



OPERATING MANUALS LIBRARY

Comfort Keepers #978 Employee Handbook

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WELCOME

We would like to extend a warm welcome to you on behalf of Oval Beach LLC, doing business as (d/b/a) Comfort Keepers # 978 ("Comfort Keepers" or "Franchisee"), an independently owned and operated business. We are proud to be a Franchisee in the Comfort Keepers® franchise system, one of the leading in-home service providers in the country. You are to be congratulated for your decision to join our company, part of a growing international network of franchises.

The successful and dynamic growth of this Comfort Keepers® franchise can be attributed to several factors, including:

- A highly selective employment process that effectively matches individual and organizational values, and
- An entrepreneurial environment that promotes creativity, constant improvement and excellence in every aspect of our personal and corporate lives.

You've been selected for our team because we believe you possess the skills, abilities, and personal values that closely match our standards.

Our success as a company is quite literally a composite of the many successes of our individual employees; people with diverse backgrounds and unique abilities who have come together to build, share, and contribute to a common mission.

Again, welcome!

Anthony J. Fiore
Oval Beach LLC, d/b/as Comfort Keepers # 978

1 – INTRODUCTION

1.1 ABOUT THIS EMPLOYEE HANDBOOK

This Employee Handbook is designed to acquaint you with Comfort Keepers and provide basic information about working conditions, employee benefits, philosophies, and some of the policies affecting you in your employment relationship.

In order to retain the necessary flexibility in the administration of policies and procedures, we reserve the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook. The only valid exceptions to these stated policies are those authorized in writing by Comfort Keepers.

1.2 HISTORY OF THE COMFORT KEEPERS® NETWORK

The Comfort Keepers® network is a network of independently owned and operated franchises. This means that the franchisor, CK Franchising, Inc., has licensed the “Comfort Keepers” name and system to each franchisee, but each franchisee is responsible for his or her own business.

The Comfort Keepers network had its beginnings in 1997. Kristina Clum was employed by Mercy Medical Home Health Care in Springfield, Ohio, as an R.N. During her employment with Mercy, she saw hundreds of patients. Kris began to see a trend. It seemed as though every time she met with a new patient they would ask her for assistance in areas that she was not able to fulfill. The requests were simple, “Could you please go to the store and pick up a quart of milk for me?” or “Could you stay for awhile and just sit and talk with me?”

Unfortunately, being a home health care nurse and having a full patient load to see each day, made it virtually impossible to always honor these simple but necessary requests. To make matters worse, she wasn’t able to make referrals to anyone because the resources available to meet these types of assistance were few and far between. Each evening Kris would come home and tell her husband, Jerry Clum, the trials and tribulations of not being able to meet all of her patients’ non-medical needs.

Their entrepreneurial minds began to work. They began researching the industry and the potential marketplace. The growth of the market was staggering and very few service providers were catering to the needs of this new niche market. Though there were thousands of companies providing medically related services, there were very few who focused on the non-medical needs of the elderly.

Comfort Keepers, Inc. was founded in March of 1998. In less than six months, the Clum’s found themselves with 18 employees and 34 clients. It seemed as though the referrals were coming in as fast as they could answer the phone. In less than a year, CK Franchising, Inc. was launched to be the franchisor and the process began of building a nationally recognized franchise network of in-home care services for the elderly.

1 – INTRODUCTION

1.3 CORPORATE PHILOSOPHY

Comfort Keepers' mission statement reflects how we approach our business and how we regard our customers, franchisees, communities, and employees.

OUR MISSION

To provide our clients with the highest level of quality of life that is achievable.

We shall treat each of our clients with the respect and dignity they deserve, as though we were caring for a member of our own family.

1.4 OUR LEADERSHIP

Anthony J. Fiore serves as the managing partner of Comfort Keepers Manassas and is proud to be a member of the Comfort Keepers family, which has been providing excellence in non-medical in-home adult care across the country for the past 16 years.

Anthony brings a broad array of knowledge and experience to the Manassas community. He served in the military for over 22 years, with assignments around the globe including command in Germany, combat in the Middle East, Embassy duty in Madrid, Spain, educating future officers at West Point, and senior staff assignments for the Secretary of the Army and the Chairman of the Joint Chiefs of Staff. He has 8 years experience as a successful Virginia business owner providing IT, HR, logistics and policy services to state and Federal Governments and private businesses. He is a member of the American Legion Business Council, and holds degrees from West Point and Columbia University, and has Executive Education from the Massachusetts Institute of Technology.

Throughout his career leading organizations and people, Anthony has always been guided by the principle “mission first, people always.” Comfort Keepers provides Anthony the opportunity to lead and grow an organization that is dedicated to helping others, while at the same time positively impacting the lives of his employees. As a veteran owned and veteran-led company, Manassas Comfort Keepers is dedicated to serving with excellence our clients, caregivers, and the community. Our mission is to offer the best in-home care services in Manassas, enabling people to live with dignity, independence, safety, and comfort wherever they call home. Anthony is married and has two adult sons. His wife, Lesley, has experienced the benefit first hand that in-home care can bring while caring for ailing grandparents and parents. Anthony and Lesley are committed to building an organization that provides excellent care for your loved ones and becomes a leader in the Manassas community.

2 – EMPLOYMENT

2.1 EMPLOYMENT-AT-WILL

This handbook is not a contract, express or implied, guaranteeing employment for any specific duration. Although we hope that your employment relationship with us will be long term, either you or Comfort Keepers may terminate this relationship at any time, for any reason, with or without cause or notice. Please understand that no supervisor, manager or other representative of Comfort Keepers, other than the Franchisee, has the authority to enter into any agreement with you for employment for any specified period or to make any promises or commitments contrary to this handbook or written policies. Any employment agreement entered into with the Franchisee is not enforceable unless it is a written agreement signed by you and the Franchisee.

2.2 EMPLOYEE RELATIONS PRINCIPLES

Comfort Keepers endorses the following employee relations principles:

1. We respect the individuality of each and every employee.
2. We make demonstrated ability and competence the primary basis for promotion and, where possible, support the practice of promotion from within.
3. We provide training opportunities for all employees and encourage them to develop their capacities to the maximum potential.
4. We provide fair and equitable compensation for all employees by maintaining competitive wage rates for comparable work in the community.
5. Where available, we administer a balanced employee benefits program.
6. We provide free and open channels of communication and continuously seek ways of seeking employee feedback and maintaining high morale.
7. We provide equal employment opportunity without regard to race, color, religion, sex, national origin, age, veteran status, sexual orientation, or disability.

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2.3 EQUAL EMPLOYMENT OPPORTUNITY

Comfort Keepers is an equal employment opportunity employer. While the employment philosophy of Comfort Keepers stresses the need to employ and promote the best qualified person to perform a particular job, it provides for equal employment opportunity without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, or veteran status, in connection with but not limited to recruitment, hiring, compensation, training, advancement, and termination.

2.4 DISCRIMINATION/HARASSMENT

Comfort Keepers is committed to providing work environments that are free from discrimination. In keeping with this commitment, we will not tolerate any form of unlawful discrimination or harassment against our employees by anyone, including supervisors, other employees, vendors, or clients.

In compliance with federal and state laws, we prohibit any form of unlawful employee harassment based upon race, color, sex, national origin, citizenship, age, disability, status as a veteran, or status in any group protected by state or local law where we operate. All employees are expected to avoid any behavior or conduct that could be interpreted as harassment. Harassment consists of unwelcome conduct, whether verbal, physical or visual. Harassment includes conduct that shows a lack of respect, hostility, or aversion toward an individual or that of his or her relatives or friends because of his or her race, color, sex, national origin, citizenship, age, disability, status as a veteran, or any other basis prohibited by law.

