



COMFORT KEEPERS
EMPLOYEE INFORMATION GUIDE

TABLE OF CONTENTS

I. Introduction

- Welcome
- About This Handbook
- History of Comfort Keepers
- Corporate Philosophy
- Mission Statement

II. Employment Policies

- Employment-At-Will
- Employee Relations Principles
- Equal Employment Opportunity
- Discrimination/Harassment
- Drug Testing
- Employment Verifications
- Employment of Relatives
- Your Supervisor
- Licensure, Registration and Certification
- Employment Records

III. Compensation

- Employment Classifications
- Work Hours
- Request for Change of Permanent Availability
- Recording Hours Worked
- Clock In & Out Policy
- Time Sheet Entry
- Overtime Pay
- Regular Pay Procedures
- Direct Deposit
- Salary Administration
- Wage Confidentiality

IV. Health and Safety

- Drug Free Workplace
- General Safety Guidelines
- Personal Injury Report/Treatment
- Photo/Identification Badge
- Workplace Violence

V. Time Off Benefits

- Holidays
- Paid Time Off (PTO)
- Request for Time Off
- Leave of Absences
 - Family
 - Military

TABLE OF CONTENTS
PAGE 2

Voting
Religious Observances
Personal

VI. Additional Benefits

Workers' Compensation

VII. Employee Conduct

Being a Team Member
Employee Communication
Resolving Concerns
Outside Employment
Parking
Telephone Calls
Electronic Communications
Confidentiality
Client Confidentiality
Employee Behavior
Caregiver/Client Home Restrictions
Personal Appearance
Attendance and Punctuality
Employee 'Call Off' Policy
Employee 'No Show' Policy
Off-Duty Employees
Employee/Office Relations
Solicitation and Distribution of Literature
Tobacco Use
Keeping Children at Work
Gifts
Performance Evaluations
Employee Discipline
Termination

VIII. Client Services and Relations

Medical Services Policy
Medication Policy
Advanced Directives
Client Relations
Communication with Clients
Client Care Plans & Service Delivery
Cash Handling
Check Writing
Incident Reporting

IX. Summation

INTRODUCTION

WELCOME

We want to extend a warm welcome to you on behalf of all of us here at Comfort Keepers. We are happy that you have decided to join one of the leading in-home service providers to the elderly in the country.

Our successful and dynamic growth 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 personal values and abilities that closely match our standards. Your standards are what matter most to us. If you do not already possess the skills needed, we will train you.

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!

Ron Rosenberg
Comfort Keeper Owner

ABOUT THIS HANDBOOK

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

Obviously, no handbook can anticipate every circumstance or question about policy. As we continue to grow as an organization, business conditions and needs will arise that will change some of the policies described in this handbook.

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 the company.

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 the company, other than the Owner, 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 Owner would not be enforceable unless it is a written agreement signed by you and the Owner.

HISTORY OF COMFORT KEEPERS

Comfort Keepers had its beginnings in 1997. Kristina Clum was employed by Mercy Medical Home Health Care 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 trial and tribulations of not being able to meet all of her patient's 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 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 from founding Comfort Keepers, Inc., they filed Articles of Incorporation for CK Franchising, Inc. and began the process of building a nationally recognized franchise system of in-home care services for the elderly. Today, Comfort Keepers boasts over 600 franchises worldwide.

Our local office story begins in October of 2001 when Ron Rosenberg officially began operating as a Comfort Keepers' franchisee. At that time our territory included Germantown, Camden, Middletown, Oxford, Trenton and East Hamilton. In March of 2003 Ron purchased the office that covers Lindenwald, Fairfield, Springdale, Colerain Township, Mt. Healthy, Forest Park, Finneytown and Greenhills. In April of 2016 Ron purchased the office that covers West Hamilton, Ross, Green Township, Mt. Airy, Cheviot, Bridgetown, Dent, and Delhi

CORPORATE PHILOSOPHY

It has long been recognized that individual and corporate real performance originates with a commitment to a mission. Genuine, sustainable, high performance begins with an internal decision to excel.

