

**Discovering Kindness**

**In Home Services LLC**

WARMING UP YOUR HOME WITH KINDNESS

**EMPLOYEE HANDBOOK**

**A Guide for Employees**

**2025**

Discovering Kindness In Home Services LLC

WARMING UP YOUR HOME WITH KINDNESS

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Welcome to DISCOVERING KINDNESS IN HOME SERVICES! We are delighted that you have chosen to join our organization and hope that you will enjoy a long and successful career with us. As you become familiar with our culture and mission, we hope you will take advantage of opportunities that enhance your career and the goals of DISCOVERING KINDNESS IN HOME SERVICES.

**WELCOME**

You are joining an organization that has a reputation for outstanding performance, resourcefulness, and experience. Our employees use their talents and skills to provide exceptional service to our clients. With your active involvement, commitment, and support, DISCOVERING KINDNESS IN HOME SERVICES will continue to achieve its goals. We sincerely hope you will take pride in being an important part of the success of DISCOVERING KINDNESS IN HOME SERVICES.

DISCOVERING KINDNESS IN HOME SERVICES was established in Cheshire, Connecticut as Discovering Kindness Home Health LLC in January 2019, by Doussouba Kourourma. In November 2023, the name recently changed to DISCOVERING KINDNESS IN HOME SERVICES LLC to better reflect our in-home care services.

Doussouba brings with her a master’s degree in health administration, and experience of working in the field with elderly clients as well as clients with disabilities for more than 25 years. Providing services to this diverse population is a passion and reflects Doussouba’s dedication and commitment to DISCOVERING KINDNESS IN HOME SERVICES’ Primary Goal . . . ***“to make a significant difference in the life of our client by being there for them during the times they need us the most.”***



In June 2024 we received our continued 3-year CARF International Accreditation, (Commission on Accreditation of Rehabilitation Facilities), and signals a service provider's commitment to continually improving services, encouraging feedback, and serving the community. This marks our 6th year of CARF accreditation.

We work with the following agencies and programs to provide services:

***CT Developmental Services*** – Providing services to Connecticut residents with intellectual disability, their families, and professionals.

***Connecticut Home Care Program*** – Approved providers of this state-sponsored program for older individuals and those with disabilities who are over the age of 65, a Connecticut resident and may be at risk for nursing home placement. *(Agency on Aging of Central and Southwestern Connecticut)*

***Allied Community Resources*** – The Acquired Brain Injury (ABI) program provides various non-medical services to individuals with acquired brain injury.

***Advanced Behavioral Health*** – The Mental Health Waiver provides an array of home and community-based services that enable individuals with mental illness to live safely in the community.

We consider our employees to be one of our most valuable resources. This handbook has been written to serve as the guide. Please take time to review this handbook. If you have questions, feel free to ask your supervisor or to contact the Human Resources Department.

**Employment at Will**

Employment at **DISCOVERING KINDNESS IN HOME SERVICES** is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the Owner of the company. This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook is intended to, or creates an employment agreement, express or implied. Nothing contained in this, or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in hourly, annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period of time.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act. Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. **DISCOVERING KINDNESS IN HOME SERVICES** employees have the right to engage in or refrain from such activities.

**Worker’s Compensation**

The Workplace Safety & Insurance Board (WSIB) covers all employees in work-related injuries or death. Your well-being is important above all else, however if a work injury does not prevent you from reporting the injury, please report all injuries immediately and complete the Incident Report at the earliest time **but within 24 hours**. Contact Human Resources for guidelines and procedures to follow.

**A chart of a company

Description automatically generated**

**Mission**

*When it comes to personal care assistance, we believe that you and your loved ones deserve:*

* *the very best compassionate care;*
* *ensure safety while enhancing the overall quality of life;*
* *the peace of mind guarantee*

**VISION**

*We want to make a significant difference in the life of our clients by being there for them during the times they need us the most.*

DISCOVEING KINDNESS IN HOME SERVICES, LLC holds a philosophy of promoting Performance Improvement in all areas of business functions including employee performance evaluation, client services satisfaction, financial goals and safety to name a few.

DISCOVEING KINDNESS IN HOME SERVICES, LLC holds a philosophy of identifying areas of Risk to business functions including client services, financial status and safety to name a few. Items identified include untrained employees, incident reporting, and billing and clock in/out errors.

DISCOVEING KINDNESS IN HOME SERVICES, LLC holds a philosophy of educating our employees, clients, providers and other stakeholders in our Strategic Goals which include increasing our ABI, RA and DDS services, seek to become a VA provider, offer employee benefits, and opening a group residential home.

**POLICIES & PROCEDURES**

**Equal Employment Opportunity Statement**

**DISCOVERING KINDNESS IN HOME SERVICES** provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

**DISCOVERING KINDNESS IN HOME SERVICES** expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the HR Manager. The Company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels he or she has been subjected to any such retaliation, he or she should bring it to the attention of the HR Manager.

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. “Adverse conduct” includes but is not limited to:

1. Shunning and avoiding an individual who reports harassment, discrimination or retaliation;
2. Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; or
3. Denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process.

Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

**Americans with Disabilities Act (ADA) Reasonable Accommodation**

To ensure equal employment opportunities to qualified individuals with a disability, **DISCOVERING KINDNESS IN HOME SERVICES** will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the business would result. Employees who may require reasonable accommodation should contact the Human Resources Department.

**Commitment to Diversity, Equity and Inclusion**

DISCOVERING KINDNESS IN HOME SERVICES Agency will provide high-quality, culturally sensitive services by identification, delivery and continual monitoring of the client’s needs. DISCOVERING KINDNESS IN HOME SERVICES Agency embraces and encourages our employees’ differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique. DISCOVERING KINDNESS IN HOME SERVICES Agency will develop plans and programs for improving cultural awareness, where a need is identified and ongoing education.

**Antiharassment Policy**

DISCOVERING KINDNESS IN HOME SERVICES Agency is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, DISCOVERING KINDNESS IN HOME SERVICES Agency expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

It is the policy of DISCOVERING KINDNESS IN HOME SERVICES Agency to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. DISCOVERING KINDNESS IN HOME SERVICES Agency prohibits any such discrimination or harassment.

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

**Sexual Harassment**

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as many state laws. Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law, is prohibited.

It is **DISCOVERING KINDNESS IN HOME SERVICES’s** policy to provide a work environment free of sexual and other harassment. To that end, harassment of **DISCOVERING KINDNESS IN HOME SERVICES’s** employees by management, supervisors, coworkers, or non-employees who are in the workplace is absolutely prohibited. Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. **DISCOVERING KINDNESS IN HOME SERVICES** will take all steps necessary to prevent and eliminate unlawful harassment.

**Definition of Unlawful Harassment.** “Unlawful harassment” is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual’s work performance; or otherwise adversely affects an individual’s employment opportunities because of the individual’s membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law.

**Definition of Sexual Harassment.** While all forms of harassment are prohibited, special attention should be paid to sexual harassment. “Sexual harassment” is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

* Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual’s employment or as a basis for employment decisions; *or*
* Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

* Unwanted sexual advances, whether they involve physical touching or not;
* Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one’s sex life, comments about an individual’s body, comments about an individual’s sexual activity, deficiencies, or prowess;
* Displaying sexually suggestive objects, pictures, or cartoons;
* Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
* Inquiries into one’s sexual experiences; *and*
* Discussion of one’s sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated at **DISCOVERING KINDNESS IN HOME SERVICES**.

**Complaint Procedure**

Any employee who believes he or she has been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint. You may complain directly to your immediate supervisor or department manager, the HR director, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are requested and encouraged to report this to one of the individuals listed above.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality.

If the investigation confirms conduct contrary to this policy has occurred, **DISCOVERING KINDNESS IN HOME SERVICES** will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

**Incident Report**

The Incident Report form is used as part of the DISCOVERING KINDNESS IN HOME SERVICES Agency’s integrated risk management and performance improvement program. **All incidents need to be reported immediately. The form must be completed for ALL unusual occurrences involving employees, clients or family and completed within 24 hours of the incident or sooner.**  An unusual occurrence is defined as any occurrence involving an employee, client or family member which is not consistent with regular routine, regardless of whether there was an apparent injury or other damage. Also, all occurrences of significant client complaint or criticism, including complaints from a client’s relative or friend, should be the subject of an Incident Report.

**CODE OF ETHICS**

The Code of ethics is established to support the efforts of enforcing and maintaining corporate compliance. It also monitors and controls fraud, waste, and abuse of its and others’ assets through prevention, detection, and correction of any violation of applicable Federal or State law, regulatory requirement, contractual obligation, or organizational policy reference. Anyone who suspects fraud and abuse activity should report such activity to the Corporate Compliance Officer as described below.

Health care fraud is a crime. It is the policy of DISCOVERING KINDNESS IN HOME SERVICES Agency that detecting and preventing fraud, waste, and abuse and other wrong doings is the responsibility of everyone including employees, clients, providers, and sub-contractors. This policy will protect its corporate assets and the interests of its providers and other stake holders against those who knowingly and willfully commit fraud or other wrongful acts. (*See full policy for procedures pertaining to the prohibition of fraud, waste and abuse and other wrong-doings, allegations, and resolutions.*)

It is the responsibility of every employee, contracted staff, and/or volunteer to adhere to the Code of Ethics and Conduct to maintain high standards to meet our Mission and Vision.