If Harassment Occurs

1. When possible, professionally raise your concern to the harasser and ask him/her to stop. Sometimes a simple confrontation will end the situation.
2. If this is unsuccessful, immediately report the harassment to your supervisor, Human Resources, or the Franchisee.
3. The company will conduct an investigation and appropriate action will be taken, including disciplinary measures up to and including termination, when appropriate. The investigation will be conducted in confidence to the maximum extent possible.

Protection against Retaliation

Company policy forbids retaliation against any employee who reports harassment, files a complaint, testifies, assists, or participates in any manner in an investigation or proceeding conducted by Comfort Keepers or any local, state or federal agency.

2.4.1 Sexual Harassment

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Sexual harassment is a particular type of harassment characterized by unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. Comfort Keepers will not tolerate offensive and inappropriate sexual behavior at work or work-related functions. With respect to sexual harassment, the following is prohibited:

- Offensive comments, jokes, innuendoes, and other sexually-oriented statements.
- Unwelcome sexual advances, requests for sexual favors, and all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:
- Submission to such conduct is made, either explicitly or implicitly, a term or condition of employment;
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or
- Such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment.

Behavior constituting sexual harassment may occur between people of the opposite or same sex. Unwelcome conduct is conduct not solicited or incited by an individual and/or which is regarded as disruptive or undesirable by an individual. Voluntary participation in the conduct does not necessarily imply acquiescence, because the individual may have acquiesced out of fear or coercion. Whether or not conduct is welcome will be based on the judgment of whether a 'reasonable' person would consider the conduct sufficiently severe or pervasive that it creates a hostile work environment or alters the conduct of an individual.

Sexual harassment is not limited to regular business hours or behavior occurring on company property. Instances in which it can occur may include work-related functions or meetings, social events, etc.

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2.5 EMPLOYEE ASSISTANCE PROGRAM

Employees experiencing problems with mental health, alcohol, controlled substances are urged to seek assistance voluntarily. Please feel free to contact your supervisor or the Franchisee who may be able to facilitate referrals to community services on behalf of an employee. This support is confidential to employees except where disclosures are necessary to protect the safety of the employee or others.

2.6 JOB OPENINGS

Comfort Keepers believes in promoting employees from within the organization to the greatest extent possible to give qualified employees an opportunity to apply for open positions.

When positions are open, Management will be advised of vacancy, and they in turn will make qualified individuals aware of the opportunity. Typically, employees must have been in their current position six(6) months or more to apply for another position. Employees who have been in their position for less than six (6) months may be considered upon approval from their supervisor based on their qualifications and performance.

Inquiries about open positions should be directed to your supervisor and will be treated as informational and confidential until a formal transfer is submitted.

2.7 EMPLOYMENT VERIFICATIONS

Generally, only the Manager or Franchisee will answer requests for employment verification and references about current and former employees. Responses to such inquires will be limited to confirmation of employment dates and position(s) held. No additional data will be released without the employee's written authorization.

2.8 EMPLOYMENT OF RELATIVES

Comfort Keepers supports the employment of qualified relatives of employees as long as such employment does not, in the company's opinion, create actual conflicts of interest. A relative may not supervise another family member.

For the purpose of this policy, "relative" is a spouse, child, parent, brother, sister, grandparent, stepparent, stepchild, stepbrother, stepsister, half-brother, half-sister, current mother-in-law, current father-in-law, or current brother- or sister-in-law.

Comfort Keepers will exercise its sole discretion and make its own business judgment regarding the hiring and placement of related employees.

2.9 YOUR SUPERVISOR AND SUPERVISION

2 – EMPLOYMENT

You and your supervisor are two essential elements of a close working team. Your supervisor expects you to be productive in your assigned work, to perform your job to the best of your ability, and to use equipment and safeguards as intended. You should anticipate direction from your supervisor and should ask for guidance on the job as needed. The supervisor's goal is to support your success.

Be advised that you will receive unscheduled supervisory visits during your shifts with clients. This will allow us to obtain data in regards to further training that may be required and that you are following Comfort Keepers company policies and procedures.

2.10 ORIENTATION PROGRAM & INTRODUCTORY PERIOD

During your first days of employment, you will be instructed to attend a mandatory formal Orientation and Onboard Program. Orientation is designed to help you become acquainted with your new workplace and role.

The formal Orientation and Onboarding Program will be conducted in a classroom setting, complete with lectures, videos, and open discussion, to ensure that you receive important information concerning basic policies, safety regulations, compensation, and benefit programs with Comfort Keepers. You will also be required to complete certain paperwork. You will also be required to take online courses as part of the Orientation and Onboarding Program. If you do not possess the ability to take on line courses we will provide assistance on a case by case basis.

Your supervisor will make a special effort to ensure that you are provided appropriate orientation and training during your introductory period of employment and that you are progressing satisfactorily. You should bring any questions or problems you are having to his/her attention promptly so that help or guidance can be provided. In addition to learning the requirements of your job, this is also a period for you to establish a good working relationship with your co-workers.

Please use your introductory period to familiarize yourself with Comfort Keepers and to learn more about your job and our expectations of you as a team player. You are encouraged to ask questions to ensure an understanding of all of the policies and guidelines that affect and govern your at-will employment relationship with us.

2.11 EDUCATION & TRAINING

Comfort Keepers recognizes that education and training provide a solid foundation for employee development and proficient job performance. Employees are encouraged to prepare themselves for advancement.

Company-wide in-service education and training programs are offered to complement individual education and training initiatives. Programs often focus on specific staff development needs or

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on other topics such as health, safety, or equipment usage. In some cases, attendance may be mandatory.

2.12 LICENSURE, REGISTRATION & CERTIFICATION

Certain positions may require state and/or national licensure, registration, or certification. Employees who are hired or transferred into such positions must have their status verified upon employment, transfer, and at the time of renewal.

Employees are responsible for maintaining a current licensure, registration, or certification, if applicable.

Any change in status must be reported to your supervisor immediately.

2.13 EMPLOYMENT RECORDS

A personnel record of each employee is kept on file. All of your employment-related information is kept confidentially within this file.

In order to maintain a current employee database, it is necessary for you to promptly notify your supervisor of any changes in personal data. Your personal data includes your mailing address, telephone number, email address names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, etc.

If at any time you are interested in reviewing your personnel record, you may make a request of your supervisor or Human Resources to do so.

2.14 CONFLICTS OF INTEREST

It is Comfort Keepers' policy to prohibit its employees from engaging in any activity, practice or conduct which conflicts with, or appears to conflict with, the interests of Comfort Keepers, its clients, or its suppliers. Since it is impossible to describe all of the situations that may cause or give the appearance of a conflict of interest, the prohibitions included in this policy are not intended to be exhaustive and only include some of the more clear-cut examples.

Procedures:

1. Employees are expected to represent Comfort Keepers in a positive manner consistent with our code of ethics. Thus, employees have an obligation to avoid conflicts of interest and to refer questions and concerns about potential conflicts to their supervisor. Employees who have contact with clients and suppliers may be required to sign a special statement acknowledging their understanding of and adherence to this policy.