Comfort Keepers' mission and vision statements reflect how we approach our business and how we regard our customers, franchisees, communities, and employees. As we apply our vision to fulfill our corporate mission, everyone will profit from our existence and business activity.

CK FRANCHISING'S 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.

CK FRANCHISING'S VISION

Comfort Keepers will become the premier provider of in-home care services for the elderly in the United States and internationally. By building a network of franchises, it will enable us to touch more lives.

We will continue to seek out additional services, which we may provide to enhance the quality of our client's lives while, at the same time, increasing the profitability of our franchisees.

EMPLOYMENT POLICIES

EMPLOYMENT-AT-WILL

This **Employee Handbook** should not be construed as, and does not constitute, a contract, expressed or implied, or a guarantee of employment for any specific duration. Although we hope that your employment relationship with us is 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 or Comfort Keepers representative other than the owner or his/her designee(s) has the authority to enter into any agreement with you for employment for any specified period of time or to make any promises or commitments contrary to the foregoing. Further, any employment agreement entered into by the owner or his/her designee(s) will not be enforceable unless it is in writing.

EMPLOYEE RELATIONS PRINCIPLES

Comfort Keepers endorses the following employee relations principles:

1. Respect the individuality of each and every employee.
2. Make demonstrated ability and competence the primary basis for promotion and, where possible, support the practice of promotion from within.
3. Provide training opportunities for all employees and encourage them to develop their capacities to the maximum potential.
4. Provide fair and equitable compensation for all employees by maintaining competitive wage rates for comparable work in the community.
5. Provide free and open channels of communication and continuously seek ways of maintaining high morale.
6. Provide equal employment opportunity without regard to race, color, religion, sex, national origin, age, veteran status, or disability in accordance with applicable laws.

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, or veteran status, in connection with, but not limited to, solicitation, hiring, compensation, selection for training, advancement, participation in social and recreational functions, use of employee facilities, and layoff or termination.

DISCRIMINATION/HARRASSMENT

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, confront the harasser and tell him/her to stop. Sometimes a simple confrontation will end the situation.
2. If confrontation is unsuccessful, immediately report the harassment to either your supervisor or the Human Resource Specialist.
3. The Human Resources Specialist will conduct an investigation and appropriate action will be taken, including disciplinary measures 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.

Sexual Harassment

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.

DRUG TESTING

As part of the employment process, applicants are required to sign a Drug and Alcohol Testing Policy Statement and Consent Form and will be asked to consent to a drug test prior to being hired. It is our policy not to hire any individual who tests positive for any illegal drug.

Comfort Keepers also reserves the right to require employees to undergo a drug or alcohol test for the following reasons:

- Reasonable suspicion by Comfort Keepers management, clients or vendors.
- If a Post-accident program is in place.
- Post rehabilitation when an employee has returned to work following a positive test result or following a drug or alcohol dependency treatment program.

Right to Refuse Testing

Each applicant and employee has the right to refuse to submit to drug and/or alcohol testing under this policy. However, refusing to take a drug and/or alcohol test will result in disqualification for employment and/or result in disciplinary action up to and including termination.

EMPLOYMENT VERIFICATIONS

Only the Human Resource Specialist will answer requests for employment verification and references about current and former employees. Responses to such inquiries will be limited to confirmation of employment dates and position(s) held. No additional data will be released without the employee's written authorization.

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.

Comfort Keepers will exercise their sole discretion and make their own business judgment in the placement of related employees.

YOUR SUPERVISOR

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.

LICENSURE, REGISTRATION AND CERTIFICATION

Certain positions 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 and the Human Resource Department immediately.

EMPLOYMENT RECORDS

A personnel record of each employee is kept on file in Human Resources. 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 the Human Resource Specialist of any changes in personal data. Your personal data includes: mailing address, telephone number, 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 an appointment with the Human Resource Specialist to do so. The review will be scheduled at a mutually convenient time for both. Records considered to contain sensitive or confidential company information may be excluded from the review. Personnel records may be copied (at a reasonable fee to the employee) but not removed from the file.

COMPENSATION

EMPLOYMENT CLASSIFICATIONS

Because the needs of our clients and business can change dramatically from day to day, your classification as full-time or part-time can change based on the client(s) you are assigned to at any given time. These classifications determine if you are entitled to paid holidays and/or paid time off.