* Treat all individuals with respect and accept that all individuals have differences.
* Maintain the confidentiality of information acquired through my employment and only disclose this information when authorized or legally obligated to do so.
* Follow policies and procedures as developed by DISCOVERING KINDNESS IN HOME SERVICES Agency;
* Ensure that my personal activities do not interfere with my judgement and competence.
* Fulfill my obligations and responsibilities in a dependable, honest and honorable manor including recording accurate and truthful documentation and EVV (electronic visit verification) policies.
* Provide client-centered care by encouraging the client to make appropriate choices and decisions for his/her welfare and safety, to perform tasks that will benefit the client and to promote healthy family and community involvement.
* Safeguard the safety and security of the client, his/her personal property and physical environment.
* Report any misconduct or wrongdoing. No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

**CONDUCT**

* Maintain a professional conduct and image while working or while driving in a company identifiable vehicle or at any time while in company identifiable clothing.
* Follow the Code of Ethics as described above by always displaying an honorable, dependable and honest character.
* Always maintain a professional relationship with your client by not crossing professional boundaries including sharing too much personal information about you, the company or other clients and do not maintain personal relations outside of company business.
* Report any/all incidents of any signs of verbal, physical or any other type of abuse originating from the client or their relations or employees directly or indirectly to your Supervisor, Care Coordinator or Human Resources.
* Smoking is not permitted on company property and in the client’s house. Utilize designated smoking areas and smoke breaks are not to distract or cause neglect in care or safety of your client.

**Do the Right Thing . . .** Ask yourself:

* Does what I am doing comply with the Konedu Home Care Polices, Code of Conduct/Ethics?
* Have I mis-represented information or deviated from normal procedures?
* How would I feel if someone found out what I was doing?
* Is this the right thing to do?

**My commitment as a Caregiver . . . I will not:**

1. Use the client’s personal property without the client’s consent including phone for personal calls.
2. Consume the client’s food and beverages.
3. Forge client’s signature or falsify documentation or inaccurately clock in/out using EVV systems.
4. Bring friends, relatives, pets or any unauthorized individual to the client’s home.
5. Transport client away from home to take the client to my place of residence (home).
6. Breach client’s privacy or divulge client information – NO taking/posting any photos, videos, audio (unless for treatment as notification to supervisor/manager.
7. Consume alcoholic beverages, medicine, drugs, or other chemical substances not in accordance with the legal, valid, prescribed use and/or in any way that impairs my delivery of services to the client while in the client’s home or prior to the service delivery.
8. Smoke in the client’s home, regardless if the client smokes.
9. Watch TV, computer, play video games or sit around and chat on the phone in excess that will prevent me from providing proper service or prevent me from engaging with client.
10. Steal, borrow, accept, obtain or attempt to obtain money or anything of value, including gifts or tips from the client, household members and family members of the client or caregiver.
11. Discuss personal problems, religious or political beliefs with the client and others in the care setting.
12. Engage in non-care related socialization and relationships that crosses boundaries.
13. Provide care to individuals other than the client.
14. Sleep at the client’s residence (unless as authorized per live-in shift work).
15. Engage in sexual conduct or in conduct that may reasonably be interpreted as sexual in nature, regardless of whether the contact is consensual with the client or not.
16. Engage in behavior that may reasonably be interpreted as inappropriate involvement in the client’s personal relationships.
17. Engage in behavior that causes or may cause physical, verbal, mental or emotional distress or abuse to the client.
18. Be designated to make decisions for the client in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, or guardianship.
19. Sell or purchase from the client products or personal items. The only exception to this prohibition occurs when the client is a family member, and the provider is not delivering services.
20. Engage in behavior that constitutes a conflict of interest or takes advantage of or manipulates services contracted by DISCOVERING KINDNESS IN HOME SERVICES, resulting in an unintended advantage for personal gain that has detrimental results for the client, the client’s family or caregivers, or another provider.
21. Leave the home for a purpose not related to the provision of services without notifying the agency supervisor, the client’s emergency contact person, any identified caregiver, and/or the client’s care manager, or for client-directed services providers, leave the home without the consent and/or knowledge of the client or when not properly relieved according to care plan.
22. Extend the relationship and/or scope of service with the client beyond the specific services and/or the dates and times of service as described in the care plan. Such action may constitute crossing boundaries. (This includes providing extra services and/or time not described in care plan.)
23. Engage in a disagreement with the client but instead seek to improve communication and express willingness to work together constructively. In the event of a disagreement contact the Supervisor immediately. A disagreement is a failure or refusal to agree which may escalate into a conflict or quarrel.
24. Deny service to a client based on race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, or age, in accordance with discrimination laws.

**DAMAGE/LOSS/THEFT ACKNOWLEDGMENT**

DISCOVERING KINDNESS IN HOME SERVICES Agency holds a zero-tolerance **policy** for **theft,** damage and dishonesty. Any investigation leading to the confirmation of **theft, damage** or dishonesty of any employee will result in the immediate termination of that employee.

DISCOVERING KINDNESS IN HOME SERVICES Agency recognizes that despite all efforts being taken to minimize instances of accidental damage and/or theft to equipment, belongings or property; events may still occur during service provision to clients.

DISCOVERING KINDNESS IN HOME SERVICES Agency does not accept responsibility for accidental damage to client property during the provision of service.

This policy creates no legal obligation on the part of DISCOVERING KINDNESS IN HOME SERVICES Agency to reimburse any individual or entity for damages or theft of property.

This policy statement is applicable to all clients and employees of DISCOVERING KINDNESS IN HOME SERVICES Agency.

DISCOVERING KINDNESS IN HOME SERVICES Agency is committed to providing a framework for investigating and responding to instances of accidental damage and theft.

### *Under no circumstances should the Employee admit liability or make offers of reimbursement on behalf of DISCOVERING KINDNESS IN HOME SERVICES Agency.  The Client or their representative will be advised that DISCOVERING KINDNESS IN HOME SERVICES Agency will investigate the instance and provide them with a response.*

If DISCOVERING KINDNESS IN HOME SERVICES Agency determines that the cause of the damage/theft was accidental, i.e. that the Employee:

* Was appropriately briefed regarding the task.
* Was provided with the appropriate equipment to complete the task.
* Acted in accordance with the requirements of the service provision.

DISCOVERING KINDNESS IN HOME SERVICES Agency does not accept responsibility for accidental damage/theft and the Client will be advised to utilize their insurance or own means to repair/replace the damaged item.

**Negligence on Behalf of the Employee**

In the unlikely event that DISCOVERING KINDNESS IN HOME SERVICES Agency has determined the cause of the damage was as a result of negligence on behalf of the Employee, i.e. that the Employee:

* Had deliberately or willfully caused damage.
* Had ignored an instruction given to them regarding how to complete a task, including details specified in the Client’s Service Plan.
* Had used equipment incorrectly or breached a safeguard put in place to minimize the likelihood of damage occurring.

In this instance DISCOVERING KINDNESS IN HOME SERVICES Agency will consider all information relating to the damage/loss/theft and will advise the client to initiate their insurance process.  Consideration may be made on a case by case basis regarding any reimbursement for damage/theft or loss to the extent that any insurance proceeds are not sufficient to reimburse the damage or loss.  Matters of Employee performance management and any relevant disciplinary actions as a result of the event will be managed in accordance with DISCOVERING KINDNESS IN HOME SERVICES Agency Human Resource policies.

**Wear and Tear**

DISCOVERING KINDNESS IN HOME SERVICES Agency makes no reimbursement for damage caused through the wear and tear of items, even if the damage occurs at the time that the Employee was using the item.

​

**I understand that . . .**

* Efforts will be made to ensure the client is fully informed of the procedures throughout any investigation.
* Consideration will be made in relation to the specific situations for each reported event and due deliberation applied.
* The incident will be managed in a way that recognizes the distress and inconvenience experienced by all parties.
* Reported instance of accidental damage, loss or theft by a client, their representative, or the Case Manager will initiate an investigation.  Investigations ensure the following are obtained:
* Report/Statement from the Client/their representative.
* Report/Statement from the employee(s) involved.
* The Client/their representative advises plan for having the damaged/theft item repaired or replaced.
* Statement from the Case Worker regarding what item was damaged/theft and how this occurred.
* If an employee causes damage or loss because of poor performance, the employee will be subject to disciplinary action up to and including termination.
* Willful or intentional misuse, damage, loss or theft of company, client property resulting in significant loss could be grounds for immediate termination.
* Employers and clients can file a civil suit or make a claim in small claims court to recoup the money owed for the loss or damage or stolen property/item.

**GIFTS AND ADVANTAGES**

To prevent the appearance of preferred treatment and or to prevent chances of accusations. To maintain professionalism at its highest standard. All employee, contracted staff and/or volunteers of DISCOVERING KINDNESS IN HOME SERVICES Agency are to on the refuse accepting of any gifts of any kind to prevent any conflict of interest or appearance of preferred treatment and/or to prevent chances of accusations.

The employee is not to accept cash or gifts of any kind from clients past or present, or from their relations.

The employee is not to give cash or gifts of any kind to the client or any of their relations.

The employee is not to accept signing authority or power of attorney from a client or their relations.

The employee is not to borrow money or items of any kind belonging to the client or any of their relations.

The employee is not to sign any client (or their relations) documents, legal or otherwise on behalf of the client (or their relations) or sign any client (or their relations) document legal or otherwise as a witness.

The employee is not to advise the client on financial investments or financial matters of any kind.

The employee is not to advise the client or encourage the client or any of their relations to name the employee as a beneficiary in the client’s will.

**CONFLICT OF INTEREST**

**DISCOVERING KINDNESS IN HOME SERVICES** expects all employees to conduct themselves and company business in a manner that reflects the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations. This includes avoiding real and potential conflicts of interests.