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2. Employees may not engage in, directly or indirectly either on or off the job, any conduct, which is disloyal, disruptive, competitive, or damaging to Comfort Keepers. Prohibited activity also includes any illegal acts in restraint of trade.
3. Employees may not accept any employment relationship with any organization that does business with, or competes with, Comfort Keepers. This prohibition on employment includes serving as an advisor or consultant to any organization of a similar type, unless the activity is conducted as a representative of Comfort Keepers.
4. Employees must disclose any financial investment they or their immediate family have in any firm that does business with Comfort Keepers or that competes with Comfort Keepers. We may require the elimination of the investment if we find it to be in conflict with our best interests.
5. Employees and their immediate family may not accept gifts, except those of nominal value, or any special discounts or loans from any person or firm doing or seeking to do business with Comfort Keepers. The meaning of gifts for purposes of this policy includes the acceptance of lavish entertainment and free travel and lodging.
6. Employees may not give, offer, or promise, directly or indirectly, anything of value to any representative of a customer, or a potential customer, or of a financial institution in connection with any transaction or business that Comfort Keepers may have with a customer, potential customer, or financial institution.
7. Any conflict or potential conflict of interest must be disclosed to Comfort Keepers. Failure to do so may result in discipline, up to and including termination.

2.15 CODE OF ETHICS

Our Code of Ethics is intended as a general statement of the primary ethical principles with which the employees of Comfort Keepers are expected to comply. The standards contained in this Code of Ethics apply to all Comfort Keepers employees, and should be followed strictly.

Comfort Keepers employees dedicate themselves to carrying out the mission of Comfort Keepers. Accordingly, each employee of Comfort Keepers shall:

1. Maintain the highest possible standards of business judgment and business ethics in the performance of his/her duties and responsibilities.
2. Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our activities consistent with the Conflicts of Interest policy.
3. Avoid any interest or activity that is in conflict with the conduct of his/her official duties, and act in accordance with the Conflicts of Interest policy.
4. Respect and protect privileged information to which access is afforded in the course of official duties.

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5. Recognize that the mission of Comfort Keepers is to provide our clients with the highest quality of life that is achievable and to treat them with the dignity and respect that they deserve.
6. Accept as a personal duty the responsibility to keep up-to-date on emerging issues and to conduct himself/herself with professional competence, fairness, impartiality, efficiency, and effectiveness.
7. Respect the structure and responsibilities of Comfort Keepers and its management, provide us with facts and advice as a basis for making policy decisions, and uphold and implement policies adopted by Comfort Keepers.
8. Conduct his/her organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
9. Exercise whatever discretionary authority he/she has under the law to carry out the mission of Comfort Keepers.
10. Serve with respect, concern, courtesy, and responsiveness in carrying out Comfort Keepers' mission.
11. Strive for personal and professional excellence and encourage the professional developments of others.
12. Make only accurate, appropriate, and truthful statements or claims about his/her qualifications, experience, and performance abilities.

2.16 WHISTLEBLOWER

Consistent with Comfort Keepers' commitment to providing a work environment free from unlawful, unsafe or unethical practices or behavior, The whistleblower policy is intended for Comfort Keepers employees and others to report suspected or actual occurrence(s) of illegal, unethical or inappropriate events (behaviors or practices), including, but not limited to, accounting, internet controls or auditing matters, without retribution (any such person reporting such occurrences or events is hereinafter referred to as a "**Whistleblower**"). Comfort Keepers Whistleblower Policy is as follows:

1. The Whistleblower should promptly report the suspected or actual event to his/her immediate supervisor.
2. If the Whistleblower would be uncomfortable or otherwise reluctant to report to his/her supervisor, then the Whistleblower should report the event to the next highest or another level of management.
3. The Whistleblower may report the event with his/her identity or anonymously.
4. The Whistleblower shall receive no retaliation or retribution by Comfort Keepers for a report that was provided in good faith. For the purposes of this policy, "**good faith**" means the making or filing of a report under this policy that was not done primarily with malice to damage another person or Comfort Keepers.

2 – EMPLOYMENT

5. A Whistleblower who makes a report that is not done in good faith will be subject to discipline including, but not limited to, termination of his/her relationship with Comfort Keepers, or other lawful measures to protect the reputation of Comfort Keepers, its employees, and clients.
6. Anyone who retaliates against the Whistleblower (who reported an event in good faith) will be subject to discipline including, but not limited to, termination of such retaliating person's relationship with Comfort Keepers.
7. Crimes against persons or property, such as assault, rape, burglary, etc., should immediately be reported to local law enforcement personnel.
8. Supervisors and managers who receive any report from a Whistleblower hereunder must promptly act to investigate and/or resolve the issue.
9. The Whistleblower who files a report in good faith shall receive a timely report from Comfort Keepers regarding the investigation, disposition, or resolution of the issue.
10. The identity of the Whistleblower, if known, shall remain as confidential as possible (depending on the circumstances) to those persons directly involved in applying this policy, unless the issue requires investigation by law enforcement, in which case members of the organization may be subject to subpoena.

2.17 SOCIAL MEDIA

At Comfort Keepers, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all employees who work for Comfort Keepers.

2.17.1 GUIDELINES

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or chat room, whether or not associated or affiliated with Comfort Keepers, as well as any other form of electronic communication.

The same principles and guidelines found in Comfort Keepers policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees, or that otherwise adversely affects clients, suppliers, people who work on behalf of Comfort Keepers, or Comfort Keepers' legitimate business interests may result in disciplinary action up to and including termination.

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Know and Follow the Rules

Carefully read these guidelines and company policies, and ensure that your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

Always be fair and courteous to fellow employees, clients, suppliers, or people who work on behalf of Comfort Keepers. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing an open door policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating; that disparages customers, clients, employees or suppliers; or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation, or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or company policy.

Be Honest and Accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Comfort Keepers, fellow employees, customers, clients, suppliers, people working on behalf of Comfort Keepers, or competitors.

Post only Appropriate and Respectful Content

- Maintain the confidentiality of Comfort Keepers' trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.
- Do not create a link from your blog, website, or other social networking site to a Comfort Keepers website without identifying yourself as a Comfort Keepers employee.
- Express only your personal opinions. Never represent yourself as a spokesperson for Comfort Keepers. If Comfort Keepers is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of Comfort Keepers, fellow employees, clients, customers, suppliers or people working on behalf of Comfort Keepers. If you do publish a blog or post online related to the work you do or subjects associated with Comfort Keepers, make it clear that you are not speaking on behalf of Comfort Keepers. It is best to

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include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of the Comfort Keepers® franchise for which I work.”

2 – EMPLOYMENT

Using Social Media at Work

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with a company policy. Do not use Comfort Keepers email addresses to register on social networks, blogs, or other online tools utilized for personal use.

Retaliation is Prohibited

Comfort Keepers prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action up to and including termination.

Media Contacts

Employees should not speak to the media on Comfort Keepers' behalf without contacting the Franchisee. All media inquiries should be directed to the Franchisee.

3 – COMPENSATION

3.1 EMPLOYMENT CATEGORIES

For purposes of salary administration and eligibility for benefits and overtime pay, we categorize employees as follows:

- **Full-Time Regular:** Employees hired to work 30 hours or more per week on a regular basis. A full-time employee is eligible for available company benefits.
- **Part-Time Regular:** Employees hired to work more than 20 hours per week but fewer than 30 hours per week on a regular basis. A part-time employee is eligible for available benefits on a pro-rated basis.
- **Casual/PRN:** Employees hired to work on an “as needed” basis in response to work demands. In this type of classification, there is no guarantee of hours at any point during employment with the company. Casual/PRN employees are not entitled to company benefits.
- **Temporary:** Person assigned with the understanding that their employment will be terminated upon completion of a specific assignment or project. Temporary personnel are not entitled to company benefits.

At the time of your initial employment, you will be informed of your position’s classification as an exempt or non-exempt employee. If you change positions during your employment as a result of a promotion or transfer, you will be informed at that time of any change in your employment classification. If you have any questions regarding your employment classification, please direct them to your supervisor.

It is highly recommended that you visit www.wagehour.dol.gov to obtain a copy of the checklist to determine whether a position’s responsibilities qualify as exempt; or confer with your HR expert or attorney.