- **Full-time:** Employees who work 32 hours or more per week on a regular basis. A Full Time employee is eligible for paid holidays and paid time off.
- **Part-time:** Employees working up to 32 hours per week on a regular basis. Part time employees are NOT eligible for paid holidays or paid itime off.
- **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. PRN employees are not entitled to company benefits
- **Non-Exempt:** Employees who, because of their duties and responsibilities, are paid by the hour and paid overtime pay for work performed beyond forty hours in a work week.
- **Exempt:** Employees who, because of their duties and responsibilities, are paid a set salary and are not paid overtime pay for work performed beyond forty hours in a work week.

If you have any questions regarding your employment classification, please direct them to your supervisor or Human Resources.

WORK HOURS

Our primary purpose at Comfort Keepers is to provide support and respond to the needs of the seniors in our community. While standard office hours will typically be 7:30am to 4:00pm, Monday through Friday, you will be advised of your specific schedule. Individual hours of work may be changed when necessary; to better meet the business requirements and the needs of those we serve. Changes in schedules will be announced as far in advance as practical.

CHANGING PERMANENT AVAILABILITY

Because keeping established schedules is important to the level of care and satisfaction of our clients, Comfort Keepers requires two weeks advance notice

from its employees for any permanent availability changes. This allows for a smooth transition with the client and ensures that the quality of service rendered is not compromised in the process.

RECORDING HOURS WORKED

If you are classified as a non-exempt employee, you will be required to use the telephony clock in and clock out system for all billable hours worked in a client's home. For non-billable hours such as training, you are required to complete a time sheet and submit it to the office at the end of each week. These actions will ensure accurate records are kept of the hours you actually worked and to ensure that you are paid in a timely manner. Time worked and paid time off is recorded to the nearest quarter hour. For payroll purposes, the work week begins on Monday and ends on Sunday.

Any time you leave your work premises (e.g., lunch, personal business, etc.) your supervisor must be notified so 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 is grounds for disciplinary action, including termination.

CLOCK IN AND OUT POLICY

To record when you have arrived and departed from a client's home, you are required to clock in and out using the client's phone and calling a number provided to you. Comfort Keepers utilizes Appointment's Telephony system to handle this clock in and out process. The time recorded by clocking in and out is used as input to the billing and payroll systems.

To ensure the integrity of the clock-in and clock-out times, caregivers are required to follow the published schedule. This means that caregivers are not to clock in earlier than 10 minutes before the scheduled start time or clock out 10 minutes later than the scheduled end time.

If the start and stop times are to be changed for any reason, the caregiver is to call the office before clocking in or out. The office will instruct the caregiver on what to do after being informed of the change.

If the caregiver forgets to clock in and remembers later that they have forgotten, the caregiver is to call the office. If it is after hours, leave a voice mail message. The caregiver informs the office when they arrived and the office personnel will enter the actual arrival time into the appointment system. Under no circumstances, shall the caregiver clock in upon remembering if that time is 10 minutes beyond the scheduled time.

Timesheet Entry

Time sheets are only used for clients that are covered by Insurance. They are needed to submit to Insurance companies for payment. The Client's Info sheets will have a notation indicating that you need to use time sheets.

Time sheets are to be completed with all the required information, are to be signed by both the Client and caregiver and are to be submitted to the office by Monday at 5:00 PM for the week just ending on Sunday.

If the client is visited more than one day a week, one time sheet for the entire week should be used.

Overtime Pay

Employees classified as non-exempt will be paid one and one-half times their regular rate of pay for all hours worked beyond the fortieth hour in any given work week.

Your supervisor must approve all overtime in advance. Failure to have overtime pre-approved will be considered a breach of company's overtime policy and may result in disciplinary action.

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

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.

All employees are paid by direct deposit and pay stub information for each employee can be accessed at viewmypaycheck.com. You will be shown how to access the website during orientation and after each paycheck is posted, you will be notified by email. 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.

