



Employee Handbook

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This manual and all associated form or other materials are provided as general suggestions as to the contents of a policy and procedure manual for an affordable assisted living facility. They are meant only to provide general insight to assist a professional in creating manuals appropriate to the Goshen Home Care needs and circumstances of an individual facility. They are provided “as-is,” without warranty of any kind, either expressed or implied.

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INTRODUCTION

We would like to take this opportunity to welcome you to your new position at our Home. We hope that the time you invest with us will be productive, rewarding, and enjoyable.

You have joined a team of employees who are working together to provide supportive services for our residents. Our mission is straight-forward and should guide all your actions as an employee of this Assisted Living/Memory Care Program.

Our Mission

**To bring community, connection, and control back into the lives
of people living with dementia and their loved ones.**

Each employee plays a vital role in achieving this. As we strive to meet the needs of our residents, your contribution and commitment is critical. We value the skills and experience you bring to your position and want to provide you with the support you need to excel in your position.

We are committed to providing a positive working environment for all our employees, where you can further develop your skills and abilities and realize a sense of satisfaction from making a difference in the lives of our residents. We hope that all members of our staff genuinely care about their work, their coworkers, and above all, our residents.

As you become acquainted with our organization and your job responsibilities, please feel free to ask your supervisor any questions you may have. We want your transition to your new position to be as smooth and successful as possible.

Again, welcome to our Home. Thanks for becoming the newest member of our team!

PREFACE

This Employee Handbook was developed to introduce you to our Assisted Living Program (referred to as the “Home” in this document) and help you to become familiar with some of our working guidelines. These guidelines are not intended to create a contract between the Home and any or all of its employees. Rather, this Handbook is provided only for the purpose of supplying general information about our Home and its policies.

We reserve the right to modify, revoke, suspend, terminate, or change any or all such plans, policies, or procedures, in whole or in part, at any time without any notice. However, any such changes must be in writing and will be distributed to all employees to ensure awareness of the new policies and procedures. No verbal statements or representations can in any way change or alter the provisions of this Handbook.

The policies and procedures in this Handbook are for general reference only and are subject to management discretion in applicable situations. All previously issued Handbooks and any inconsistent policy or benefit statements are superseded. You are encouraged to visit with your supervisor if you have questions about the Handbook or if you need additional information or wish to discuss a concern. We welcome your feedback and input.

DEFINITIONS OF EMPLOYMENT STATUS

The following terms will be used throughout this Handbook to describe the classification of employees and their employment status:

Full-Time Employees- Employees normally scheduled to work at least 32 hours per week and have completed the 90-day introductory period that establishes eligibility for the benefits described in this Handbook.

Part-Time Employees- Employees normally scheduled to work fewer than 32 hours per week and have completed the 90-day introductory period that establishes eligibility for the benefits described in this Handbook.

Exempt Employees- Employees who are exempt from the overtime compensation provisions of state and federal wage and hour laws.

PRN Employees- Employees who are not scheduled for set shifts. These employees are not eligible for company benefits.

Non-Exempt Employees- Employees who are subject to overtime compensation, as provided by state and federal wage and hour laws.

Regular Employees- Full-time and part-time employees who have successfully completed the 90-day introductory period.

Employment ‘At-Will’- Describes the relationship between you and the Home which is for an Goshen Home Clarified term, with you and the Home each having the right to terminate the employment relationship at any time for any lawful reason.

Employment Overview

Introductory Period and Orientation

Each employee of the Home is hired for an introductory period of 90 days, to provide both the employee and the Home an opportunity to evaluate the employee's interest in the position and ability to perform the assigned tasks.

During this introductory period, you will be provided with an orientation and training so that you gain a clear understanding of your job assignment and responsibilities. If at any time you have questions regarding your position, job responsibilities, or the home's policies and procedures, please do not hesitate to ask your supervisor.