3.2 WORK HOURS

3.2.1 STANDARD & NON-STANDARD WORK HOURS

Our primary purpose at Comfort Keepers is to provide support and respond to the needs of the clients in our community. While standard office hours will typically be 8:00 a.m. to 5:00 p.m. Monday through Friday, many of our clients need support in the evening and on weekends. You will be advised of your specific schedule and breaks. Individual hours of work may be different from the standard office hours, or may be changed when necessary to better meet the requirements of the business and the needs of those we serve. Changes in schedules will be announced as far in advance as practical.

3.2.3 OFF-DUTY EMPLOYEES

You may not remain at, or enter Comfort Keepers’ office or a client’s home for any purpose during your off hours unless you are attending to work-related matters (e.g., mandatory educational program, client meeting, picking up your paycheck, etc.).

3 – COMPENSATION

3.2.4 RECORDING HOURS WORKED

If your position is classified as non-exempt/hourly, you are required to record your time for all hours worked. This will ensure that accurate records are kept of the hours you actually worked and ensure that you are paid in a timely manner. For payroll purposes, the work week begins on Monday (12:01 AM) and ends on Sunday (11:59 PM).

Any time you leave your work premises (e.g., lunch, personal business, etc.), your supervisor must be notified so that he/she can authorize your absence from work. You must “clock out” when leaving and “clock in” when returning.

Please ensure that your actual hours worked and leave time taken are recorded accurately. Falsifying a time record is a breach of company policy and may be grounds for disciplinary action, up to and including termination.

3.2.5 OVERTIME HOURS & PAY

If your position is classified as non-exempt/hourly, you will be eligible for overtime per local, state and federal guidelines. Your supervisor must approve all overtime in advance. Failure to have overtime pre-approved may result in disciplinary action up to and including termination.

Your supervisor will attempt to provide you with reasonable notice when the need for overtime arises. Please remember that advance notice may not always be possible.

3.3 PAY

3.3.1 REGULAR PAY PROCEDURES

Paydays fall on every other Friday. When a payday falls on a holiday, you will be paid on the last workday prior to the regular payday.

You will be emailed a paystub that indicates your earnings and deductions for each pay period. You are urged to keep this document for your records. Please review your pay stub for errors. If you find a mistake, report it to your supervisor immediately. Your supervisor will assist you in taking the steps necessary to correct the error.

It is our policy to maintain strict confidentiality with regard to your compensation, and it is our desire that you respect the same confidentiality.

Numerous deductions are required by law. In addition, you may request other deductions consistent with your personal needs such as health benefits, city taxes, etc. It is also important that your W-4 form be kept current so that the proper amount of income tax is withheld. If you have changes to or questions about your W-4 form, contact your supervisor.

3.3.2 DIRECT DEPOSIT

All employees are required to participate in direct deposit. Your paycheck will be deposited directly into a financial institution of your choice each payday. Your paycheck stub will display

3 – COMPENSATION

your deposit as well as mandatory and voluntary deductions. Direct deposit eliminates the need for you to pick up your paycheck.

3.3.3 SALARY ADMINISTRATION

To attract and retain high-caliber employees, Comfort Keepers strives to pay salaries that are both fair and competitive within the market. Applicable labor markets and industry rates, along with your specific job level and consistency of contribution, are considered when determining your salary.

Your total compensation consists not only of the salary you are paid, but also the various benefits you may or may not be offered and provided such as group health, life and disability insurance, and holiday and paid time off programs.

3.3.4 PERFORMANCE EVALUATIONS & SALARY ADJUSTMENTS

Employees are entitled to know how they are performing and whether or not their individual goals are properly aligned with company goals. This being the case, employee evaluations occur formally and informally; informally within the context of your daily activities, and formally on an annual basis.

- New employees are on a probationary period for 90 days. They will be evaluated following 90 days of service, and every six months thereafter.
- At least semi-annually, you and your supervisor will review past accomplishments, strengths, and potential, as well as areas of personal growth and development. In these sessions, you are given the opportunity to participate in creating your own career goals and addressing tasks that require more effort or a different approach.
- A completed evaluation document is placed in your personnel file and becomes a starting point for the next evaluation period.

The performance appraisal process does not result in automatic raises. Salary adjustments may or may not occur in conjunction with performance appraisals.

4 – HEALTH & SAFETY

4.1 DRUGS, NARCOTICS & ALCOHOL

It is our policy to maintain a workplace that is free from the effects of drug and alcohol abuse.

PROCEDURES:

1. Employees are prohibited from the illegal use, sale, dispensation, distribution, possession, or manufacture of illegal drugs, controlled substances, narcotics, or alcoholic beverages on Comfort Keepers premises or work sites. In addition, Comfort Keepers prohibits the off-premises abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal drugs, when those activities adversely affect job performance, job safety, or Comfort Keepers' reputation in the community.
2. Comfort Keepers will not hire, subject to state or local law restrictions, persons whose current use of alcohol or drugs prevents them from performing their jobs or who would constitute a direct threat to the property or safety of others. Whenever applicants for employment are to be tested for the presence of illegal drugs or alcohol, they will be informed in advance and in writing.
3. Employees will be subject to disciplinary action, up to and including termination, for violations of this policy. Violations include, but are not limited to, possessing illegal or non prescribed drugs and narcotics or alcoholic beverages at work; being under the influence of those substances while working; using them while working; or dispensing, distributing, or illegally manufacturing or selling them on Comfort Keepers premises or work sites. Employees, their possessions, and company-issued equipment and containers under their control are subject to search and surveillance at all times while on Comfort Keepers premises or work sites or while conducting Comfort Keepers business. Employees subject to the Drug-Free Workplace Act who are convicted of any criminal drug violation occurring in the workplace must report the conviction to Human Resources or management within five days, who will take the appropriate action as required by law and company policy.
4. Employees may be asked to take a test at any time to determine the presence of drugs, narcotics, or alcohol, unless the tests are prohibited by law. Employees who agree to take the test must sign a consent form authorizing the test and the company's use of the test results for purposes of authorizing its discipline policy. It is a violation of this policy to refuse consent for these purposes or to test positive for alcohol or illegal drugs. Policy violations will result in discipline and may result in termination. Tests that are paid for by the company are the property of the company, and the examination records will be treated as confidential and held in separate medical files. However, records of specific examinations, if required by law or regulations, will be made available to the employee, persons designated and authorized by the employee, public agencies, relevant insurance companies, or the employee's physician.

4 – HEALTH & SAFETY

5. Supervisors should report immediately to Human Resources or management any action by an employee who demonstrates an unusual pattern of behavior. They will determine whether the employee should be examined by a physician or clinic and/or tested for drugs and alcohol. Employees believed to be under the influence of drugs, narcotics, or alcohol will be required to leave the premises. Safe transit should be arranged for the employee.
6. Employees must report their use of over-the-counter or prescribed medication to Human Resources or management if its use might impair their ability to perform their job safely and effectively. A determination will then be made as to whether the employee should be able to perform the essential functions of the job safely and properly.
7. Employees who are experiencing work-related or personal problems from drug, narcotic, or alcohol abuse or dependency may request, or be required to seek, counseling help. Participation in counseling, including required counseling, is confidential and should not have any influence on performance appraisals. Job performance, not the fact that an employee seeks counseling, is to be the basis of all performance appraisals.
8. An employee who is abusing drugs or alcohol may, at Comfort Keepers' discretion, be granted a leave of absence to undertake rehabilitation treatment. The employee will not be permitted to return to work until a certification is presented to Human Resources or management that the employee is capable of performing his/her job. Failure to cooperate with the agreed-upon treatment plan may result in discipline, up to and including termination. Participation in a treatment program does not protect an employee from discipline for violations of this or other company policies.