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and a legal question. **DISCOVERING KINDNESS IN HOME SERVICES** recognizes and respects the individual employee’s right to engage in activities outside of employment which are private in nature and do not in any way conflict with or reflect poorly on the company.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises where there is a potential conflict of interest, the employee should discuss this with a manager for advice and guidance on how to proceed. The list below suggests some of the types of activity that may indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

**Areas that may constitute a conflict of interest and will need transparency include . . .**

* Act as a consultant to a competitor or potential competitor, supplier or contractor, regardless of the nature of the employment, while employed with DISCOVERING KINDNESS IN HOME SERVICES Agency.
* Hiring or supervising family members or closely related persons.
* Serving as a hiring employee for a competitor company or related business.
* Owning or having a substantial interest in a competitor, or contractor.
* Accepting gifts, discounts, favors or services from an existing client/customer, potential client/customer or competitor business, unless equally available to all company employees.
* Use your position to gain favors or other personal consideration,
* Grant favors or unwarranted benefits.
* Establish personal relationships with clients, family members for whom you provide services.
* Service clients who are family members;
* Service clients on a private basis or for private pay for additional hours under any circumstance.
* Receive compensation from public or private agencies, businesses, individuals, organizations, or other groups, without approval from Administration.
* Use agency equipment or copyrighted publications obtained with Konedu Home Care funds for outside employment-related activities;
* Work for compensation outside your regular DISCOVERING KINDNESS IN HOME SERVICES employment when the outside work does not interfere with their ability to perform their DISCOVERING KINDNESS IN HOME SERVICES job duties. Interfere with or reflect negatively on the work performed by DISCOVERING KINDNESS IN HOME SERVICES. Involve any unethical practices that would impact their ability to perform their DISCOVERING KINDNESS IN HOME SERVICES job duties.

**PHOTOS, VIDEOS, AUDIO RECORDINGS**

*Photo/Video/Audio Recording: Recording shall refer to any photograph, digital image, scan, motion picture, videotape, computer feed or electronic or audio recording.*

The following guidelines have been established for the protection, privacy and confidentiality of our clients. This also extends to our employees, visitors, volunteers, contractors and other individuals who receive supervision or perform under the direction of DISCOVERING KINDNESS IN HOME SERVICES.

The use of inappropriate, unethical and unprofessional actions will not be tolerated and will result in discipline/corrective action that may lead to termination of employment.

**The following is Prohibited:**

* You may not take, a photo (print or digital), video and/or audio recording of your client in any manner, specifically that will defame, discriminate, harass, exploit or appear in a pornographic nature.
* You may not take, a photo (print or digital), video and/or audio recording of our employees (co-workers), visitors, volunteers, contractors and other individuals who receive supervision or perform under the direction of DISCOVERING KINDNESS IN HOME SERVICES in any manner, specifically that will defame, discriminate, harass, exploit or appear in a pornographic nature.
* Photos (including in print or digital), videos and/or audio recordings containing clients, co-workers, friends, visitors, volunteers, contractors or other individuals who receive supervision or perform under the direction of DISCOVERING KINDNESS IN HOME SERVICES, are strictly prohibited **to send** electronically to other individuals including co-workers, friends, visitors, volunteers, contractors or other individuals who receive supervision or perform under the direction of DISCOVERING KINDNESS IN HOME SERVICES
* Photos (including in print or digital), videos and/or audio recordings containing clients, co-workers, friends, visitors, volunteers, contractors or other individuals who receive supervision or perform under the direction of DISCOVERING KINDNESS IN HOME SERVICES, are strictly prohibited **to post** on any social media platform including but not limited to Facebook, Twitter, Instagram, Snapchat, YouTube, etc.
* Sending or posting photos (including in print or digital), videos and/or audio recordings **containing** clients, co-workers, friends, visitors, volunteers, contractors or other individuals who receive supervision or perform under the direction of DISCOVERING KINDNESS IN HOME SERVICES, that contain images, logos, graphics, etc., that might adversely or negatively reflect upon DISCOVERING KINDNESS IN HOME SERVICES or be contrary to its best interests; and engaging in any illegal activities, including extortion and/or blackmail are prohibited.

**The following may be Acceptable:**

* Under the conditions of diagnosis, treatment or reporting, the method to communicate electronically via a personal or company device, should be on secure device (at minimum the device needs to be password protected) and the message will not contain the client/individual’s full name. ONLY the first name and sent ONLY to the reporting supervisor or manager or higher authority or as needed to individuals pertaining to the situation, such as HR.
* On specific approved occasions . . . (marketing, promotion, advertisement, etc.) written informed consent MUST be obtained and purpose specified and used only for the specified purpose and submitted to and received by Administration prior to taking and/or use of any photo (print or digital), video and/or audio recording of any of its clients, employees, visitors, volunteers, contractors or other individuals who receive supervision or perform under the direction of DISCOVERING KINDNESS IN HOME SERVICES.

**Acknowledgement Statement**:

I acknowledge that I understand and have had the opportunity to ask questions and will abide by this policy to maintain the protection, privacy and confidentiality of all individuals stated above. Any violation of the policy may result in disciplinary/corrective action and I may also be subject to State and Federal laws the protect the individual or client’s rights.

**CONFIDENTIALITY**

The protection of confidential business information, trade secrets and client information is vital to the interests and success of **DISCOVERING KINDNESS IN HOME SERVICES**. Inappropriate or unauthorized disclosure of critical and/or personal information is prohibited and is subject to disciplinary actions that may include termination of employment or legal action if deemed a critical incident.

All inquiries from the media must be referred to the **Corporate Compliance Office, Monica Steyer.**

**HIPAA (Health Insurance Portability and Accountability Act)**

The policy protects the privacy and confidentiality of protected health information (PHI) (45 CRF 164.520) of its employees, clients, volunteers, contracted staff by maintaining procedures. Electronic protected health information (e-PHI) will be stored on encrypted and/or password protected devices. E-PHI will only be communicated through encryption, secure and password protected devices.

## Protected Health Information Defined:

PHI refers to individually identifiable health information received by the company’s group health plans or received by a health care provider, health plan or health care clearinghouse that relates to the past or present health of an individual or to payment of health care claims. PHI information includes medical conditions, health status, claims experience, medical histories, physical examinations, genetic information and evidence of disability.

**PRIVACY PRACTICES**

At DISCOVERING KINDNESS IN HOME SERVICES we are committed to respecting the privacy of our employees.

DISCOVERING KINDNESS IN HOME SERVICES recognizes employees as an asset. Because we respect and value you as an employee, we also want you to understand that we will protect your privacy and confidentiality around personal information we learn about you as a result of your employment relationship with DISCOVERING KINDNESS IN HOME SERVICES.

This privacy notice is designed to inform you of what personal information KONED HOME CARE, LLC collects about you as an employee, and the use to which DISCOVERING KINDNESS IN HOME SERVICES puts that information. The notice also states that your personal information is kept safe and secure from inappropriate disclosure or use.

Examples of collected information include but not limited to; name, address, phone numbers, date of birth, social security number, health information, job history and criminal background check. The information is used to verify your employment eligibility, work history, training and credentialing and to maintain a status of compliance in all areas of employment. Any information requested on your behalf will require a release of information by you, the employee unless otherwise mandated by an authorized authority.

DISCOVERING KINDNESS IN HOME SERVICES has always been concerned about the confidentiality of employee personal information and has taken steps to ensure that the information is properly safeguarded and protected. This privacy notice is also designed to voluntarily comply with the Personal Information

Protection and Electronic Documents Act (PIPEDA).

**FRAUD, WAST & ABUSE**

DISCOVERING KINDNESS IN HOME SERVICES Agency is committed to conducing activities in a lawful and ethical manner including the prohibition of fraud, waste, abuse and other wrongdoing. We seek to prevent such wrongdoings and any allegations of violations. Any wrongdoing or allegation will be handled with a no-reprisal (no retaliation) approach for individuals reporting. We will respond appropriately and timely with any outcomes or decisions and seeks to control fraud, waste, and abuse of its and others’ assets through prevention, detection, and correction of any violation of applicable Federal or State law, regulatory requirement, contractual obligation, or organizational policy reference. **Anyone who suspects fraud and abuse activity should report such activity to the Corporate Compliance Officer as described below.**

**“Fraud”** means an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit, unlawful gain, or unfair gain and it includes any act that constitutes fraud under applicable Federal or State law.

**“Waste”** includes incurring unnecessary costs as a result of inefficient or ineffective practices, systems, or controls. This could be the overutilization of services or other practices that directly or indirectly results in unnecessary costs to the agency, or other individual.

**“Abuse”** means provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in unnecessary costs to the State and/or Federal programs, or in reimbursement for services that are not necessary or that fail to meet professionally recognized standards for health care or business practices. It also includes recipient practices that result in unnecessary cost to State and/or Federal programs.

**“Other Wrongdoing”** means any other action that violates lawful and ethical practices and that may have adverse effects on the Agency, its employees, clients, providers and others that conduct business with DISCOVERING KINDNESS IN HOME SERVICES Agency.

DISCOVERING KINDNESS IN HOME SERVICES Agency will respond with a no-reprisal (no retaliation) against anyone who makes a good faith report of potential or allegation of fraud, waste, abuse or other wrongful acts.

Home care providers can be prosecuted for a wide variety of conduct that leads to the submission of fraudulent claims to the government, such as the following:

* Knowingly making false statements,
* Falsifying records,
* Double billing for items or services,
* Submitting bills for services never performed or items never furnished or otherwise causing a false claim to be submitted.

