an employee to return to work if there is reason to believe the employee may have a communicable disease or illness.
- If an employee is exposed to a known or possible communicable disease in the course of performing job duties, the employee should immediately report this to the office. Follow up medical care or clearance will be the decision of the registered nurse based upon current medical information.

### **Inclement Weather**

Home Team Advantage, Inc. covers many different counties in Arkansas, therefore work day cancellations will be made on a client location basis. While Home Team Advantage, Inc. will always keep the safety of its employees in mind, it may choose to remain open on days of inclement weather. If Home Team Advantage, Inc. remains open during inclement weather, it is always the employee's choice whether to report to work. Employees can request their PTO if they miss work due to inclement weather.

Home Team Advantage, Inc. may choose to close or announce a late opening or an early dismissal where severe weather warrants such action. Any closures or change in business hours will be communicated to employees via text or phone call.

If you have any questions about weather, please call the office.

### **Alcohol & Illegal Drug Use in the Workplace**

Home Team Advantage, Inc. is committed to having employees/contractors who do not engage in illegal alcohol and/or drug activities. Home Team Advantage, Inc. will take the necessary steps to comply with all federal, state and local laws. The abuse of alcohol and other drugs can



alter behavior, distort perception, impair thinking, and impede judgment. Alcohol and drug abuse might also result in various diseases, illnesses, and even death. In accordance with federal and state laws, and because of the potential detriment to the health and wellbeing of our Clients as well as our employees, all employees/contractors are prohibited from engaging in the unlawful use, possession, manufacture, distribution, dispensation, and sale of alcoholic beverages, controlled substances (including marijuana) and other dangerous drugs while engaged in employment with Home Team Advantage, Inc. Employee misconduct related to alcohol use or abuse in violation of this policy will not be tolerated.

Any employee who violates this policy, or any state or federal law or policy, regarding the use, possession, manufacture, distribution, dispensation, or sale of alcoholic beverages or controlled substances shall be subject to corrective disciplinary actions and penalties up to and including termination of employment and referral to appropriate federal, state or local authorities for prosecution in the courts. Employees/contractors will be given a drug test at random times during employment.

### **Phone/Tablet Usage**

Home Team Advantage, Inc. understands that phones and tablets can be useful to your job.

It is not acceptable to use your phone or tablet to conduct personal business while clocked in with Home Team Advantage, unless it is an emergency. You should not use your phone to make personal phone calls, social media sites, watch movies or videos, listen to music, or read.

It is acceptable to use your phone or tablet at work when clocking in or out, completing ADL's, and notifying the office of changes or problems.

### **Code of Ethics**

Home Team Advantage, Inc. is committed to upholding the highest business ethics and integrity. Members of the governing body, management and employees are required to conduct themselves in a professional manner at all times. They shall NOT:

1. falsely represent Home Team Advantage, Inc.;
2. consume client's food or drink;
3. use client's telephone for personal calls;
4. discuss personal problems, religious or political beliefs with the client or client's family;
5. accept gifts or tips from the client or client's family;
6. allow friends, relatives, children or unauthorized individuals to accompany you in client's home;
7. consume alcoholic beverage or use non-prescribed drugs prior to service delivery or in the client's home;
8. solicit money or goods to the client;

9. drive a client's car for personal use;
10. breach the client's privacy or confidential records;
11. make false or misleading comments about Home Team Advantage, its employees, services, business contacts, competitors or competitor's services;
12. leave a job for any reason without calling the office or area manager for approval first;
13. participate in any activity intended to, inappropriately, obtain Agency services or provide services to the Agency through payment, intimidation or enticement;
14. engage in any corrupt business practice either directly or indirectly;
15. provide compensation to another person for unlawful or improper purposes

### **Care Plan**

Each client has a folder in their home which contains their Care Plan as well as an emergency contact sheet. You are to provide the care as it is outlined in the care plan and should NEVER alter it. Only RNs are authorized to make changes on the Care Plan. If the client or family requests care that is not on the care plan, please contact the office immediately. DO NOT PROVIDE CARE THAT IS NOT ON THE CARE PLAN.

### **Transportation of Clients**

All employees/contractors transporting Clients will be appropriately licensed by the State of Arkansas. All personal vehicles used by employees/contractors for transporting Clients will maintain and carry a minimum liability insurance paid for by the employee. The policy will name Home Team Advantage, Inc. additional insured, and the employee must provide Home Team Advantage, Inc. with a certificate of insurance in form acceptable to Home Team Advantage, Inc. confirming such coverage requirements. All safety features of an employee/contractor vehicle used to transport a Client must be functional and active restraints must be deployed to the extent possible.

**Employees/contractors who are not licensed and/or do not maintain adequate liability insurance on the vehicle(s) to be used for Client transportation are not authorized to transport Clients.**

Transportation for Clients is limited to accomplishing needs of individual care plans. Caregiver's may accompany clients (if someone else is transporting them) if the client needs assistance with ADL's during transport or at the point of destination.

**Home Team Advantage, Inc. does not provide company vehicles for transportation of clients.**

### **Confidentiality of Client Information**

All client information is considered to be privileged information and is NOT TO BE SHARED WITH ANYONE NOT DIRECTLY ASSOCIATED WITH CLIENT CARE, unless directed by the guardian or family or as authorized by law.

Caregivers are not to discuss or disclose the name, nature of the disability, age or any other personal information with anyone not directly caring for the client or having a part in their

care. Discussions with family members, friends or other workers not on the case, is considered to be a breach of confidentiality.

Caregivers found to have violated this policy will be disciplined and may be reported to the state if the offense is found to be of sufficient nature to report.

If the client or caregiver feel that their health information security has been violated, they should call our HIPPA Privacy Officer, Katie McMillian, RN at (501) 766-7777.

### **Social Media**

Home Team Advantage, Inc. respects the rights of employees to use social media websites during their personal time. The purpose of this policy is to provide requirements for employees of Home Team Advantage, Inc. who use social media, in which the employee's Home Team Advantage affiliation is known, identified, expected or presumed. Social media includes but is not limited to websites such as Facebook, YouTube, Twitter, Instagram and many others. New social networking websites allowing/encouraging online collaboration and/or commentary are being added each day. This policy covers all existing and future social networking media.

1. Employees are personally responsible for the content they publish on blogs, social networking sites, or any other form of user-generated media.
2. Do not disclose ANY INFORMATION about clients of Home Team Advantage, Inc. See above *Confidentiality of Client Information* section.
3. Please be familiar with our HIPPA policy.
4. Avoid making any defamatory, disrespectful or harassing statements about other employees, members, partners and affiliates of Home Team Advantage, Inc.
5. Do not use Home Team Advantage owned computers for any personal use, including but not limited to checking personal email, playing online games, visiting chat rooms, shopping online, or engaging in any type of illegal activity, checking personal email or participating in any social media sites.