4.1.1 EXPOSURE AND INFECTION TRACKING AND REPORTING

Policy

Our office has a mechanism for communicating and documenting reportable exposure and infection to monitor compliance with local, state and federal regulations and with Center for Disease Control (CDC) guidelines and to reduce the risk of infection spread.

CDC Phone: 800-232-4636

Procedure

1. Staff shall report to the Care Coordinator any infectious communicable disease signs and symptoms observed in the client and/or in the employee.
2. The Care Coordinator shall verify the signs and symptoms, note the time and to whom the signs and symptoms were reported, record the sequential actions taken on the *Infection Tracking and Reporting form*
3. Employees who are in a communicable stage of disease shall be removed from delivery of care, i.e., elevated temperature, rash, etc.

4 – HEALTH & SAFETY

4. Obtain approval from the Care Coordinator prior to reassignment of employee after illness.
5. Document reason why employee was removed from client care in Employee file.

Immuno-compromised and Pregnant Staff

1. Accommodate work assignment, if possible.
2. Reinforce proper use of infection control guidelines.
3. Advise employee to consult with physician to determine whether client care can be sufficiently and safely performed.

(See Infection Tracking and Reporting Form at End of Handbook)

4 – HEALTH & SAFETY

4.1.2 SEARCHES OF COMPANY PROPERTY & PEOPLE

Management personnel may conduct searches of company property and of people where suspicion exists regarding possession of alcohol or a controlled or illegal substance.

4.2 GENERAL SAFETY GUIDELINES

Comfort Keepers wishes to minimize the exposure of employees, clients, and others to health and safety risks. Consequently, employees are expected to observe proper procedures and practices designed to prevent illnesses and injuries. In this regard, safety precautions should be taken by employees at all times. These measures include, but are not limited to:

1. Operate equipment only if you have been properly trained and the equipment is in good working order.
2. Keep floors clean, dry, and free of clutter.
3. Know the location of the nearest fire exit, as well as the location and use of fire-fighting equipment.
4. Follow smoking regulations.
5. Never operate electrical appliances in wet surroundings.
6. Use general precautions when handling infectious/harmful substances, and use safety equipment properly.
7. Be familiar with Material Safety Data Sheets (MSDS) and their application to your work area.

Each employee is responsible for keeping his/her work area neat and free of hazards and exercising caution and good judgment at all times to prevent accidents and injuries. You are responsible for observing all safety rules/emergency plan guidelines. If you witness unsafe conditions, equipment problems, or safety hazards in a client's home, you should report them immediately to your supervisor.

4.3 PERSONAL INJURY REPORT/TREATMENT

We support all federal and state OSHA laws and regulations and require that all injuries, no matter how slight, be reported to your supervisor immediately.

First aid supplies are available to all employees for treatment of minor injuries. If an injury requires more extensive treatment, contact your supervisor concerning additional medical help.

4.4 EVACUATION

4 – HEALTH & SAFETY

It is important that you familiarize yourself with the specifics of any evacuation plan for each location in which you work. You are encouraged to ask questions to ensure you understand how to respond to any emergency situation when with a client.

4.5 PHOTO/IDENTIFICATION BADGE

You must wear an identification badge while on duty; we will provide this badge to you. This badge identifies you to the client and others as an employee of Comfort Keepers. It must be worn between your shoulder and upper chest with your name visible. Pins, stickers and other items that hinder the visibility of the badge are not permitted.

4.6 WORKPLACE VIOLENCE

It is our policy to prohibit any acts or threats of violence by any employee, former employee, or visitor against any employee, client, or visitor on our premises at any time or while they are engaged in business with, or on behalf of, the company, on or off our premises.

Additionally, employees have a “duty to warn” their supervisor or other Comfort Keepers management of any suspicious workplace activity, situations, or incidents that they observe or that they are aware of. This includes, for example, threats of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and similar behavior.

Employee reports made pursuant to this policy will be held in confidence to the maximum possible extent. Comfort Keepers will not condone any form of retaliation against any employee for making a report under this policy.

5 – PAID TIME OFF & LEAVE

5.1 HOLIDAYS

Comfort Keepers observes the following holidays:

- New Year’s Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas

For staff who work in the office, holidays falling on a Saturday are typically observed on the preceding Friday. Holidays falling on Sunday are observed on the following Monday.

5.2 PERSONAL TIME OFF (PTO)

A unique feature of our benefit package is the practice of granting time off with pay for any purpose, consistent with earned days. This is an all-inclusive program that considers emergency, sick, vacation, and personal business as a whole.

After you have been here for 90 days of employment as a regular, full-time employee, you will be eligible for a proportional amount of PTO days based upon the date on which you became an employee of Comfort Keepers. If you are considered a regular, part-time employee, you will receive PTO time on a pro-rated basis. (Time Off Request Form at End of Handbook)

PTO Accrual Rates

Length of Service	Days/Year
Up to 5 years	10
Over 5, less than 10 years	15
Over 10 years	20

5.2.1 USING YOUR PTO BENEFITS

If more than one employee in a department requests time off during the same period, and this creates a problem relating to the smooth flow of work, length of company service will be used to determine which request(s) will be approved.

5 – PAID TIME OFF & LEAVE

In the case of illness and other emergencies, it may not be possible to give advance notice.

However, you are expected to contact your supervisor personally at least two hours prior to your scheduled start time and inform them of your situation.

If at the end of the calendar year you have not utilized all of your PTO benefits, you will be able to request that a maximum of 5 PTO days be carried over to the next calendar year.

Accrued, unused PTO days will be paid when you cease employment with Comfort Keepers.

5.3 LEAVES OF ABSENCE

5.3.1 FAMILY & MEDICAL LEAVE OF ABSENCE

We will comply with the provisions of the federal Family and Medical Leave Act (FMLA) where required.

5.3.2 JURY LEAVE

If you are a full-time regular or part-time regular employee who is summoned to jury duty, Comfort Keepers may or may not continue your pay during your active period of jury duty. You will be permitted to retain any allowance you receive from the court for such services.

To qualify for jury duty leave, you must submit to your supervisor a copy of the summons to serve as soon as it is received. In addition, proof of service must be submitted to your supervisor when your period of jury duty is completed.

5.3.3 MILITARY LEAVE

Leave of absence without pay for military or Reserve Duty is granted to full-time regular and part-time regular employees. If you are called to active duty or to Reserve or National Guard training, submit copies of your military orders as soon as it is practical. You will be granted a military leave of absence without pay for the period of military service, in accordance with the applicable federal and state laws. If you are a Reservist or a member of the National Guard, you are granted time off without pay for required military training. Your eligibility for reinstatement after completion of your military duty or training is determined in accordance with applicable federal and state laws.

5.3.4 VOTING ACCOMMODATIONS

Comfort Keepers encourages employees to vote. You should do so either before or after your scheduled shift. If your work schedule does not allow enough time for voting, then you may request a reasonable amount of time off for this purpose. Arrangements must be made in advance with your supervisor to ensure adequate staffing.

5 – PAID TIME OFF & LEAVE

5.3.5 PERSONAL LEAVE

Full-time regular and part-time regular employees who have completed ninety (90) days of continuous service may request an unpaid personal leave of absence for a period of up to 30 days. You must request a personal leave in writing at least two weeks before the time you wish such a leave to begin.

If the personal leave request is necessitated by an emergency, you or a member of your immediate family must notify your supervisor as soon as it is practical. This should be followed with a written explanation of the nature of the leave and the expected length of the absence. In such emergency situations, the written explanation must normally be submitted within three days of the beginning of the leave.

A personal leave may be granted for justifiable reasons (for example, family or personal business) at Comfort Keepers' discretion, provided the leave does not seriously disrupt operations. An employee's job is not guaranteed to employees returning from a personal leave.