Numerous deductions are required by law. It is important that your W-4 form be kept current so that the proper amount of income tax is withheld. If you have changes or questions about your W-4 form, contact Human Resources. We do not take out city income taxes for the city in which you reside, you will need to report that yourself.

DIRECT DEPOSIT

All Comfort Keepers Employees are required to have their paychecks deposited directly into a financial institution of their choice each payday. If an employee does not have a checking or savings account, the paycheck will be deposited onto a pre-paid debit card that the employee must acquire on her/his own. Pay stub information is accessed through the website www.viewmypaycheck.com.

WAGE and SALARY ADMINISTRATION

To attract and retain high caliber employees, Comfort Keepers strives to pay wages and 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 wage and/or salary.

HEALTH AND SAFETY

DRUG-FREE WORKPLACE

It is the policy of Comfort Keepers to maintain a drug-free workplace. The use of alcohol or controlled substances is inconsistent with the behavior expected of our employees and undermines the ability to operate effectively and efficiently. The unlawful manufacturing, distribution, possession, sale or use of alcohol, or a controlled substance in the workplace or while engaged in Comfort Keepers business off our premises is strictly prohibited. This prohibition includes reporting to work under the influence of alcohol or a controlled substance. Such conduct is also prohibited during non-working time to the extent that, in our opinion, it impairs an employee's ability to successfully perform on the job or threatens Comfort Keepers' reputation or integrity.

At our discretion, employees who violate this policy may be required to successfully complete a drug or alcohol abuse assistance or rehabilitation program as a condition of continued employment.

The signing of the Drug and Alcohol Testing Policy Statement and Consent form, constituting agreement and cooperation with the policy, will therefore be required of all persons as a condition of employment by Comfort Keepers.

Searches of Company Property and 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.

GENERAL SAFETY GUIDELINES

Comfort Keepers wishes to minimize the exposure to 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. Observe Universal Precautions, handle infectious/harmful substances with caution, and use safety equipment properly; and
7. Be familiar with 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.

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.

In a Medical Emergency situation, you are to proceed immediately to the nearest emergency facility. After you have been stabilized, you are to notify a supervisor.

In a Non-Emergency situation, you are to contact a supervisor immediately. At which time you will be instructed to go the nearest Bethesda Care Occupational Medicine Center for treatment and evaluation. This medical procedure is paid for by Worker's Compensation and is not an option. Your supervisor will obtain from you at the time of notification, all the circumstances surrounding the injury and will document them.

PHOTO/IDENTIFICATION BADGE

You must wear a photo/identification badge while on duty. This is required even if you go to the same client day after day. This badge identifies you to client and others as an employee of Comfort Keepers. It must be worn between your shoulder and upper chest with your name and picture visible. Pins, stickers and other items that hinder the visibility of the badge are not permitted.

WORKPLACE VIOLENCE

We are concerned about the increased violence in the workplace and have taken steps to help prevent incidents of violence from occurring at Comfort Keepers. It is our policy to prohibit any acts or threats of violence by any employee, former employee, or visitor against any employee, customer, 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 the like.

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.

TIME OFF

HOLIDAYS

Comfort Keepers observes the following seven holidays:

New Year's Day	Labor Day
Easter	Thanksgiving Day
Memorial Day	Christmas Day
Fourth of July	

Full Time Employees are paid for Holidays when the Comfort Keeper's observed Holiday falls on their regularly scheduled work day. All Employees are paid double time when it is necessary for them to work a Comfort Keeper's observed Holiday.

PERSONAL TIME OFF (PTO)

After 1 year of employment, full time employees are eligible for 32 to 40 hours of Paid Time Off in a calendar year. This is an all-inclusive program that considers emergency, sick, vacation, and personal business as a whole. PTO used other than for illness or emergency purposes are subject to supervisory approval and require 30 days advance written notice. If more than one employee requests time off for the same period at a time when having more than one employee off at the same time creates a problem, length of company service will be used to determine which request(s) will be approved.

Full time employees are those employees who work 32 or more hours a week. The amount of PTO granted relates directly to the number of average weekly hours worked by the employee at the time the PTO is taken, up to 40 hours a week. PTO is paid at the employee's regular base rate. A full time employee is eligible for PTO as soon as that employee has reached her/his 1 year anniversary with Comfort Keepers and not before.