During this introductory period, your job performance will be closely monitored. If at any time your work is unsatisfactory or you do not appear to be well-suited to your position, your status will be reviewed with you by your supervisor. Your performance will also be reviewed upon completion of the introductory period. If your supervisor finds your performance satisfactory and decides to continue your employment, you will be given feedback regarding your performance and advised of any improvements exGoshen Home Craeted from you.

Completion of the introductory period does not entitle you to remain employed by the Home for any definite period of time. Both you and the Home are free to terminate the employment relationship, at any time, with or without notice and for any reason not prohibited by law.

Job Descriptions

Job descriptions are given to each employee at the time of hire. Employees at Goshen Home care to meet all the Goshen Home expectations and responsibilities outlined in their job descriptions on consistent basis.

Training

As a condition of employment, employees may be required to participate and satisfactorily complete educational programs for maintenance of a professional license, certification, or designation, and/or competency for their position. In addition, in-service training sessions will be held at the Home on a regular basis, with employees exGoshen Home Craeted to attend as indicated by their position and as required by management.

Performance Evaluations

Employees receive an evaluation of their performance after 90 days of employment and at one year of employment. Thereafter, employees receive a written performance evaluation on an annual basis. During performance evaluations consideration is given to performance, attitude, and all the elements involved in your presence in the workplace. Your supervisor will evaluate the quality of your work and will discuss with you how well you are carrying out the duties of your job, with suggestions made as to where and how improvements can be implemented. We also encourage you to make suggestions for improvements in the efficiency or effectiveness of your position.

Promotions

Promotions to higher paying positions are made on the basis of qualifications for the open position and the recommendations of your superior. Consideration is given to seniority, but the controlling factors are past performance, education/training, experience, cooperation, and initiative. When possible, we prefer to promote from within the Home. However, we reserve the right to fill open positions from outside the Home when such a decision is in the best interest of the company.

Resignation and Termination Notice

If circumstances force you to give up your job, we would appreciate your giving us at least a two week notice so that we will have time to find a suitable replacement for you. Employees who are in supervisory positions are requested to give at least a three-week notice. Failure to provide at least two-week notice may result in ineligibility for re-hire with the Home. Upon leaving the Home, you are required to return all home property, such as uniforms and keys.

Personnel Files and Records

Personnel records are maintained on every employee and are the property of the Home. They are held as confidential as is reasonably possible, and the Home will not release the information to anyone who does not have the right or need to know. Information regarding work performance, including performance evaluations, is maintained in each employee's personnel records. You may review your file

upon reasonable notice and at reasonable times by asking your Supervisor. You may also submit a written statement of corrections and comments on any material contained in your record.

Employee Compensation

Records of Time Worked

Employees are required to accurately record all time worked, including the time they begin and end each shift, as well as the beginning and ending time of each meal period. Staff should also record the beginning and ending time of any split shift or departure from work for personal reasons. Employees are responsible for completing their own time records on a daily basis.

Altering, falsifying, tampering with time records, and/or recording time on another employee's time record will result in disciplinary action, up to and including termination of employment.

Hours of Work and Overtime

If nonexempt employees are asked to work overtime by their supervisor, the Home adheres to State regulations on compensation of hours worked during overtime periods. All overtime must be approved in advanced by your supervisor. Unauthorized overtime will be subject to disciplinary action up to and including termination.

You will be paid overtime if you take PTO during a week that you were already scheduled for overtime. Other than that, overtime is only paid for actual time worked. The workweek for payroll is 12:01 a.m. Saturday through 12:00 midnight Saturday.

Exempt employees will not be paid for overtime work. If you have any questions about whether you are an exempt or nonexempt employee, ask your supervisor.

Coming Early/ Staying Late

Employees are not to report to their working area more than seven (7) minutes before their work is scheduled to begin nor stay more than seven (7) minutes after their work is scheduled to end, unless Goshen Home Care requested to do so by their immediate supervisor and/or the Director.