6 – ADDITIONAL BENEFITS

6.1 BENEFITS

Comfort Keepers may provide an array of employee benefit plans such as medical, dental, and prescription drug plans for employees. Consult management for details concerning the availability of these plans.

6.2 WORKERS' COMPENSATION

Comfort Keepers provides workers' compensation insurance to all employees. This plan covers any injury or illness sustained in the course of employment. Benefits may include payment for medical treatment and loss of income.

You are required to advise your supervisor immediately of any work-related injury or illness, regardless of how minor it may be. This will enable Comfort Keepers to arrange for proper medical evaluation and treatment, if necessary, and prevent complications.

If a job injury causes you to leave or miss a work day, Comfort Keepers must have medical authorization to demonstrate that you are physically able to return to work. If you are released to return to work with physical restrictions, every reasonable attempt will be made to accommodate your restrictions for a short period of time.

Comfort Keepers is not responsible for payment of workers' compensation benefits for injuries that occur during voluntary participation in any off-duty recreational, social, or athletic activity, even if sponsored by Comfort Keepers, because these activities are not part of your job duties or related to your job.

6.3 EDUCATION ASSISTANCE PROGRAM

Comfort Keepers supports your efforts to become a more capable professional who is able to make a larger contribution at work. The company has established an education assistance program to help eligible employees develop their skills and upgrade their performance. All full-time regular employees who have completed a minimum of one year of service with the company and who have the pre-approval of the Franchisee may be eligible to participate in the program. An application for reimbursement must be completed and approved prior to enrollment.

Under our program, education assistance is provided for courses offered by approved institutions of learning such as accredited colleges and universities. Courses must be, in our opinion, directly related to your present position, or in line with a position that you can reasonably achieve. Courses must not interfere with your job responsibilities, and must be taken during your off-work hours.

The amount of educational expense reimbursement is directly proportional to the grade that you receive and can be applied to both tuition and fees for approved courses up to a maximum of \$1,000 over the course of your service with Comfort Keepers. Employees eligible for

6 – ADDITIONAL BENEFITS

reimbursement from any other source (for example, a government sponsored program or scholarship) may seek assistance under our educational assistance program but are reimbursed only for the difference between the amount received from the other funding source and the actual costs up to the reimbursement allowable under company policy. You must provide your supervisor an official transcript from the school indicating the grade received and a receipt of payment. You must be actively employed by Comfort Keepers at the time of course completion and receive a ‘passing’ grade to receive reimbursement for the course. If you leave employment with Comfort Keepers within six months of your completing the course, Comfort Keepers may require you to pay back the tuition reimbursement.

Tuition reimbursement forms are available from your supervisor. He or she can address any questions you may have regarding this program.

7 – EMPLOYEE CONDUCT

7.1 EMPLOYEE COMMUNICATION

At Comfort Keepers you will find that open and honest communication is essential. Your first and primary source of information is your immediate supervisor. One of your supervisor's primary responsibilities is to ensure the timely and accurate flow of relevant information. Do not hesitate to consult with your supervisor for any questions, concerns, or problems. You should also feel free to proactively share your ideas and thoughts with your supervisor. Ongoing improvement requires constant and honest communication.

7.1.1 COMPLAINT PROCEDURE

Your perceptions and feelings about the company are important to you and to Comfort Keepers. If not positive, they can cause problems in your personal performance, and the performance of the entire organization.

We are committed to providing the best possible work environment for all employees. Part of this commitment includes providing an atmosphere of trust and open communication where work-related problems or concerns can be addressed and resolved.

Your supervisor will do his/her best to resolve any problems. If this effort is not fully satisfying and you are still troubled, you may use the following quick and effective resolution procedure:

1. Discuss the concern with your supervisor, permitting him/her to investigate and advise you.
2. If the problem is not resolved, you may discuss it with Human Resources. The problem will be investigated further, if appropriate.
3. If the problem persists, you may discuss it with the Franchisee.
4. If the problem cannot be resolved, the employee may be required to follow Arbitration guidelines to resolve the dispute.

We do not tolerate any form of retaliation against employees using this procedure. The procedure does not, however, prevent, limit or delay the company from taking disciplinary action against any employee, up to and including termination, in circumstances involving problems of overall performance or conduct.

7 – EMPLOYEE CONDUCT

7.2 BEHAVIOR

Comfort Keepers takes great pride in the highly skilled and dedicated professionals who make up this dynamic company. To ensure consistent, orderly operations and provide the best quality of work life, all employees must conduct themselves in a way that works to promote the best interests and well-being of all employees.

Examples of inappropriate and consequently unacceptable actions that may result in disciplinary action, up to and including termination of employment, include but are not limited to:

- Theft, unauthorized removal, or possession of company, client, or co-worker's property
- Reporting to work or conducting company business under the influence of alcohol or non-prescribed drugs
- Fighting or threatening violence on company property
- Possession of dangerous or unauthorized materials such as explosives, weapons, or firearms on company premises
- Negligence or improper conduct leading to damage of either company- or client-owned property
- Violating nondiscrimination and/or harassment policies
- Excessive absenteeism, tardiness, or any absence without notification
- Manufacturing, possessing, using, selling, distributing, or transporting illegal drugs
- Falsifying employment or other company records
- Unauthorized disclosure of confidential business, employee, or client information
- Insubordination and/or refusal to follow instructions
- Solicitation or accepting gifts of greater than nominal value from clients or vendors

The examples of impermissible behavior described above are not intended to be an all-inclusive list. At management's discretion, any violation of Comfort Keepers policies or any conduct considered inappropriate or unsatisfactory may subject the employee to disciplinary action.

The listing of impermissible behavior described above does not alter the employment-at-will relationship between the employer and employee in any way. Comfort Keepers may end the employment relationship at anytime without cause.

7 – EMPLOYEE CONDUCT

7.3 DISCIPLINARY ACTION

It is our policy that all employees are expected to comply with standards of behavior and performance and that any noncompliance with these standards must be corrected.

1. Under normal circumstances, we endorse a policy of progressive discipline, which provides employees with notice of deficiencies and an opportunity to improve. Comfort Keepers does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees-at-will or in any way restrict Comfort Keepers' right to bypass the disciplinary procedures suggested.
2. The typical application of progressive discipline is:
 - A. If an employee is not meeting company standards of behavior or performance, the employee's supervisor may take the following action:
 - Meet with the employee to discuss the matter;
 - Inform the employee of the nature of the problem and the action necessary to correct it; and
 - Prepare a memorandum for the supervisor's own records indicating that a meeting has taken place.
 - B. If there is a second occurrence, the supervisor may hold another meeting with the employee and take the following action:
 - Issue a written discipline form to the employee and request their signature;
 - Warn the employee that a third incident will result in more severe disciplinary action; and
 - Prepare and forward to Human Resources a written report describing the first and second incidents and summarizing the action taken during the meeting with the employee. This information will be included in the employee's personnel file.
 - C. If there are additional occurrences, the supervisor may take the following action, depending on the severity of the conduct:
 - Issue a written warning;
 - Suspend the employee for up to five paid or unpaid working days; or
 - Suspend the employee indefinitely and recommend termination.

After taking such action under 2 (C), the supervisor should prepare and forward to Human Resources another written report describing the occurrences, indicating the time between the occurrences, and summarizing the action taken or recommended and its justification.

7 – EMPLOYEE CONDUCT

3. The progressive disciplinary procedures described in 2 above, may also be applied to an employee who is experiencing a series of unrelated problems involving job performance or behaviors.

7.4 CONFIDENTIALITY

Any information about our operations, marketing, personnel, or clients is proprietary and should not be discussed with anyone outside the company. All information about our business should remain within the organization.