PTO hours are to be used in the year for which it is intended. Unused PTO cannot be carried over to the next calendar year except for circumstances beyond the employee's control (required to work because of current business needs, personal emergencies', etc) in which case, a written request must be turned into a supervisor before the current year ends. Requests for PTO carry over will be examined on a case by case basis and the employee will be informed in writing whether the request was approved or not. Note, the employee's failure to adequately plan for taking PTO will be a factor in denying or approving a request.

PTO means just what it says. It is pay for time off taken. Employees will not receive a pay out of PTO without taking time off from work.

All unused PTO hours are forfeited upon separation from Comfort Keepers.

Requests for Time Off

Days used other than for illness or emergency purposes are subject to supervisory approval and require 30 days advance notice. If more than one employee in a department requests time off during the same period at a time and this would create a problem relating to the smooth flow of work, length of company service will be used to determine which request(s) will be approved.

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 four hours prior to your scheduled start time and inform them of your situation.

A Time Off Request form must be completed and turned in to your supervisor to request time off.

FAMILY AND MEDICAL LEAVE OF ABSENCE

A company is required by federal law to provide job protection to an employee if:

- The Company has at least 50 employees,
- The affected employee has been with the company for at least a year, and has worked a minimum of 1250 hours during the last 365 days, and
- Meets the required medical qualifications.

Based our current size we do not fall under the guidelines of the Family and Medical Leave Act of 1993. However we do recognize that personal and family needs do arise and as a supportive employer we want to have a plan in place that supports our employees to attend to these matters.

Full-time regular and part-time regular employees may request a leave of absence for the care of a child after birth, adoption, or placement with the employee for foster care, the care of a family member (spouse, child, or parent) with a serious health condition, or in the event of an employee's own serious health condition.

1. Leave requests must be made in writing at least 30 days in advance of the date the employee would like the leave to begin or, in emergency situations, with as much advance notice as is practical.

2. You will be required to complete the Request for Family or Medical Leave Form. If the leave is to care for a covered family member with a serious health condition or your own serious health condition that is greater than five consecutive workdays, a medical certification will be required from the physician caring for the family member or you attesting to the nature of the serious health condition, probable length of time of treatment that will be required, and, if applicable, the reasons that the employee is required to care for the family

member. Employees may also be required to provide additional physician's statements at Comfort Keepers' request. Further, Comfort Keepers may request the family member or the employee to submit to medical examination by physicians designated by the company at its discretion and the company's expense.

3. You will be required to use accrued PTO time during the leave period. If the leave extends beyond your accrued PTO benefit, the balance of the leave will be without pay.

If applicable, all group health benefits will continue during the leave provided you continue regular employee contributions to these plans. If other benefit plans, such as retirement or life insurance, are in place by the company, these will be administered in accordance with the terms of each benefit plan.

If the leave is for the employee's personal medical condition, before you will be permitted to return from leave, you will be required to present a physician's note indicating that you are capable of returning to work and performing the essential functions of your position.

Reinstatement will not be guaranteed to any employee requesting a leave. Depending on length of leave, Comfort Keepers will communicate with you whether you will be reinstated to your former position or an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment. The decision will be based upon budgetary restrictions, Comfort Keepers' need to fill vacancies, and its' ability to find qualified temporary replacements.

All questions regarding leaves of absence should be directed to the Human Resource Department.

MILITARY LEAVE

Leave of absence without pay for military or Reserve Duty are 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.

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.

RELIGIOUS OBSERVANCES

Comfort Keepers will make reasonable efforts to accommodate employees who wish to take time off for religious observances, unless an undue hardship is created by their absence. Employees will be granted PTO for religious observances when sufficient notice is given to their supervisor and when such time off has been approved.

PERSONAL LEAVE

Full-time regular and part-time regular employees who have completed three months 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 or the head of your department 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. Personal leaves are not granted until your PTO days have been exhausted.

Reinstatement cannot be guaranteed to employees returning from a personal leave. Comfort Keepers, however, will endeavor to place employees returning from a personal leave in their former position or in a position comparable in status and pay, subject to budgetary restrictions, the company's need to fill vacancies, and our ability to find qualified temporary replacements.