**EMPLOYMENT RELATIONSHIP**

**EMPLOYEE CLASSIFICAITON CATEGORIES**

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees’ employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and DISCOVERING KINDNESS IN HOME SERVICES.

**Nonexempt employees** are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law’s requirements concerning minimum wage and overtime.

**Exempt employees** are generally managers or professional, administrative or technical staff who are exempt from the minimum wage and overtime provisions as defined and in accordance with the guideline and laws of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

KONEDU HOME CARE, LCC Agency has established the following categories for both nonexempt and exempt employees:

* **Regular, Full-time:** Employees who are not in a temporary status and who are regularly scheduled to work the company’s full-time schedule of 37.5 hours per week. Generally, these employees are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.
* **Regular, Part-time:** Employees who are not in a temporary status and who are regularly scheduled to work less than the full-time schedule but at least 30 hours each week. Regular, part-time employees are eligible for some of the benefits offered by the company subject to the terms, conditions and limitations of each benefits program.
* **Per Diem:** Employees who are hired as per diem are on an on-call basis with no regularly scheduled work. Generally, these employees are not eligible for the benefits package, subject to the terms, conditions and limitations of each benefits program.
* **Temporary, Full-time and/or Part-time:** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work fewer than 30 hours weekly for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

Per Diem workers are not eligible for company benefits unless specifically stated otherwise in company policy or are deemed eligible according to plan documents.

**WORK WEEK AND HOURS OF WORK**

The standard workweek is from Sunday 12:00 a.m. until Saturday 11:59 p.m. and generally consists of 40 work hours. Office hours are 9:00 a.m. to 5:00 p.m. Individual work schedules may vary depending on the needs of each department.

**MEAL AND REST BREAKS**

Office/Administrative Employee: Employees are entitled to a 30-minute unpaid meal break each day. If a nonexempt employee is required to work through a meal break, he or she will be paid for the 30-minute period. Employees are also entitled to two 15-minute rest periods each day.

Meal and rest breaks schedules are at the discretion of the department supervisor or manager.

Hourly Direct Care Employees: Employees working with clients on an hourly basis and less than seven (7) hours are generally no entitled to an unpaid meal break. However, direct care employees generally socialize and may eat during the client’s meal times.

Hourly, Live-in and Nonexempt employees that are work through a meal break and/or rest breaks are paid through their work time.

**TIME RECORDS/RECORDKEEPING (Clocking In and Out)**

All nonexempt employees are required to complete accurate daily/weekly electronic timesheets showing all time actually worked. These records are required by governmental regulations and are used to calculate regular and overtime pay. In addition, a paper time sheet must be submitted by 12 noon on each Monday for days that were not recorded electronic but only for acceptable reasons.

***Electronic time recoding (clocking in/out) using the web-based recording software, (Sandata/Santrax, and/or Generations) must be recorded at the beginning and end of each shift and any interruptions during the shift must be recorded. Failure to consistently utilize these recording processes may result in disciplinary action that could lead to termination of employment.***

The Electronic Visit Verification (EVV) system MUST verify the:

* **Type** of service performed *(checking off the tasks you complete)*
* **Individual receiving** the services *(using the client’s phone or using your schedule in mobile app will link you to the client)*
* **Date** of service *(the system automatically date stamps your clock in/out day/date)*
* **Location** of service performed/delivered (*using client’s phone or using your schedule in mobile app will automatically report your location of services)*
* **Individual providing** the service *(using the client’s phone and inputting your Employee ID will link you to your client)*
* **Time** the service begins and ends *(the system automatically time stamps your clock in/out time)*

***No aide will be paid without correct timesheets & clock in/out VERIFICATION***.

***Your paycheck will only reflect the hours worked and verified***

***using the EVV systems (Generations and/or Sandata EVV).***

All exempt employees are required to complete accurate daily/weekly electronic time reports showing all time actually worked using web-based timesheet software (EVV). These records are required by governmental regulations and are used to calculate overtime pay (as applicable). Time reports are to be submitted each week.

**OVERTIME**

When required due to the needs of the business, you may be asked to work overtime. Overtime is actual hours worked in excess of 40 in a single workweek. Nonexempt employees will be paid overtime compensation at the rate of one and one half their regular rate of pay for all hours over 40 actually worked in a single workweek. Paid leave, such as holiday, PTO, bereavement time, and jury duty does not apply toward work time.

***All overtime work must be approved in advance by a supervisor or manager.***

**DEDUCTIONS FROM PAY/SAFE HARBOR EXEMPT EMPLOYEES**

The Company does not make improper deductions from the salaries of exempt employees and complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). Employees classified as exempt from the overtime pay requirements of the FLSA will be notified of this classification at the time of hire or change in position.

**Permitted deductions.** The FLSA limits the types of deductions that may be made from the pay of an exempt employee. Deductions that are permitted include:

• Deductions that are required by law, e.g., income taxes;

• Deductions for employee benefits when authorized by the employee;

• Absence from work for one or more full days for personal reasons other than sickness or disability;

• Absence from work for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;

• Offset for amounts received as witness or jury fees, or for military pay; or

• Unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions.

During the week an exempt employee begins work for the company or during the last week of employment, the employee will only be paid for actual hours worked. In addition, an employee may be paid only for hours worked during a period when the employee is using unpaid leave under the Family and Medical Leave Act (FMLA).

**Improper deductions.** If an employee classified as exempt believes that an improper deduction has been taken from his or her pay, the employee should immediately report the deduction to the Human Resources Department. The report will be promptly investigated and if it is found that an improper deduction has been made, the company will reimburse the employee for the improper deduction.

**DIRECT DEPOSIT**

Direct deposit into checking and/or savings accounts is available for the benefit of each employee. See our Payroll department for participation.

**PAYCHECKS**

**DISCOVERING KINDNESS IN HOME SERVICES’s** pay periods for all employees are biweekly with payday on Fridays. If pay day falls on a federal holiday, employees will receive their paycheck on the preceding workday. Paychecks are distributed or directly deposited into your checking and/or savings accounts.

**ACCESS TO PERSONNEL FILES**

Employee files are maintained by the Human Resources department and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis. Personnel file access by current employees and former employees upon request will generally be permitted within 3 days of the request unless otherwise required under state law. Personnel files are to be reviewed in the Human Resources department. Employee files may not be taken outside the department. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

**EMPLOYEE TRAVEL/MILEAGE AND REIMBURSEMENT**

Employees may be reimbursed for reasonable expenses incurred in connection with approved travel and/or other expenses on behalf of the company.

Travel for staff must be authorized in advance. Upon completion of the trip, and within 30 days, the traveler must submit a Travel Reimbursement Form and supporting documentation to obtain reimbursement of expenses.

**HOLIDAYS**

The company recognizes six (6) holidays each year for which the office will be closed:

* New Year’s Day
* Good Friday
* Independence Day
* Labor Day
* Thanksgiving Day
* Christmas Day

Time off on these holidays **are not paid** by the company. Time off may be granted to employees who desire to observe a religious holiday that is not recognized by the company at the employee’s expense.

To schedule vacation time, employees should submit a completed leave form to the supervisor at least (2) two weeks before the requested leave. Requests will be approved based on a number of factors, including department operating and staffing requirements. The supervisor should return the leave request to the employee within (3) three business days of the date it is submitted indicating that the request has been approved or denied. If the request for vacation leave is denied, the supervisor should provide an appropriate reason on the form returned to the employee. **Employees are not paid for vacation leave.**

**SICK LEAVE**

DISCOVERING KINDNESS IN HOME SERVICES ***does not*** offer paid sick leave. You can request the necessary time off using our Time-Off-Request form for approval of the time off as appropriate.

An employee who has a sick leave three (3) or more consecutive working days must present medical documentation to return to work.

See CT Paid Leave Act (CTPL) below.

**FAMILY & MEDICAL LEAVE ACT (FMLA) – CT Paid Leave Act (eff. 2021/2022)**

As applicable, upon hire, DISCOVERING KINDNESS IN HOME SERVICES Agency provides all new employees with notices required by the U.S. Department of Labor (DOL) on [Employee Rights and Responsibilities Under the Family and Medical Act](http://www.dol.gov/whd/regs/compliance/posters/fmlaen.pdf) . (Job protected and unpaid leave for qualified medical and family reasons.)

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

If you have any questions, concerns or disputes with this policy, you must contact the Human Resources department in writing.

***CT Paid Leave Act (CTPL),*** beginning in 1/1/2022, eligible employees working in Connecticut will be entitled to up to 12 weeks of paid leave to attend to certain personal or family health needs. Application and approval are required. A CTPL tax will be collected from all employees effective 1/1/2020.

***See COVID-19/Pandemic Section for more safety guidelines.***

**PERSONAL LEAVE OF ABSENCE**

Employees who require time off in addition to vacation may request **a personal leave of absence without pay** for up to a maximum of 30 days. An extension may be approved in limited circumstances. ***See also CT Paid Leave Act for eligible circumstances.***

All regular employees employed for a minimum of 90 days are eligible to apply for an unpaid personal leave of absence. Job performance, absenteeism and departmental requirements will all be taken into consideration before a request is approved.

Please contact Human Resources for more information on request procedures.

The employee must return to work on the scheduled return date or be considered to have voluntarily resigned from his or her employment. Extensions of leave will only be considered on a case-by-case basis.

**EMPLOYMENT OF RELATIVES AND DOMESTIC PARTNERS**

Relatives and domestic partners may be hired by the company if (1) the persons concerned will not work in a direct supervisory relationship, and (2) the employment will not pose difficulties for supervision, security, safety, or morale. For the purposes of this policy, “relatives” are defined as spouses, children, siblings, parents, or grandparents. A “domestic partnership” is generally defined as a committed relationship between two individuals who are sharing a home or living arrangements.