Rest and Lunch Breaks

We have opted to pay you for your entire shift with the understanding that it is difficult to take scheduled breaks in this setting. We do, however, encourage staff to take breaks when needed. Please work with your team to determine appropriate break times. During an eight hour shift no more than 30 minutes of break time should be taken. During a twelve-hour shift, no more than 45 minutes of break time should be taken, and not more than 30 minutes at a time. There may be days when breaks are

difficult to take, due to unexpected Goshen Home Care events. Because we cannot guarantee a scheduled break time, therefore you are paid for your entire shift.

Attendance and Punctuality

Employees are expected to report to work on time and as scheduled. If, for any reason, you are unable to report for work at your scheduled time, you are expected to notify your supervisor as far in advanced as possible so that arrangements can be made to cover your responsibilities. Except in the case of an emergency, relatives or friends are not to call in on your behalf. Employees are considered tardy if they are not in their designated work area prepared to perform their job responsibilities when their scheduled shift begins. Call ins need to be done by phone, not text.

Excessive absenteeism or tardiness will result in disciplinary action. If you fail to report to work for a scheduled shift and do not call your supervisor or the Director within 24 hours, you will be considered to have voluntarily quit your employment with the Home.

Employee Benefits

Holiday Pay

We recognize New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas day as holidays (Midnight to midnight). Employees who work on any of these holidays receive compensation at time and a half their regular hourly wage for the number of hours actually worked.

Employees who are scheduled to work either the day before or the day after a recognized holiday, or both, must work the scheduled day(s) in order to receive holiday pay from working on the holiday.

Employees not scheduled to work on a recognized holiday do not receive compensation for that holiday.

If a holiday falls on a day that an employee is not regularly scheduled, this does not mean that the employee will not be schedule for this day. Because our business is 24/7, we all share responsibility for working Holidays and are expected to share the load.

Paid Time Off

Employees who work full-time are eligible for two-weeks of paid time off per year. Accrual begins after the 90-day probationary period and employees are eligible to use accrued paid time off after six months of continuous employment at the Home. Employees may not accrue more than 80 hours of paid time off. Any paid time off earned over 80 hours will be forfeited by the employee.

When an individual who has been employed by the home resigns with the required notice, paid time off that has been earned but not take will be paid at half the rate.

Paid time off must be scheduled in advance and approved by the Director (his/her designee). To request paid time off, any employee should complete and submit to his/her supervisor a paid time off/leave of absence request form.

Health Insurance

Goshen Home Care believes it is important for all staff to take care of their health. We provide a full range of health care benefits through Lever 1. For CNA and CMA staff GOSHEN HOME CRAE will pay 50% of the employee's health insurance premiums, as well as 50% of dental and vision insurance. We also provide \$10,000 of life insurance to employees, which can be increased at employee expense. Other benefits may be offered through Lever 1 as available.

Retirement Plan

Goshen Home Care offers a 401k plan to all employees who have worked full time for a minimum of one year. At that time employees can opt to contribute to a 401K retirement plan. For employees who participate, GOSHEN HOME CRAE will match up to 4% of the employee's wages. GOSHEN HOME CRAE contributed funds are immediately vested.

Leaves of Absence

Non-FMLA Leave of Absence

If an employee finds it necessary to be absent from work for a prolonged period of time (e.g., for a personal or family emergency), he/she may request a leave of absence by completing Vacation/ Leave of Absence request form.

The decision as to whether to approve the requested leave of absence will be based upon factors such as the impact the leave would have upon the overall operations of the Home, the employee's length of employment and work performance, and the reason for the request. No employee is guaranteed a leave of absence.

During an unpaid leave of absence, vacation hours are not accrued, and the health insurance defined contribution is not paid beyond the last day of the current month worked.

We cannot guarantee re-employment when you return from a leave of absence. If your position or comparable position is not available, your name may be placed on a hiring list and considered for future vacancies if you meet the qualifications.

Worker's Compensation/ Return-To Work Program

Our goal is to maintain a safe and injury-free work environment. In the event, however, that an employee does sustain a work-related injury, we strive to return the employee back to work as soon as possible.