ADDITIONAL BENEFITS PROVIDED

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 will not be held liable for payment of workers' compensation benefits for injuries that occur during voluntary participation in any off-duty recreational, social, or athletic activity.

EMPLOYEE CONDUCT

WHAT IT TAKES TO BE A COMFORT KEEPERS TEAM MEMBER

Now that you have accepted the offer to join this team, it is important for you to review the characteristics found in successful employees.

We strive to create a culture upon the following principles:

- Our people are our greatest value.
- Our people have an ongoing personal need to learn and grow.
- Our people can and must be entrusted with information, knowledge, and company assets.

A successful employee is one who:

- Accepts the responsibility for personal actions, does not attempt to cast blame on or discount the efforts of others, and has self-esteem enough to admit an error, correct it, learn from it and move on.
- Shares success with others and does not have to take credit to feel a sense of accomplishment and self worth.
- Does not hesitate to offer ideas and is willing to objectively listen to input and ideas of others.
- Supports and does everything within reason to achieve Department and Corporate objectives.

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. Just as you are dependent on your supervisor, your supervisor is mutually dependent on you for your perceptions, feelings, and concerns. You should not hesitate to share your ideas and thoughts with your supervisor. Constant improvement requires constant and honest communication.

RESOLVING CONCERNS

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

Resolution Procedure

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 elect to use the resolution procedure which is designed to be quick and effective.

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 the Human Resource Specialist. The problem will be investigated further, if appropriate, and you will typically be given an answer within five business days.
3. If the problem persists, you may discuss it with the Owner.

We do not tolerate any form of retaliation against employees utilizing this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying the company from taking disciplinary action against any individual, up to and including termination, in circumstances involving problems of overall performance or conduct.

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.

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

PARKING

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

TELEPHONE CALLS

For our business, 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. You should keep your calls into the office as brief as possible. Personal telephone calls while at work can steal precious time and productivity. Therefore, personal telephone calls should be limited to breaks and lunch periods. Friends and family should also be advised to restrict their calls to necessary or emergency situations. All personal long-distance telephone calls must be charged to your home phone or personal credit card.

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 software or business equipment, including, but not limited to, facsimiles, telecopiers, computers, cell phones, palm pilots, 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 are 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.

TEXTING

We at Comfort Keepers recognize and embrace the use of available technology to enhance its operations so to make those operations more efficient and effective. Communication plays a major role in ensuring smooth operations. It spreads important information to those that need it, enabling them to better make decisions and better perform their responsibilities. It also helps to eliminate potential errors. Today, there are many forms of technology to help in that communication. Texting is one of those forms.

We are continually looking at ways to better utilize Texting in our operations. However, at this time, we are limited in how it can be best used for our purposes

here at Comfort Keepers. For that reason, the following policy will remain in place until other solutions are available to be implemented.

The only time a caregiver is to text office personnel is in response to a text message initiated by the office. A caregiver is not to initiate any text message to office personnel. If a caregiver needs to communicate with the office, the caregiver is to call the office's main phone number.

The purpose of this policy is to ensure that the correct personnel receives the information the caregiver wishes to relay. There may be times, unknown to the caregiver, that key office personnel are not available due to illness, vacation, or not 'on call'.

CONFIDENTIALITY

Any information about our operations, marketing, personnel, and our 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 employees in care and interactions with seniors. Many of these concepts are unique to us. The company has invested heavily in these systems and must therefore require all employees to safeguard them. In a very real sense, corporate and individual job security is dependent upon a mutual commitment to protect company information.

Without exception, as a condition of employment, each employee must sign and support a confidentiality covenant. Because of the serious nature of this type of infraction, failure to comply with this policy may result in legal action.

CLIENT CONFIDENTIALITY

All client information obtained by Comfort Keepers is kept within the company and used only for the benefit of providing quality care. The information is provided only to those caregivers and officers on a need to know basis. All employees and officers that are privy to any particular client's information will not share that information with anyone outside the company or with anyone within the company that does not have a reasonable need to know.