Current employees who marry each other or become involved in a domestic partnership will be permitted to continue employment with the company provided they don’t work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above. If employees who marry or live together do work in a direct supervisory relationship with each other, the company will attempt to reassign one of the employees to another position for which he or she is qualified if such a position is available.

***It is the discretion of Administration to decide the outcome and employment status of employees who act inappropriately or create undue hardship and incidents at work that adversely affect DISCOVERING KINDNESS IN HOME SERVICES due to family or domestic partner employment.***

**SEPARATION FROM EMPLOYMENT**

**Resignation**: Voluntary resignation (one initiated by the employee), are asked to provide a written notice to their supervisors at least 10 working days in advance of the last day of work. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire.

**Job abandonment:** An employee who is unable to report to work at the designated time is required to notify his or her supervisor as soon as practicable but no later than the employee's scheduled start time in accordance with the sick leave policy. Employees who fail to report to work for (3) three consecutive or scheduled days without notifying the company of the absence will be considered as having voluntarily resigned due to job abandonment and are ineligible to receive accrued benefits and are ineligible for rehire. Any active employee not working longer than three (3) months/not have accepted any assignment of work, will be considered job abandonment and will be notified of employment separation/termination.

**Termination due to cause:** Employees of DISCOVERING KINDNESS IN HOME SERVICES Agency are employed on an at-will basis, and the company retains the right to terminate an employee at any time.

In most cases, Human Resources will conduct an exit meeting on or before the last day of employment to collect all company property, and to discuss final pay. If applicable, information regarding benefits continuation through the Consolidated Omnibus Budget Reconciliation Act (COBRA) will be sent to the employee’s home address.

Should it become necessary because of business conditions to reduce the number of employees or work hours, this will be done at the discretion of the company.

RETURN OF COMPANY PROPERTY

The separating employee must return all company property at the time of separation, including uniforms, cell phones, keys, PCs and identification cards. Failure to return some items may result in deductions from the final paycheck. An employee will be required to sign the Wage Deduction Authorization Agreement to deduct the costs of such items from the final paycheck.

REHIRE

Rehiring of former employees must meet current eligibility requirements and the needs of the company.

**BACKGROUND AND REFERENCE CHECKS**

To ensure that individuals who join DISCOVERING KINDNESS IN HOME SERVICES Agency are well qualified and to ensure that DISCOVERING KINDNESS IN HOME SERVICES Agency maintains a safe and productive work environment, all applicants must successfully pass a pre-employment background employment verification.

Additional checks such as a driving record or credit report may be made on applicants for particular job categories if appropriate and job related.

DISCOVERING KINDNESS IN HOME SERVICES, Agency also reserves the right to conduct recurrent background checks for current employees to determine continuous employment, eligibility for promotion or reassignment and to comply with our providers.

**WORKPLACE SAFETY**

**DRUG-FREE AND ALCOHOL-FREE WORKPLACE**

DISCOVERING KINDNESS IN HOME SERVICES Agency has a longstanding commitment to provide a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and clients and to the security of our equipment and facilities. For these reasons, DISCOVERING KINDNESS IN HOME SERVICES Agency is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

This policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. This policy applies to all employees and all applicants for employment of DISCOVERING KINDNESS IN HOME SERVICES Agency. The Human Resource department is responsible for policy administration.

**Employee Assistance and Drug-Free Awareness**

Illegal drug use and alcohol misuse have several adverse health and safety consequences. Information about those consequences and sources of help for drug/alcohol problems is available from the Human Resource department, whose members have been trained to make referrals and assist employees with drug/alcohol problems.

DISCOVERING KINDNESS IN HOME SERVICES Agency will assist and support employees who voluntarily seek help for such problems before becoming subject to discipline and/or termination under this or other policies. Such employees may be allowed to use accrued paid time off (if applicable), placed on leaves of absence, referred to treatment providers and otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests if they hold jobs that are safety sensitive or that require driving or if they have violated this policy previously.

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications’ effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor. Employees should not, however, disclose underlying medical conditions unless directed to do so.

**Work Rules**

The following work rules apply to all employees:

* Whenever employees are working, are operating any company vehicle, are present on company premises, or are conducting related work off-site, they are prohibited from:
  + Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
  + Being under the influence of alcohol or an illegal drug as defined in this policy.
* The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee’s body while performing company business or while in a company facility is prohibited.
* DISCOVERING KINDNESS IN HOME SERVICES Agency will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee’s ability to perform their job duties safely and effectively. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked.
* Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

The company retains the right to require the following tests:

* **Reasonable suspicion:** Employees are subject to testing based on observations by a supervisor of apparent workplace use, possession, or impairment. Human Resources must be consulted before sending an employee for reasonable suspicion testing.
* **Follow-up**: Employees who have tested positive, or otherwise violated this policy, are subject to discipline up to and including discharge. Depending on the circumstances and the employee’s work history/record, DISCOVERING KINDNESS IN HOME SERVICES Agency may offer an employee who violates this policy or tests positive the opportunity to return to work on a last-chance basis pursuant to mutually agreeable terms.

**Consequences**

Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture or dispense an illegal drug in violation of this policy will be terminated.

The first time an employee tests positive for alcohol or illegal drug use under this policy, the result will be discipline up to and including discharge.

After the results of the test are received, a date/time will be scheduled to discuss the results of the test; this meeting will include a member of management and Human Resources.

**Confidentiality**

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the HR Administrator shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

**Inspections**

DISCOVERING KINDNESS IN HOME SERVICES Agency reserves the right to inspect all portions of its premises for drugs, alcohol or other contraband. All employees, contract employees and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including discharge.

**Crimes Involving Drugs**

DISCOVERING KINDNESS IN HOME SERVICES Agency prohibits all employees from manufacturing, distributing, dispensing, possessing, or using an illegal drug in or on company premises or while conducting company business. Employees are also prohibited from misusing legally prescribed or over-the-counter (OTC) drugs. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.

**SMOKE-FREE WORKPLACE**

It is the policy of DISCOVERING KINDNESS IN HOME SERVICES, Agency to prohibit smoking on all company premises in order to provide and maintain a safe and healthy work environment for all employees. The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind."

The smoke-free workplace policy applies to:

* All areas of company buildings.
* All vehicles owned or leased by the company.
* All visitors (customers, clients and vendors) to the company premises.
* All contractors and consultants and/or their employees working on the company premises.
* All employees, temporary employees and student interns.

Smoking is permitted in designated areas only.

Employees who violate the smoking policy will be subject to disciplinary action up to and including immediate discharge.

**WORKPLACE BULLYING**

DISCOVERING KINDNESS IN HOME SERVICES Agency defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the company Code of Ethics, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. DISCOVERING KINDNESS IN HOME SERVICES Agency considers the following types of behavior examples of bullying:

* **Verbal bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
* **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person’s work area or property.
* **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.
* **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

**WORKPLACE VIOLENCE PREVENTION**

**DISCOVERING KINDNESS IN HOME SERVICES** is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

All **DISCOVERING KINDNESS IN HOME SERVICES** employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or the Human Resources Department. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against the company, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

**DISCOVERING KINDNESS IN HOME SERVICES** prohibits the possession of weapons on its property at all times, including our parking lots, company vehicles and the client’s home/dwelling. Additionally, while on duty, employees may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, and knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut string, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense.

The company reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on company property. In addition, **DISCOVERING KINDNESS IN HOME SERVICES** may inspect the contents of lockers, storage areas, file cabinets, desks, and work-stations at any time and may remove all Company property and other items that are in violation of Company rules and policies.

**COMMITMENT TO SAFETY**

Protecting the safety of our employees and visitors is the most important aspect of running our business.

All employees have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when any health or safety issues are present. All employees are encouraged to partner with management to ensure maximum safety for all.

In the event of an emergency, notify the appropriate emergency personnel by dialing 911 to activate the medical emergency services.

***See COVID-19/Pandemic Section for more safety guidelines.***

**EMERGENCY CLOSINGS**

**DISCOVERING KINDNESS IN HOME SERVICES** will always make every attempt to be open for business. In situations in which some employees are concerned about their safety, management may advise supervisors to notify their departments that the office is not officially closed, but anyone may choose to leave the office if he or she feels uncomfortable or unsafe and will clock out as usual when they leave their shift.

If you leave earlier than the official closing time, you will be paid only for actual hours worked.

In the effect of a severe or catastrophic incident the renders the building closed or inaccessible, timesheets should be mailed, emailed or faxed to our below. Business that needs to be conducted in an office setting will be conducted in the following location.

*1065 South Main Street, Suite C*

*Cheshire, CT 06410*

**Saf****ety**

It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client.

Although most safety regulations are consistent throughout each department and program, each employee has the responsibility to identify and familiarize her/himself with the emergency plan for his/her working area. Each facility shall have posted an emergency plan, detailing procedures in handling emergencies such as fire, weather-related events and medical crises.

It is the responsibility of the employee to complete an Accident and Incident Report for each safety and health infraction that occurs by an employee or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, including termination.

Furthermore, management requires that every person in the organization assumes the responsibility of individual and organizational safety. Failure to follow company safety and health guidelines or engaging in conduct that places the employee, client or company property at risk can lead to employee disciplinary action and/or termination.

The Administration of DISCOVERING KINDNESS IN HOME SERVICES Agency shall have the responsibility to develop and the authority to implement the safety and health program in the interest of a safer work environment.