Employee Accidents and Injuries

If you are involved in an accident or are injured while on duty, you must report the event to your supervisor immediately. Reporting the incident on your next shift is not acceptable. You will be expected to fully cooperate with the Home in its efforts to comply with the policies and procedures of our insurance carrier and any state or federal laws regarding worker's compensation. When you report an illness or injury, you will be asked to complete necessary forms and, in some cases, see a physician for an examination and/or treatment (in such a case, you will be told which physician(s) you may see).

If any employee incurs a non-work-related injury or illness, he/she must be able to perform all of the essential functions of his/her job with or without reasonable accommodation before returning to work.

Return-to-Work Program

If you see a physician and he/she determines that you qualify for the return-to-work program, the physician will provide a written "light duty" job description that you will be expected to comply with during your medical recovery period (i.e., until you are able to return to your regular duties). Light duty is temporary work that is within the employee's physical abilities, knowledge, and skills. Modified duty positions may be offered on any shift. The return-to-work program will involve coordination by the injured worker, the work's attending physicians and the worker's compensation company.

Safety

General Safety Procedures

We strive to provide a safe working environment for all employees. Thus, all employees are expected to be familiar with and adhere to the safety policies and procedures of the Home and to exercise sound judgment and safe work practices. Furthermore, this home's policy is to be in compliance with all laws, rules, and regulations concerning safe work practices as published by governmental agencies having jurisdiction over such matters.

If your job assignment involves the use of hazardous or toxic materials, you must comply with all laws, rules, and regulations concerning safe handling and disposal as published by the Home and governmental agencies having jurisdiction over such matters.

All staff is responsible for being thoroughly familiar with and abiding by all policies and procedures for safety and security. Staff should report immediately to the Director any situation

that is or may be a danger to residents, staff, and visitors, other employees, or property. Staff is responsible to take whatever action is appropriate to remedy unsafe conditions in a timely manner.

Any incident occurring within or on the grounds of the Home that has resulted or may result in harm to a resident, employee, or visitor must be reported using an Incident Report form. Incident Report forms are available from the Director.

Your job may have additional safety guidelines established for your protection and the protection of others. If so, you will be required to know and follow them carefully. All workrelated injuries and illnesses, regardless of their extent or nature, unsafe working conditions, and the need for maintenance or repair of property or equipment must be reported immediately to management.

Emergency Procedures

All employees are exGoshen Home Craeted to be familiar with emergency procedures and should adhere to these procedures should an emergency occur. Employees receive training on fire and emergency procedures during the initial orientation. In addition, fire and/or disaster drills are held on a regular basis to ensure the safety or residents and staff.

An Emergency Handbook is in the kitchen by the home phone. This Handbook outlines applicable procedures to be followed if an emergency occurs. Employees are exGoshen Home Craeted to review the Emergency Handbook to become familiar with the procedures described therein.

Infection Control

Staff must follow all guidelines to control the possible spread of infection. These guidelines include procedures for hand washing, protective personal equipment such as disposable gloves, and the handling of potentially infectious items such as soiled linens or used needles.

As appropriate to their job position, staff will receive training on infection control procedures during their initial orientation. Employees are responsible for always following these procedures. Any questions regarding infection control should be directed to the Director or RN.

Accidents or Injuries to Residents or Visitors

If you witness an accident or injury to a resident or visitor to the Home, you are responsible for contracting the RN and/or the emergency medical personnel as appropriate, providing any needed first aid, and reporting the incident immediately to your supervisor or the Director. You should then complete an Incident Report form and submit the report to your supervisor.

Workplace Violence

We strive to maintain a work environment free from intimidation, threats, or violent acts. This includes, but is not limited to, intimidating, threatening, or hostile behaviors, physical abuse, vandalism, arson, sabotage, carrying weapons of any kind onto the property of the Home, use of weapons, or any other act, which, in management's opinion, is inappropriate to the workplace.

Employees who feel they have been subjected to, or have observed or have knowledge of, any of the behaviors listed above are required to immediately report the incident to the Director. All such reports will be investigated. Based upon the results, disciplinary action will be taken against the offender, if appropriate. Employees may also contact the proper law enforcement authorities without first informing management if they believe a threat to the safety of others exists.