Comfort Keepers offers training to its employees, and many of these concepts are unique to us or to the Comfort Keepers® franchise system. Because of the significant investment in these systems, all employees must safeguard them.

Without exception, as a condition of employment, each employee must sign and abide by the Confidentiality Agreement. Because of the serious nature of this type of infraction, failure to comply with this policy may result in disciplinary action up to and including termination and possible legal action.

7.5 ATTENDANCE & PUNCTUALITY

Regular and timely attendance is essential to performing your job in a satisfactory manner, and is always a key measure of total performance in the company's appraisal and advancement program. Comfort Keepers Attendance policy is provided with employee onboarding documents. Please carefully review that policy.

In the event you are unable to report as scheduled, you must call your immediate supervisor. This should be done no later than two hours prior to your starting time, and should occur each day until you either return or are given other reporting instructions. Leaving a message with a co-worker does not relieve you of your reporting responsibility.

If you fail to call in for two consecutive workdays, we may accept this as your voluntary resignation from Comfort Keepers.

You must submit time off requests in writing no less than 2 weeks prior to the date requested. Comfort Keepers will make every effort to approve as many time off requests as possible, however, approval will be determined by our ability to meet our clients needs.

7.6 OUTSIDE EMPLOYMENT

Outside employment can have a detrimental effect on performance and should be considered carefully. It will be considered a conflict of interest if it has any actual or potential adverse impact on the company. We expect that before you would pursue outside employment, you would discuss it with your supervisor and garner support.

7 – EMPLOYEE CONDUCT

Should your supervisor determine that your outside work interferes with your performance or ability to meet the requirements of your job, you may be asked to terminate the outside employment.

7.7 PARKING

Parking at our facility is provided. At client locations, please respect the wishes of the client as to parking.

7.8 EMPLOYEE COMMUNICATION

The telephone is an important link to our clients and caregivers, and without it, the company would not be able to adequately support them and you. Proper and effective use of the telephone is critical to all of us.

Telephone calls, texting, and use of social media for personal reasons while at work can steal precious time and productivity. Therefore, personal matters should be addressed during breaks and lunch periods. Friends and family should also be advised to restrict their contact to necessary or emergency situations. All personal long-distance telephone calls must be charged to your phone or personal credit card.

7.9 ELECTRONIC COMMUNICATION

All electronic communication systems and all communications and information transmitted by, received from, or stored in these systems, are the property of Comfort Keepers and as such are to be used solely for job-related purposes.

The use of any business software or equipment, including but not limited to facsimiles, copiers, computers, cell phones, smart phones, and copy machines, for private purposes (including games and other entertainment features) is strictly prohibited. Transmitting or displaying messages or pictures of a pornographic, sexist, racist, or otherwise offensive nature is also prohibited.

Employees using this equipment for personal purposes do so at their own risk. Further, employees are not permitted to use a code, access a file, or retrieve any stored communication unless authorized by an appropriate management representative. No employee may use a pass code that has not been issued to that employee or that is unknown to the company.

To ensure that the use of electronic communication systems and business equipment is consistent with legitimate business interests, authorized representatives of the company may monitor the use of such equipment from time to time.

7 – EMPLOYEE CONDUCT

7.10 EMPLOYEE & COMPANY PROPERTY

While the company makes every attempt to protect employee property, it is not liable for any damage or loss.

It is our policy that company-owned furnishings and equipment not be removed from the premises without proper written authorization from the responsible management representative. Movement of furnishings and equipment vacated from work areas/offices also requires proper written authorization. To protect our personal and company property, it is everyone's responsibility to report any unidentified individuals to the nearest management representative.

7.11 SOLICITATION & DISTRIBUTION OF LITERATURE

In the interest of maintaining a proper business environment, maintaining a secure workplace, and preventing interference with work and inconvenience to others, employees may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during working time.

Employees who are not on working time (for example, those on lunch or breaks) may not solicit employees who are on working time for any cause or distribute literature of any kind to them. This policy prohibits solicitations via e-mail and other telephonic communications systems.

Non-employees are likewise prohibited from distributing material on company premises at any time or soliciting employees in working areas while on working time.

Comfort Keepers maintains various communication systems to communicate company information to employees and to disseminate or post notices required by law. These communications systems (including bulletin boards, electronic mail, voice mail, facsimile machines, and personal computers) are for business use only and may not be used for employee solicitation or distribution of literature. In particular, only persons designated by Human Resources or management may place notices on or take down materials from the bulletin board. The unauthorized use of communication systems or distribution or posting of notices, photographs, or other materials on any company property is prohibited.

7.12 PERSONAL APPEARANCE

Each of us is expected at all times to present a professional and businesslike image to clients, prospects, and the public. Comfort Keepers' personal appearance policy applies to all business activities, including meetings and travel. This is true even when occurring outside of normal business hours, including work during weekends.

Any exceptions to this policy will be announced by management or approved in advance.

7.13 TOBACCO USE

7 – EMPLOYEE CONDUCT

We are committed to providing a safe and healthy office environment and promoting the health and well-being of all employees. Consistent with this position, it is therefore our policy that our Comfort Keepers premise is tobacco-free. A tobacco use area has been designated outside the facility. We also do not allow smoking while on duty at a client's home, even if a client smokes. If you are transporting a client in your personal vehicle, ensure your vehicle smells smoke free.

7.14 HOUSEKEEPING

Trash and clutter in and around work areas is inconsistent with generally accepted principles of safety, security, and efficiency. The pride we take in our office also goes a long way in presenting a professional image to our visitors. Therefore, employees are responsible for the appearance of their office/work areas.

7.15 EMPLOYEE PARTIES & GIFTS

Baby and wedding showers, birthday parties, farewell parties, and other employee recognition events may be hosted by employees, and use of company facilities, such as conference rooms, break rooms, is permitted.

Announcements of and/or invitations to employee parties are not solicitations for gifts or contributions toward the purchase of gifts. Participation in gift giving is totally voluntary and at each individual's discretion.

7.16 BRINGING CHILDREN TO WORK

Employees are not permitted to bring to or keep their children at clients' homes while on work time. This also includes time spent at the office for meetings and in-service classes as well as evening and weekend work. You must make other arrangements for your child's care off work premises.

7.17 GIFTS

Employees may not solicit any gratuity, gift, discount, travel, entertainment, or cash for personal use. Acceptance of unsolicited gifts valued at more than \$25.00 requires management approval.

7.18 TERMINATION

If you desire to terminate your employment relationship, you are requested to notify Comfort Keepers at least two weeks in advance. Such notice should be given in writing to your immediate supervisor. Proper notice generally allows us sufficient time to begin the process of wrapping up loose ends with your current projects or successfully transitioning them to another team member.

7 – EMPLOYEE CONDUCT

An exit interview is conducted for outgoing employees after your supervisor receives notice of your resignation. The purpose of the interview is to review eligibility for benefit continuation and conversion, to ensure that all necessary forms are completed, to collect all company property that may be in the employee's possession (for example, credit cards and keys), and to provide the employee with an opportunity to discuss their job-related experiences.

7.19 PROFESSIONAL BOUNDARIES

We recognize that staff must establish rapport with clients and provide support that meets their basic human needs. However, it is the employee's responsibility to ensure that you maintain an appropriate professional relationship in your day-to-day work and raise any associated issues or training needs with management.

Boundaries define the limits of behavior, which allow staff and clients to engage in a supportive, caring relationship. These boundaries are based upon trust, respect, and the appropriate use of power.

The relationship between staff and clients is a therapeutic relationship that must focus *solely* upon meeting the needs of the client. It is not established to build personal or social contacts for staff. Moving the focus of care away from meeting client's needs towards meeting the employee's own needs is an unacceptable abuse of power.