**Fire**

**When fire is discovered:**

1. Activate the nearest fire alarm (if installed)
2. Notify the local Fire Department by calling 911.
3. If the fire alarm is not available, notify the site personnel about the fire emergency by voice communication or paging.

**Upon being notified about the fire emergency, occupants must:**

1. Leave the building using the designated escape routes.
2. Assist all physically challenged employees in emergency evacuation.
3. Assemble in the designated area (In front of dance studio)
4. Remain outside until the competent authority (Designated Official or designee) announces that it is safe to reenter.
5. Do not RE-ENTERING A BURNING BUILDING.

**Designated Official, Emergency Coordinator or supervisors must:**

1. Coordinate an orderly evacuation of personnel.
2. Perform an accurate head count of personnel reported to the designated area.
3. Provide the Fire Department personnel with the necessary information about the facility and personnel.
4. Perform assessment and coordinate emergency closing procedures.

**Bomb Threat**

Bomb threat drills will be held quarterly. All drills will be documented in the Emergency Drill Log which will be kept available at the facility. In the event of a bomb threat, the following procedures are to be followed in all events activate emergency response by calling 911 and/or local law enforcement at 203-387-2511:

**If a bomb threat is received by phone:**

* Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
* Listen carefully. Be polite and show interest.
* Try to keep the caller talking to learn more information.
* If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
* If your phone has a display, copy the number and/or letters on the window display.
* Ask questions as to where the bomb may be and listen for any background sounds, age of caller, voice inflections, accents, ect. Immediately write down as much detail as you can remember. Try to get exact words.
* Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

**If a bomb threat is received by handwritten note:**

Call 911 and/or local law enforcement at 203-387-2511.

Handle the note as minimally as possible.

**If a bomb threat is received by email:**

Call 911 and/or local law enforcement at 203-387-2511

Do not delete the message.

**Signs of a suspicious package:**

No return address Poorly handwritten Excessive postage

Misspelled words Stains Incorrect titles

Strange odor Foreign postage Strange sounds

Restrictive notes Unexpected delivery

**DO NOT:**

* Use two-way radios or cellular phone;
* radio signals have the potential to detonate a bomb.
* Evacuate the building until police arrive and evaluate the threat.
* Activate the fire alarm.
* Touch or move a suspicious package.

**Severe Weather and Natural Disaster**

***Tornado:*** When a warning is issued by sirens or other means.

1. Seek inside shelter
2. Consider small interior rooms on the lowest floor and without windows, hallways on the lowest floor away from doors and windows, and rooms constructed with reinforced concrete, brick, or block with no windows.
3. Stay away from outside walls and windows.
4. Use arms to protect head and neck.
5. Remain sheltered until the tornado threat is announced to be over.

**Earthquake:**

1. Stay calm and await instructions from the Emergency Coordinator or the designated official.
2. Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
3. Assist people with disabilities in finding a safe place.
4. Evacuate as instructed by the Emergency Coordinator and/or the designated official.

**Hurricane**:

The nature of a hurricane provides for more warning than other natural and weather disasters. A

hurricane watch issued when a hurricane becomes a threat to a coastal area. A hurricane

warning is issued when hurricane winds of 74 mph or higher, or a combination of dangerously

high water and rough seas, are expected in the area within 24 hours.

**Once a hurricane watch has been issued:**

1. Take shelter right away or evacuate if you are told to do so.
2. Stay calm and await instructions from the Emergency Coordinator or the designated official.
3. Continue to monitor local TV and radio stations for instructions.

**During a hurricane:**

1. Remain indoors and consider the following:
2. Small interior rooms on the lowest floor and without windows,
3. Hallways on the lowest floor away from doors and windows, and
4. Rooms constructed with reinforced concrete, brick, or block with no windows.

**Power Loss**

1. Electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
2. Depending on how long power is out, the Administration will make a decision as to the remainder of the work day.
3. If power loss if longer than 24 hours, the Administration will notify personnel via personal phone of the off-site/home location for continued business.

**Medical Emergency**

Call medical emergency phone number 911 for Paramedics, Ambulance, Fire Department or Other.

**Provide the following information:**

1. Nature of medical emergency, Location of the emergency (address, building, room number), and
2. Your name and phone number from which you are calling.
3. Do not move victim unless absolutely necessary.
4. Call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of the professional medical help. See certified personnel list posted in office.
5. If personnel trained in First Aid are not available, as a minimum, attempt to provide assistance using posted instructions for the given situation.
6. Be sure to use the appropriate personal protective equipment.

**Workplace Violence**

Not all situations can be anticipated for documented for response, however the following steps should be taken during a workplace violence involving a weapon.

1. **Evacuate -** In the workplace, if you hear shots fired, hear others say that someone has a firearm or see someone with a firearm, the ideal thing to do is evacuate the premises as quickly as possible. In an active shooter situation, the shooter benefits from having his targets sequestered inside the building. Proceed quickly to the nearest exit. Stay low and avoid other doors and windows as much as possible.

## Hide - If you cannot safely reach an exit, take refuge in a place where the shooter will not be able to find you. Closets, large cabinets and desks may prove useful in this regard. If you do hide, turn off the ringer on your mobile phone and remain quiet. Do not try to contact the shooter in any way.

## Call for Help - If the active shooter sees you and knows where you are, run away and call out for help so others will hear that there is a shooter on the premises. If you are hiding, use a telephone to contact the police. Stay as quiet as possible in doing so, as the shooter may be able to hear you.

**EMPLOYEE HEALTH PROGRAM**

All employees will be assessed for the physical ability to perform the job applied for by requiring a pre-employment physical examination and annual thereafter to assure continued physical ability to perform the job.

**Pre-Employment Physical**

These physical examinations will consist of the following items: (updated 8/2023)

* Negative PPD skin test or chest x-ray at the time of hire. (Positive skin test requires a chest x-ray)
* Physical documenting “free of communicable disease”.
* Yearly TB and Physical Risk Assessment Form from each employee to identify asymptomatic.

It is the responsibility of the employee to provide results for employment to DISCOVERING KINDNESS IN HOME SERVICES Agency upon hire and complete forms annually thereafter.

Final determination as to the employee’s ability to work or continue to work is at the discretion of the physician performing the examination or additional evaluation from employer.

**Employees Returning to Work After Illness**

The company may require satisfactory evidence of physical ability to return to work for any employee who is absent from work for more than three (3) days due to illness. Satisfactory evidence is a physician stating the employee is physically able to resume job duties, is free from active communicable diseases and/or is asymptomatic. An employee will not be allowed to return to duty until satisfactory evidence of physical ability is provided.

**Exposure to Communicable Diseases**

The Occupational Safety and Health Administration (OSHA) has made a determination that personnel face a significate health risk, as the result of occupational exposure to blood and other potentially infectious material, because they may contain bloodborne pathogens, including hepatitis B virus and hepatitis C virus which are serious liver diseases and human immunodeficiency virus (HIV), the causative agent of AIDS.

The HIV and hepatitis B and C viruses have similar modes of transmission, sexually and by contact with the blood of the positive person to the non-infected person. The hepatitis B and C viruses are by far more communicable than the HIV.

The main risk to workers is from sharps injury resulting when a sharp object contaminated with blood or body fluids from an infectious individual penetrates the tissues. Blood and/or body fluids from a positive source can also be a risk when it enters the body via open wounds, cuts and by splashes to the face, eyes and mouth and other mucous membranes.

***See COVID-19/Pandemic Section for more safety guidelines.***

Because the infectious status of clients is often unknown, healthcare workers are to observe Standard Precautions when dealing with all client body materials at all times. Most important is the avoidance of blood or body fluid contaminated penetrating injuries from sharp needles or knives, etc.

In the event of a exposure the employee shall report to his/her supervisor for completion of an incident report immediately, or as soon as possible (within 24 hours) after having learned of possible exposure to a communicable disease. Immediate procedural compliance to the company’s Exposure Control Plan will go in effect.

**Accidents or Injuries While On-the-Job**

Employees shall report to their supervisor immediately in such cases and adhere to the company’s regulating reporting and on-the-job injuries. **The Incident Report form must be completed for ALL accidents and/or injuries involving employees, clients or family and completed within 24 hours of the incident or sooner.**

**Employee Education and Training**

To minimize/prevent transmission of infections to other employees and clients, education and training in health and safety is conducted upon hire and periodically in the form of handouts, in-services and other media forms.

**WORKPLACE GUIDELINES & EXPECTATIONS**

**ATTENDANCE**

All employees are expected to arrive on time, ready to work, every day they are scheduled to work and to use the required method (EVV) to record accurate start and end of shift.

If unable to arrive at work on time, or if an employee will be absent for an entire day, the employee must contact the supervisor as soon as possible. Voice mail and e-mail messages are not acceptable except in certain emergency circumstances. Excessive absenteeism or tardiness will result in discipline up to and including termination. Failure to show up or call in for a scheduled shift without prior approval may result in termination. ***If an employee fails to report to work or call in to inform the supervisor of the absence for 3 consecutive days or more, the employee will be considered to have voluntarily resigned (job abandonment) employment.***

**TARDINESS**

* For Direct Care (aides) personnel, two (2) or more tardiness’ exceeding 30 minutes per shift in a one (1) month will be subject to disciplinary action that may result in termination of employment, not to exceed three (3) shift tardies every six (6) months.
* Shift tardiness exceeding three (3) in less than (6) months will be subject to disciplinary action that may result in termination of employment.
* For Administrative personnel, tardy 10 minutes or more, will be considered late and subject to disciplinary action that may result in termination of employment. Two (2) or more tardiness’ exceeding 10 min in six (6) months will be subject to disciplinary action that may result in termination of employment.
* The disciplinary action will consider the notification time, length of tardiness and the amount of tardiness’ on record.