General Policies and Procedures

Appearance and Dress

All employees are expected to maintain appropriate standards of grooming, personal hygiene, and dress during working hours and while on the home's premises. No clothing, personal grooming, or hygiene practices should distract others or create a safety hazard for the employee or his/her coworkers. Rather, all employees must project a clean, neat, and professional appearance with clothing that is in good taste and in accordance with the home's dress code policies.

Dress code for the Home is jeans (no holes, rips, etc.) or khaki pants, and GHC shirt, polo, or plain t shirt and closed toe shoes. GOSHEN HOME CRAE will provide staff with one or two t shirts depending upon the number of shifts scheduled. Jewelry is limited to one pair of earrings (in ears), a wedding ring, and a watch.

Name Tags and Key Cards

Employees are required to always wear name tags while on duty. New employees will be given temporary badges until permanent identification badges can be made.

Your initial identification badge and key card is provided by the Home. However, you will be charged \$10.00, through a payroll deduction, if a replacement badge is needed. Your written authorization for the payroll deduction will be obtained before the deduction is made.

Telephone and In-Person Etiquette

Each employee's behavior and attitude while on-the-job reflects back on the Home and helps others form an impression of the Home. This holds true for all staff interactions, whether with current residents, family members, vendors, volunteers, and/or other guests. One positive encounter with an employee of the Home may be told to numerous other people, one of whom may know someone who needs the services offered by the Home.

Employees are expected to answer the telephone at the Home in a pleasant, courteous manner. The phone should be answered as promptly as possible. Employees should be as helpful as possible, referring the caller if needed to a staff member who is qualified to assist the caller. All phone conversations should be conducted in a warm, professional manner.

Employees should always greet visitors to the Home as soon as possible after they enter the Home. If engaged in another task, ensure the safety of the resident before acknowledging the visitor and assuring him/her someone will be right with them. If necessary, the staff person should locate another staff person who can assist the visitor.

Personal Phone Calls and Visitors

Employees should not receive personal phone calls at the Home, except in the case of an emergency. Personal calls may be made by employees only during rest or meal breaks on their personal cell phones. Cell phones are not to be with staff while on the floor.

Employees may not receive visitors at the Home nor bring children to work unless prior authorization from the Director is obtained. An exception to this policy is made when employees come to the building to pick up paychecks or attend sGoshen Home Craeial events/outings at the Home where visitors and/or children are invited.

Parking

Employees are requested to park in available spaces farthest from the entrance to the building and leave the parking spaces closest to the entry available for residents and visitors. Night shift employees, however, may park closer to the building entrance.

Smoking

The Home is a smoke-free building. Therefore, smoking is not permitted in the building or on the grounds.

Alcohol and Drugs

The management of the Home is committed to providing safe workplaces for all employees. Consistent with that commitment, the Home maintains an alcohol and drug free policy.

This policy prohibits the use, sale, distribution, manufacture, or possession of alcohol or drugs, paraphernalia, the unauthorized use of prescription drugs, or any combination thereof, on the premises of the Home. In addition, this policy forbids reporting to work while under the influence of alcohol or drugs.

Solicitation and Distribution of Literature

To avoid disruption of company operations, the following rules apply to solicitations and distribution of literature on Company property unless prior approval has been obtained from the Director:

- Employees may not solicit other employees for membership, contributions, funds, or other purposes during the employee's working time, or at any other time if the solicitation interferes with other employees who are scheduled to work.

- Employees may not distribute literature (other than home information) during working time and/or in working areas for any purpose.
- Persons who are not employed by the Home may not solicit or distribute literature on company property at any time for any purpose. This excludes current vendors. If a salesperson comes to the home, please feel free to send them to the office.

Working time includes the working time of both the employee doing the soliciting and/or distributing and the employee to whom the soliciting and/or distributing is directed. Working time does not include break periods and/or meal periods.

The only exception to the above is that the Home may authorize the solicitation of funds for recognized and established charities which benefit the general home.