On occasions, a member of staff may develop an attachment towards a client. While this may be natural, the staff member should ensure that this does not lead to a breach of professional boundaries. Staff is encouraged to discuss these kinds of difficulties with management.

Befriending

Staff must never overstep professional boundaries and confuse befriending with friendship. Befriending is an appropriate relationship for staff and a part of building the necessary trust to work with clients; it focuses on the needs of the client. Becoming a friend with clients is inappropriate; it focuses on the needs of both people and could potentially be an abuse of power to represent the relationship as a friendship.

Counseling

Staff must be aware of the difference between being a counselor and using counseling skills (such as active listening with a non-judgmental approach) that are appropriate for the delivery of care and support. Counseling is not an appropriate role for staff unless you have been employed specifically to counsel, and your job description outlines the areas of work for you to cover as a professional counselor.

Where it is appropriate that a client may be in need of counseling, they should be given advice and support on accessing other appropriate agencies.

Providing Advice

7 – EMPLOYEE CONDUCT

In general, advice should normally only be offered to clients when they request it, unless there are good reasons to be more directive. Where you do offer more directive advice, for example, is in a situation where there is potential for harm or danger.

Influence

Staff must be careful not to influence clients with their own beliefs and personal values, and to be aware of their potential to influence vulnerable and/or impressionable service users.

Although morality, religion and politics may be areas of conversation that clients may wish to discuss, staff should never promote or impose their own views.

Approachability

Staff should be seen as approachable, open to challenge and criticism, and available to engage in a meaningful dialogue. They should not be seen as intimidating or inaccessible people. Clients must not be discouraged from accessing support within agreed-upon boundaries or from making complaints.

Privacy

Staff must respect clients' right to privacy, and be sensitive and responsive to any personal and cultural needs for privacy that may arise.

Inappropriate Personal Disclosure

Staff must not divulge any personal information about themselves or other staff members. In particular, staff should not give clients their cell phone numbers or personal email addresses.

Concealing Information

Staff must not conceal relevant information about clients such as the intention of self-harm or harm to others, not reporting violent or critical incidents or issues, child protection issues, or not completing full records of client service interactions.

Touch – Physical Contact

Staff should approach touching with great care and caution. Some clients may misinterpret physical contact as affection outside the professional relationship. Clients may also see physical contact as expressions of favoritism; for example, where a staff member hugs one service user and not another. All staff should be aware that physical contact risks being misunderstood and may result in staff being vulnerable to allegations of inappropriate professional behavior.

7 – EMPLOYEE CONDUCT

Financial Matters

- Staff must not enter into any financial transactions with clients including buying, selling, exchanging, or bartering goods or services.
- Staff must not borrow money or possessions from clients, and should not give or accept gifts or accept monetary charitable donations without the acknowledgement and approval of management.
- Staff should not normally handle money on behalf of clients, except in clearly defined work responsibilities.
- Staff should not agree to become trustees, beneficiaries, or executors in relation to the wills of clients.

Client Relationships

- Where staff members know clients prior to providing service, the staff member must inform management.
- Staff must not encourage clients to develop relationships with the staff member's relatives or friends.
- Staff must not give clients their or another staff member's personal contact details; for example, address, telephone number, email address, etc.
- Staff who encounter clients outside of work should be pleasant and civil, and should generally discourage prolonged social contact. Staff should not approach clients outside of work, especially where the client's behavior indicates that they do not want to be recognized or identified as a client.
- Staff must not arrange outside of work contact with clients.
- Staff must never discuss clients with other clients or other third parties.

Staff may be put in a position where their relationship with clients is compromised, or be drawn into situations where professional boundaries may be stretched or crossed. A staff member should seek the guidance of management if they are unsure about the nature of a relationship developing with a client, or they need advice on how to deal with a situation.

There are some events and arrangements planned with clients that are highly valued by them yet may present potential boundary issues. In these instances, there may at times be a need to exercise flexibility and discretion in the interpretation of this policy. Each situation should be brought to the attention of management, who will evaluate and determine the appropriate action.

8 – SUGGESTIONS & SUMMARY

8.1 EMPLOYEE SUGGESTIONS

It is our culture to encourage employees to make constructive suggestions for the improvement of operations.

Suggestions for the purposes of this program are defined as constructive ideas that have as their design and purpose the resolution of a problem, the improvement of operations or procedures, or the improvement of Comfort Keepers' working environment. Examples of suggestions include:

- More efficient ways to do a job or reduce costs
- Improvements in quality of customer services and vendor relationships
- Better methods to provide services
- Ways to reduce waste
- More efficient ways to use office space and supplies
- New sources for obtaining supplies
- Ideas for improving attendance and punctuality
- Ideas for improving employee morale and decreasing turnover rates
- Methods of making the work area safer, cleaner, or more comfortable
- Better ways to safeguard Comfort Keepers and employee property

Each suggestion should be submitted to management and will be reviewed. All decisions are at the discretion of the Franchisee..

All suggestions, once submitted, become the property of Comfort Keepers.

8 – SUGGESTIONS & SUMMARY

8.2 SUMMARY

This Employee Handbook is intended to facilitate communication between you and the company. It is not to be considered an employment contract obligating you or the company to an indefinite employment relationship.

While it is organized into common subjects and indexed for your convenience, all the parts must be read and considered as a “whole.”

Reading the entire handbook at least one time will give you a good idea of the general content. Then, you will be able to use it easily as a quick reference manual. Revisions and updates will be made to this information from time to time and will be communicated to you.

During your first week, your supervisor will review this Employee Handbook with you and answer any questions you may have regarding our company standards and key policies.

Sign the Acknowledgement of Receipt on the following page, and the Confidentiality Agreement which will be provided to you in the employment process.

ACKNOWLEDGEMENT OF RECEIPT OF EMPLOYEE HANDBOOK

The Employee Handbook was reviewed with me, and I have received a copy of it. I also acknowledge that I have been given the opportunity to ask questions and express concerns. Additionally, I understand and support the following:

1. This Employee Handbook is intended as a guide and not an employment agreement that creates a contractual relationship.
2. The employment relationship may be terminated at the will of either party at any time with or without notice.
3. The changing needs of the business will require alteration in method, practices and policies, and the company will unilaterally revise these, as necessary, to meet these changing needs.
4. I agree to advise my supervisor promptly of any change in my personal data such as phone number, address, email address, emergency notification, etc.
5. I am responsible for the information provided herein and will, upon my separation from Comfort Keepers, return this handbook and all company property to my supervisor.

Employee Name (Print)

Employee Signature

Date

Anthony Fiore

Issued by Oval Beach LLC, DBA Comfort Keepers #978



FORMS



COMFORT KEEPERS #978 TIME OFF REQUEST FORM

Date Submitted: _____

Requested by: _____

Dates Requested: _____

Date returning to work: _____

Requesting Time Off With Pay: Yes: _____ No: _____

Employee Signature: _____ Date: _____

Approved By: _____ Date: _____

HR complete below line if PTO requested

Eligible PTO for Year: _____

PTO Used YTD: _____

Eligible PTO: _____

Amount of PTO approved for this request: _____

PTO Approved by: _____ Date: _____

Infection Tracking and Reporting Form

Reported by: (caregiver, client or family member): _____
Reported to: _____
Date and Time: _____
Other: _____

1. Date the infection was detected: _____
2. Client's name: _____
3. Primary diagnosis: _____
4. Signs/symptoms (if known): _____
5. Type of infection(s) (if known): _____
6. Types of pathogens identified and treatment (if known):

Method of verification of signs/symptoms

Actions taken

Reported to Quality Assurance Performance Improvement Committee

Signature of Reporting Individual and Title