**NO CALL/NO SHOW**

* If you are absent one (1) day without notification (no call/no show) to the Scheduler/Care Coordinator and/or Case Worker, you will be notified, and a written disciplinary action taken. Upon the second no call/no show you will be subject to termination.
* If you are absent two (2) or more days consecutively without notification (no call/no show) to the Scheduler/Care Coordinator and/or Case Worker you will be considered to have “quit without notice” and termination measures will be undertaken unless communication has been made to Human Resources within 72 hours with justification, but still may be subject to termination.

**TIME OFF REQUEST**

For all purposes and uses of this policy, a request for time off will only be considered when it is received in writing by Human Resources in specified time or verbally in extreme circumstances as stated in policy. The criteria is listed below.

* Requested time off lasting two (2) days or less are required to be submitted in writing (on Request for Time Off form) to Human Resources at least three (3) days prior to time off and must be approved.
* Requested time off lasting three (3) days or longer are required to be submitted in writing (on Request for Time Off form) to Human Resources at least five (5) business days prior to days off and must be approved.
* Any requested time off in connection or close to any holiday must be submitted in writing to Human Resources at least two (2) weeks prior to time off and must be approved.
* An employee must receive approval for any time off request. If an employee does not work scheduled assignment due to an unapproved request, the employee will be subject to the same disciplinary action as a no call/ no show and may result in termination of employment.
* Unapproved time-off will be subject to the same disciplinary action if no notification is made to Human Resources in writing.
* Time-off requests are recorded by Human Resources and available to the Scheduler/Care Coordinator and/or Case Worker and shall be properly maintained.

**ACTIVE STATUS**

* To retain active status as a DISCOVERING KINDNESS IN HOME SERVICES Agency employee, you must work at least eight (8) hours at least every three (3) months. Excludes eligible FMLA leaves.
* If an employee has not worked at least eight (8) hours every three (3) months, it will be considered abandonment of job and we will proceed with termination.
* If an employee refuses an offer to work three (3) times in a three (3) month time-frame we will initiate termination paperwork based on unwillingness and unavailable to work.
* Any individual requesting to return to employment after you have been terminated three (3) months or more of inactivity, you will be required to meet with Human Resources before returning to active work and only if a work assignment is available. If you are re-hired, you will retain time in service but may be required to meet other eligible criteria for benefits. Re-hire is not a guarantee.
* Any individual returning after a six (6) months or longer will be required to meet with Human Resources before returning to active work and will need to complete at least a one-day orientation and only if a work assignment is available. If you are re-hired, you will not retain time in service and your return date will be your new date of hire for calculating eligible benefits. Re-hire is not a guarantee.

**JOB PERFORMANCE EVALUATION/REVIEWS**

Communication between employees and supervisors or managers is very important. Discussions regarding job performance are ongoing and often informal. Employees should initiate conversations with their supervisors if they feel additional ongoing feedback is needed.

Generally, formal performance evaluations/reviews are conducted after three (3) months of employment and annually thereafter on their anniversary. These reviews include a written performance appraisal and discussion between the employee and the supervisor about job performance and expectations for the coming year.

**OUTSIDE EMPLOYMENT**

Employees are permitted to work a second job as long as it does not interfere with their job performance with **DISCOVERING KINDNESS IN HOME SERVICES**. Employees with a second job are expected to work their assigned schedules. A second job will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours.

If outside work activity causes or contributes to job-related problems, it must be discontinued, or the employee may be subject to disciplinary action, up to and including termination.

**DRESS AND GROOMING**

**DISCOVERING KINDNESS IN HOME SERVICES** provides a casual yet professional work environment for its employees. Even though the dress code is casual, it is important to project a professional image to our customers, visitors, and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste. Please use common sense.

***Direct care employees (anyone working with client’s directly, caregiver/aides) must wear the required uniform, which is scrubs. The scrub/uniform must be clean, neat and in good taste. Employees working with Mental Health Waiver participants may be excluded from wearing a uniform but dress must be acceptable and appropriate.***

Any questions or complaints regarding the appropriateness of attire should be directed to the Human Resources department. Decisions regarding attire will be made by the Human Resources department and not by individual departments or managers.

**SOCIAL** **MEDIA ACCEPTABLE USE**

**DISCOVERING KINDNESS IN HOME SERVICES** encourages employees to share information with co-workers and with those outside the company for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public and, therefore, the company has established the following guidelines for employee participation in social media.  
  
***Note:*** As used in this policy, “social media” refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, and SnapChat, among others.

**Off-duty use of social media.** Employees may maintain personal websites or weblogs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the company considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas.

**On-duty use of social media.** Employees may engage in social media activity during work time provided it is directly related to their work, approved by their manager, and does not identify or reference company clients, customers, or vendors without express permission. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity.

**Respect.** Demonstrate respect for the dignity of the company, its owners, its customers, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, employees should not divulge **DISCOVERING KINDNESS IN HOME SERVICES** confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites. Similarly, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

**Post disclaimers.** If an employee identifies himself or herself as a company employee or discusses matters related to the company on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of the company and that the employee is expressing only his or her personal views. For example: “The views expressed on this website/Weblog are mine alone and do not necessarily reflect the views of my employer.” Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the company or the company’s business. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

**Competition.** Employees should not use a social media to criticize the company’s competition and should not use it to compete with the company.

**Confidentiality.** Do not identify or reference company clients, customers, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the confidentiality policy. When in doubt, ask before publishing.

**New ideas.** Please remember that new ideas related to work or the company’s business belong to the company. Do not post them on a social media site without the company’s permission.

**Links.** Employees may provide a link from a social media site to the company’s website during employment (subject to discontinuance at the company’s sole discretion). Employees should contact the Web design group to obtain the graphic for links to the company’s site and to register the site with the company.

**Trademarks and copyrights.** Do not use the company’s or others’ trademarks on a social media site, or reproduce the company’s or others’ material without first obtaining permission.

**Avoid statements about the company’s future.** Because the company is publicly held, writing about projected growth, sales and profits, future products or services, marketing plans, or the stock price may violate Securities and Exchange Commission (SEC) rules or other applicable laws.

**Legal.** Employees are expected to comply with all applicable laws, including but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.

**Company restrictions.** Because the company is publicly held, it may require that employees temporarily confine social media commentary to topics unrelated to the company or that employees temporarily suspend such activity to ensure compliance with the SEC’s regulations or other laws. The company may also require employees to delete references to it on a website or Web log and to stop identifying themselves as an employee of the company.

**Discipline.** Violations of this policy may result in discipline up to and including immediate termination of employment.

*Note:* Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits.

**BULLETIN BOARDS**

All required governmental postings are posted on the boards located in the break room. These boards may also contain general announcements.

Employees may submit to Human Resources notices of general interest, such as for-sale notices; recreational-type announcements and/or club functions (e-mail should not be used for the aforementioned); postcards; expressions of gratitude or sympathy; and notices looking for/offering carpools, tickets, roommates, or pets. Human Resources approves, posts, and takes down all notices. All notices posted by employees will be removed after 2 weeks unless otherwise stipulated. The company reserves the right to refuse permission to post or to take down any announcement.

**SOLICITATION**

Employees should be able to work in an environment that is free from unnecessary annoyances and interference with their work. In order to protect our employees and visitors, solicitation by employees is strictly prohibited while either the employee being solicited or the employee doing the soliciting is on “working time.” “Working time” is defined as time during which an employee is not at a meal, on break, or on the premises immediately before or after his or her shift.

Employees are also prohibited from distributing written materials, handbills, or any other type of literature on working time and, always, in “working areas,” which includes all office areas. “Working areas” do not include break rooms, parking lots, or common areas shared by employees during nonworking time.

Nonemployees may not trespass or solicit or distribute materials anywhere on company property at any time.

**COMPUTERS, INTERNET, E-MAIL AND OTHER RESOURCES**

The company provides a wide variety of communication tools and resources to employees for use in running day-to-day business activities. Whether it is the telephone, voice mail, fax, scanner, Internet, intranet, e-mail, text messaging, or any other company-provided technology, use should be reserved for business-related matters during working hours. All communication using these tools should be handled in a professional and respectful manner.

Employees should not have any expectation of privacy in their use of company computer, phone, or other communication tools. All communications made using company-provided equipment or services including email and internet activity, are subject to inspection by the company. Employees should keep in mind that even if they delete an email, voicemail or other communication, a copy may be archived on the company’s systems.

Employee use of company-provided communication systems, including personal e-mail and internet use, that are not job-related have the potential to drain, rather than enhance, productivity and system performance. You should also be aware that information transmitted through e-email and the internet is not completely secure or may contain viruses or malware, and information you transmit and receive could damage the company’s systems as well as the reputation and/or competitiveness of the company. To protect against possible problems, delete any e-mail messages prior to opening that are received from unknown senders and advertisers. It also is against company policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on company computers. Violations of this policy may result in termination for a first offense.

The company encourages employees to use e-mail only to communicate with fellow employees, suppliers, customers, or potential customers regarding company business. Internal and external e-mails are considered business records and may be subject to federal and state recordkeeping requirements as well as to discovery in the event of litigation. Be aware of this possibility when sending e-mails within and outside the company.

All use of company-provided communications systems, including e-mail and internet use, should conform to our company guidelines/policies, including but not limited to the Equal Opportunity, Harassment, Confidential Information, and Conflicts of Interest. So, for example, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Similarly, employees should not divulge confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites.