Conflicts of Interest

A conflict of interest exists whenever an individual encounters a situation in which a personal interest might affect or call into question his or her judgement on behalf of the Home. For example, a potential conflict of interest exists when an employee is in a position to influence a decision made on behalf of the Home that may result in a personal gain for that employee or for a relative. Personal or romantic involvement with a competitor, supplier, or subordinate employee of the Home may create a conflict of interest. Supervisor-subordinate personal relationships can also lead to supervisory problems, possible claims of sexual harassment, and morale problems.

If you are involved, or should become involved, in any types of relationships described above, you should disclose the relevant circumstances of the relationship to your supervisor, to determine if a conflict of interest exists. If an actual or potential conflict is determined, the supervisor may take whatever corrective action is appropriate based on the situation. Failure to disclose pertinent information regarding potential conflicts may result in disciplinary action, up to and including termination.

Outside Employment Employees of the home are not prohibited from holding other employment except in cases where the employee's performance is affected or if the secondary employment might be a conflict of interest (e.g., working for a competitor). Any questions regarding this policy should be directed to your supervisor.

Supervision by Relatives The Home typically does not employ relatives in positions where one individual may supervise the other, or where one would have responsibility for auditing the work of the other because of the inherent conflict of interest that exists.

Non-Disclosure and Confidentiality

Employees are responsible for safeguarding the confidentiality of information obtained in the course of their employment, including policies and procedures, forms, systems, resident information, and/or information regarding employee positions and/or salaries. Furthermore, employees are prohibited from attempting to obtain confidential information for which they have not received access authorization. Any employee who discloses confidential information (other than as necessary in the

performance of his or her job duties) will be subject to disciplinary action, up to and including termination of employment and legal action, even if her or she does not actually benefit from the disclosed information.

Employee References

All requests for references for current or former employees must be directed to the Director. No other manager, supervisor, or employee is authorized to release employee references.

Grievance Procedure

The management of the Home strives to foster a good working environment and positive working relationships between employees. However, as in any organization, problems or differences of opinion may occasionally arise. In such a case, we believe those involved in the disagreement must be given an opportunity to resolve the issues. We recognize that fair consideration of each person's perspective is essential to the success of the Home and encourage employees to discuss their concerns with management.

Employees are also encouraged to discuss with their supervisor or the Director any concerns about the Home they feel are not being addressed appropriately. Such concerns may include resident complaints, security problems, unsafe conditions, persistent odors, and continued shortage of equipment or supplies, and/or employee accidents.

If you have a concern, first discuss the issue with your supervisor. If you believe you cannot discuss your concern with your supervisor or you are not completely satisfied with his/her response, speak with the Director about the matter. You are also encouraged to formalize your grievance with a written summary of your concerns. Your supervisor or the Director should respond to your concern within at least seven days.

Standard of Conduct

Standards of conduct have been developed for the staff at the Home, so that all employees adhere to a consistent set of guidelines regarding appropriate work performance and related behavior. Employees are exGoshen Home Craeted to always conduct themselves in a professional manner and are not to engage in behavior that would be detrimental to the Company's business and/or reputation, constitute a violation of the home's policies or jeopardize the safety of others. Any conduct, behavior, or attitude inconsistent with these principles may result in a need to evaluate an employee's willingness to act responsibly and demonstrate a commitment to the Home through his or her behavior.

Off Duty Conduct

While the Home does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with the legitimate business affairs in a manner that does not adversely affect the Home's or their own integrity, reputation, or credibility. Illegal or immoral off-duty conduct on the part of an employee that adversely affects the Home's legitimate business interests or the employee's ability to perform his or her job will not be tolerated.

All employees have a legal obligation to keep information about residents from the Home confidential. Employees should also not share proprietary information about the Home with others.

Miscellaneous Rules of Conduct

As an employee of the Home, you are exGoshen Home Craeted to use sound judgement and resGoshen Home Craet the rights of fellow employees and residents to maintain a safe, comfortable, and congenial environment. Making a comprehensive list of all possible kinds of conduct that would be considered as inappropriate is impossible. Examples of some of the general types of conduct that will not be allowed are:

Professionalism:

- Failure to adhere to personal appearance and/or dress requirements.
- Threatening, intimidating, coercing, or fighting with co-workers/visitors.
- Gambling or participating in illegal games of chance on the premises.
- Engaging in illegal or unprofessional conduct on the premises.
- Using obscene, abusive language; spreading rumors or malicious gossip.
- Accepting private employment, gifts, or gratuities from residents, family members, or organizations conducting business with the Home.
- Soliciting or collecting contributions without prior approval of the Director.
- Bringing children to work without prior approval of the Director.
- Receiving non-business visitors during working hours.
- Infringing on the rights of fellow staff, prosGoshen Home Craets, or clients by displaying objects, giving messages, or wearing clothing that is provocative, insulting or harassing to any particular group or individual.
- Sexually harassing or failing to report harassment.
- Protecting other who break these and other policies or commit illegal acts.

Use of Property

- Failure to keep workspace and common areas clean and tidy.
- Neglecting, mishandling, or destroy property, equipment, or supplies belonging to residents, coworkers, visitors, and/or the Home.
- Being careless or wasteful with property belonging to the Home.
- Using the Home's equipment and supplies for personal use without prior approval of the Director.
- Using the Home's telephone for non-emergency or unauthorized calls.
- Posting or removing notices, signs, and/or leaving unsolicited literature on the home's property without prior approval of the Director.

Employment Requirements

- Failure to adhere to established policies and procedures.
- Failure to meet in-service, training, licensure, or other conditions of employment.

Maintenance of Records/ Files

- Failure to record required personnel, resident, or other information.
- Falsifying personnel, resident, or other records.
- Purposely giving incorrect information when reporting hours worked or tasks completed.
- Falsifying any document.

Work Schedule

- Excessive absenteeism or tardiness.
- Refusing to work assigned times.
- Overstaying unpaid leave, vacation, or other time off.
- Working overtime without prior authorization.
- Overstaying work time by checking in early or out late; remaining after checkout.
- Leaving the building or adjacent grounds during work hours without approval.
- Smoking, eating, or taking breaks in unauthorized places and/or times. **Job Performance**
- Failure to communicate with residents, co-workers, supervisors, and/or visitors appropriately.
- Failure to provide resident services.
- Unwillingness to perform duties for job position as assigned, unsatisfactory work performance.
- Refusal to obey orders or instructions of your supervisor.
- Providing unauthorized or prohibited services. **Safety**
- Failure to report an on-the-job injury or illness.
- Failure to follow reporting and/or treatment procedures for workers' compensation claims.
- Failure to know and/or follow proper infection control procedures.
- Failure to take action to remedy an unsafe condition(s).
- Failure to know and follow proper procedures for lifting, transferring, and/or other potentially hazardous tasks associated with job performance.
- Using equipment or supplies in an unsafe manner.
- Failure to know or follow fire, life safety, emergency, or security procedures.

Other

- Verbal, physical, or psychological abuse of a resident, co-worker, or visitor.
- Reporting to work under the influence or consumption on the premises of alcohol or illegal drug(s).
- Possession of firearms, illegal drugs, and/or weapons on the premises.
- Theft from the residents, co-workers, visitors, or the Home.
- Making false accusation(s) against the Home, co-workers, or residents.

*****Employees who act in these or other unacceptable ways will be subject to disciplinary action, up to and including immediate dismissal.**

Disciplinary Action

If disciplinary action becomes necessary, management has the discretion to determine what disciplinary action would be appropriate based upon the nature, frequency, or severity of the violation, the employee's past record, and circumstances surrounding the violation. Management may proceed to use any, or all of the types of disciplinary action listed below, as deemed appropriate. Management reserves the right to determine the suitable course of action up to and including termination.