Because e-mail, telephone and voice mail, and internet communication equipment are provided for company business purposes and are critical to the company’s success, your communications may be accessed without further notice by Information Technology department administrators and company management to ensure compliance with this guideline.

The electronic communication systems are not secure and may allow inadvertent disclosure, accidental transmission to third parties, etc. Sensitive information should not be sent via unsecured electronic means.

Office telephones are for business purposes. While the company recognizes that some personal calls are necessary, these should be kept as brief as possible and to a minimum. Personal use of the company’s cell phones, long-distance account, or toll-free numbers is strictly prohibited. Abuse of these privileges is subject to corrective action up to and including termination.

***The company reserves the right to monitor customer calls, e-mails, faxes and text messages to ensure employees abide by company quality guidelines and provide appropriate levels of customer service. Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment.***

Nothing in this policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment as protected under the National Labor Relations Act. Employees have the right to engage in or refrain from such activities.

**PROGRESSIVE DISCIPLINES**

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

DISCOVERING KINDNESS IN HOME SERVICES Agency supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. DISCOVERING KINDNESS IN HOME SERVICES Agency reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

The following outlines our progressive discipline process:

* **Verbal warning:** A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.
* **Written warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee’s personnel file. Employees should recognize the grave nature of the written warning.
* **Performance improvement plan:** Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a final warning or placed on a performance improvement plan (PIP). PIP status will last for a predetermined amount of time not to exceed 90 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur.

DISCOVERING KINDNESS IN HOME SERVICES Agency reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.

**IN-SERVICE TRAINING**

All Employees and contracted personnel are required to attend or produce evidence of having attended the appropriate education and training programs required by law and regulation to maintain currency of licensure and/or certification.

All employees and contacted personnel are required to attend or proof of having participated in mandatory in-service programs upon hire and continuing thereafter. These mandatory in-service training programs include but not limited to:

* + Personal Care Assistant (PCA) Mandatory CT State Course to include:
    - OSHA/Blood Borne Pathogens/Infection Control
    - HIPAA & Confidentiality
  + Emergency Management/Safety

(\*including additional classes due to COVID-19/Pandemic)

* + Workplace Violence
  + Cultural Diversity
  + CT Elder Abuse
  + Mental Health
  + Acquired Brain Injury
  + Ethics and Boundaries

**COVID-19 – PANDEMIC** (eff. 3/2020 to 5/11/2023)

COVID-19 OR OTHER RELATED PANDEMIC SITUATION POLICIES

WILL GO INTO EFFECT UPON DECLARATION OF PANDEMIC.

**The following policies/procedures will go into effect**

**on the onsite of a declared pandemic.**

**COVID-19 SCREENING, REPORTING, TRACING**

All employees working with DISCOVERING KINDNESS IN HOME SERVICES Agency clients will self-certify daily via a method in use at the time the pandemic is declared. Employees will be notified of the method and will need to report whether they do/do not have symptoms of COVID-19 or other pandemic related symptom, haven’t had close contact with anyone who has tested positive or have traveled outside the parameters the Connecticut Department of Health has deemed “hot spots”.

The screening questions will be sent out via text message daily and employees will be required to answer all questions. If any of your answers are YES, then you are required to call your supervisor prior to going to your shift. Further conversation will determine the outcome of going to work or quarantine.

All employees working with DISCOVERING KINDNESS IN HOME SERVICES Agency are required to report any instances of exposure, travel or positive test results.

**COVID-19 PAID SICK & CHILD CARE LEAVE POLICY**

To assist employees affected by the COVID-19 outbreak with job-protected leave and pay, where applicable. This policy will be in effect from January 1, 2021, until March 31, 2021.

All current employees who have been employed with DISCOVERING KINDNESS IN HOME SERVICES Agency for at least 30 days and are actively scheduled for work are eligible for leave under this policy.

Employees laid off or otherwise terminated on or after March 1, 2020, who are rehired on or before March 31, 2021, are eligible for leave upon reinstatement if they had previously been employed with DISCOVERING KINDNESS IN HOME SERVICES Agency for 30 or more of the 60 calendar days prior to their layoff or termination.

Please contact the HR department with further eligibility, clarification and any questions.

**COVID-19 IN-OFFICE & REMOTE WORK ARRANGEMENTS**

As DISCOVERING KINDNESS IN HOME SERVICES Agency continues the process of establishing safe and productive working parameters for our employees, the following guidelines have been established for in-office and remote work.

Each employee should work with Administration (owner) to determine an appropriate work arrangement.

Timesheet logs (including start/stop times and description of duties you are working on/completed) will be required to be submitted to payroll bi-weekly for pay.

*This policy is temporary and will expire at DISCOVERING KINDNESS IN HOME SERVICES’S discretion, with appropriate notice to all employees*.

Please contact the HR department with further eligibility, clarification and any questions.

**COVID-19 IN-OFFICE SAFETY GUIDELINES (effective until 12/31/2022)**

All personnel in-office are required to wear personal protective equipment while in the office (masks, face shields, etc.). Face mask/coverings must cover mouth and nose. In person meetings will be limited based as urgency/need for in-person meeting. Social distancing is in effect (at least 6-feet apart from individuals.

All visitors and contracted personnel of DISCOVERING KINDNESS IN HOME SERVICES Agency must also wear masks, face shields, etc. Face mask/coverings must cover mouth and nose. In person meetings will be limited based as urgency/need for in-person meeting. Social distancing is in effect (at least 6-feet apart from individuals.

Masks or face-coverings will be available to employees, visitors and contracted personnel visiting the office, upon request to their Supervisors or office personnel.

If unable to wear a face mask/covering, medical documentation of the ADA qualifying disability will be required.

Employees are responsible for cleaning their personal worksite locations. CDC-approved disinfectants against COVID-19 are available to employees to clean their worksite locations. Please contact your Supervisor if you need additional cleaning and disinfecting supplies. Employees should de-clutter their worksite areas to facilitate cleaning and limit the use of communal spaces when possible, to reduce the risk of potential COVID-19 exposure. ***This policy will be enforced upon sudden outbreaks or exposure.***

**COVID-19 TESTING (effective until 12/31/2022)**

All employees reporting exposure, having symptoms or traveling to “hot spots” will be subject to testing at main office location at no cost to the employee prior to returning to work with client(s).

If employees show symptoms, they will be tested—at work or otherwise. If an employee tests positive, they’ll need to isolate. Will require documentation proving that the employee is safe to return to work.

If an employee has been in close contact with someone who has since tested positive, the employee should also be tested, but note there may be a delay between infection and testing positive. An immediate test isn’t conclusive. ***This policy will be enforced upon sudden outbreaks or exposure.***

**COVID-19 VACCINE**

All employees are encouraged to receive vaccinations as determined by the Connecticut Department of Health. Please direct any questions regarding this policy to the human resources department.

**CT Paid Leave (CTPL)**  **A blue and white logo

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**EMPLOYEE BENEFITS**

As a covered employee in the State of Connecticut, the Connecticut Paid Leave (CTPL) program presents the opportunity for you to take time to take care of yourself and your family’s health needs without worrying about lost income while you are away from work.

Connecticut’s Paid Family and Medical Leave Act (PFMLA) allows employees access to paid leave for life events covered under the federal Family and Medical Leave Act of 1993 (FMLA), the Connecticut Family and Medical Leave Act (CT FMLA) and the Connecticut Family Violence Leave Act.

Covered employees in Connecticut are eligible for benefits under the PFMLA if they have earned wages of at least $2,325 in the highest quarter of the first four of the five most recently completed quarters and are currently employed, or have been employed within the last 12 weeks, or are self-employed, a sole proprietor and a Connecticut resident enrolled in the program.

Wages may include salary or hourly pay, vacation pay, holiday pay, tips, commissions, severance pay and the cash value of any “in-kind” payments.

The funding to support the CTPL program will come in the form of employee payroll deductions beginning January 1, 2021. These payroll deductions are capped at 0.5% of the employee’s wages up to the Social Security contribution base.

*Example: If you earn $500 per week, your contribution to the CTPL program will likely be $2.50 per week.* ***Go to*** [***www.ctpaidleave.org***](http://www.ctpaidleave.org)

**Employee Funded/Payroll Deduction Friendly** A green and black logo

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MyCTSavings is an exciting new retirement savings program, overseen by the Connecticut Office of the State Comptroller. It’s a new, seamless way to help Connecticut employees save and plan for the future. MyCTSavings was created by law to meet this urgent need. With MyCTSavings, employers can offer a great new benefit, and employees can save in a convenient account they can take wherever their career leads.

**SAVER BENEFITS**

* It’s your money — your account and funds go with you as your career changes.
* Secure, simple way to save for retirement.
* Flexible contribution levels to meet your needs.
* It’s voluntary — stay enrolled automatically or opt out and re-enroll later.
* Access to people and online tools to help answer your questions.

**TO PARTICIPATE**

As an employer participant our employees are automatically enrolled. Once you’re enrolled you can choose to:

* **Do nothing** – We’ll set you up with the standard savings and investment options 30 days after you’re enrolled.
* **Customize your savings choices** – You have the power to change your contribution levels, investment options, and beneficiaries.
* **Opt out** – Participation in MyCTSavings is completely voluntary. You can opt out or back in at any time.

Once enrolled, you’ll start saving a percentage of your paycheck automatically in your own Roth IRA.

Learn more about it. ***Go to*** [***www.myctsavings.com***](http://www.myctsavings.com)