The possible types of disciplinary action include:

Informal Counseling or Verbal Warning

This is appropriate when the situation appears to involve a misunderstanding or when management expectations may not be clear. A discussion may be held with the employee to discuss what constitutes proper conduct or what performance standard is not being met. Notation of the date, time, and nature of the discussion will be made in the event of a future problem. The development of future expectations will be made clear verbally, warning the employee of consequences should the problem persist.

Written Warning

When a written warning is issued, the employee's supervisor states in writing the seriousness of the situation and the immediate consequences should the issue have to be addressed in the future.

Suspension

Employees may be suspended, with or without pay, as a disciplinary measure for repeated offenses, while investigating a serious policy violation, or pending a determination of whether to terminate employment.

Termination

An employee may be terminated as the result of a serious offense, the accumulation of minor offenses, failure to meet acceptable standards of performance or any other reason deemed necessary by the Home.

Resident Relations

Employees are exGoshen Home Craeted to interact with residents in a manner that supports each resident's choice, individuality, independence, privacy, and dignity. Staff must remember the Home is our residents' home and as such we, as employees, are their guest.

While we encourage staff members to develop relationships with residents in the course of their employment, staff must also remember the Home is a workplace environment. As such, employees are exGoshen Home Craeted to adhere to the following guidelines when interacting with residents:

Resident Confidentiality

All information regarding residents is confidential and should not discuss with any individual to whom the resident has not granted authorization. In addition, employees are not allowed to make or distribute copies of any residents' records without the prior permission of their supervisor or the Director. Please be esGoshen Home Craeially mindful of sharing information with or near family members of other residents.

Purchase and/or Sale of Personal Items for Residents

Employees should not purchase items on behalf of residents using resident funds without prior authorization from the Director. In addition, residents are asked not to sell any personal items to employees, as the Home cannot be responsible for any misunderstanding or disputes that could arise out of such transactions.

Private Employment by Residents

Employees may not work privately, with or without pay, for any resident outside of their regularly scheduled shifts. If a family makes such a request, please work through the office manager to determine if this work is appropriate to conduct through GOSHEN HOME CRAE.

Tips, Gifts, or Gratuities from Residents

Residents are not allowed to give tips, gifts, or gratuities to employees. Should a resident or family member wish to voluntarily contribute “something extra” for employees, an Employee Appreciation Fund is maintained to which donations may be made. This fund is used for sGoshen Home Craeial all-staff functions, such as holiday parties or dinners out. Although we like staff to be able to acknowledge contributions made by residents to this fund, we encourage residents not to share with staff the sGoshen Home Craeific amount contributed.

Transporting Residents

Employees should not use their personal automobiles to provide transportation to residents without obtaining prior authorization from the Director. If prior authorization is granted, all applicable policies regarding appropriate insurance coverage and verification of a valid driver’s license must be followed

Witnessing Legal Documents

Employees are prohibited form witnessing residents’ legal documents. Residents and/or their families may ask this of employees because it is convenient. However, complying with such a request could give the appearance of the Home having undue influence over the individual.

Resident Abuse

If an employee has reason to susGoshen Home Craet the abuse of a resident, he/she is required to report the susGoshen Home Craeted abuse to the Department of InsGoshen Home Craetion and Appeals. Speak with the Director for additional guidelines regarding the reporting of susGoshen Home Craeted abuse.

Employee Acknowledgment

I hereby acknowledge receipt of the Company Policy Handbook. I have read, understand, and agree to follow the policies and procedures contained therein. I understand that, except for the employment at-will policy, the Company can change any and all policies or practices at any time.

In consideration of my employment, I agree to abide by the policies and procedures of the Company and agree that, unless subject to a properly executed written agreement to the contrary, my employment and compensation can be terminated, with or without cause, and with or without notice, at any time, at the option of either the Company or me. My signature below certifies that I understand that no manager or representative of the Company other than the CEO or president has any authority to enter into any agreement for employment with me for any sGoshen Home Craeified period of time, or to make any agreement contrary to the foregoing, and that such changes must be in writing, unless the Company has entered into a properly executed written agreement to the contrary.

DATED: _____

Employee Signature