All employees of Comfort Keepers receive training in HIPAA on the first day of employment during orientation.

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 interest and well being of all employees.

While it is not possible or necessary to list all the forms of behaviors that are considered detrimental, the following are examples of inappropriate and consequently unacceptable actions that may result in the disciplinary action, including termination of employment:

- 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.

CAREGIVER/CLIENT HOME RESTRICTIONS

Under no circumstance is a Caregiver to remain in a client's home alone. This policy is intended to protect Comfort Keepers and its caregivers and must be followed. If a caregiver is ever faced with such a situation, she/he is to call the office immediately.

PERSONAL APPEARANCE

Each of us is expected at all times to present a professional and businesslike image to clients, prospects, and the public. Radical departures from conventional dress and personal grooming and hygiene standards are not permitted. Hair should be clean, combed, and neatly trimmed or arranged. Shaggy, unkempt hair is not permissible, regardless of length. Sideburns, moustaches, and beards should be neatly trimmed.

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 weekends.

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

ATTENDANCE AND 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' expectations are that you will make every effort possible to come to work when scheduled and will schedule other personal activities around your work schedule. Upon missing the fifth day of work in a calendar year, your supervisor will meet with you to notify you of the number of days you have missed and to discuss the situation. Upon missing the seventh day in a calendar year, you will be subjected to Comfort Keepers' disciplinary policy.

Comfort Keepers' expectations are that you will be punctual. Tardiness is tracked using Appointmate's telephony system and you are given a 5 minute grace period. You will be counted tardy when showing up 6 minutes or more after your scheduled start time. Upon being tardy for the 3rd time in a calendar year, your supervisor will meet with you to notify you of the number of times you have been tardy and to discuss the situation. Upon being tardy for the 5th time in a calendar year, you will be subjected to Comfort Keepers' disciplinary policy.

EMPLOYEE 'CALL OFF' POLICY

In the event you are unable to report as scheduled, you must call your supervisor or the office four hours prior to your start time and must do so each day until returning to work. Leaving a message with a co-worker or on voice mail does not relieve you of your reporting responsibility. You must speak with someone.

When calling off outside of office hours, you must call the main number and take option 1 to talk to the person that is 'on call'.

EMPLOYEE 'NO SHOW' POLICY

When an employee fails to report to work when scheduled and does not call her/his supervisor or the office prior to failing to report, that employee will be subject to termination. The decision to terminate will be made by the Caregiver Manager after consulting with the General Manager.

If that same employee then does not call her/his supervisor or the office by the end of that same business day in which that employee was a no call/no show, that employee is considered to have voluntarily resigned.

OFF-DUTY EMPLOYEES

You are not to remain at, or enter a client's home or work area, for any purpose during off hours unless instructed by your supervisor.

EMPLOYEE/OFFICE RELATIONS

To ensure an environment that encourages efficient and fair operations, Comfort Keepers has set specific expectations for Office/Client relations. This policy includes employees treating each other courteously and politely, following policies and procedures and accepting supervision and correction well. Unmet expectations, as defined below, are addressed by following Comfort Keepers' Disciplinary Policy.

Comfort Keepers' expectations are that you will be polite and courteous to office staff and supervisory personnel. The behavior expected includes returning phone calls promptly. When an employee has an issue with company policy, a member of the office staff or a supervisor, it is expected that the employee will feel free to address that issue with management without any fear of reprisals or adverse consequences. At the same time, it is expected that employees will approach such issues in a professional manner.

Comfort Keepers' expectations are that you will follow all policies and procedures. If you have an issue with company policy, you should continue to follow that policy while addressing your issue with management.

Comfort Keepers' expectations are that employees will be easy to supervise and will accept direction and correction well.

SOLICITATION AND DISTRIBUTION OF LITERATURE

In the interest of maintaining a proper business environment 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 hours. Employees may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during non-working hours without prior approval from their supervisor. This policy also prohibits solicitations via e-mail and other telephonic communications systems.

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

TOBACCO USE

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, Comfort Keepers recognizes the scientific evidence of the adverse health effects of tobacco use and, in particular, the health hazards of environmental tobacco smoke. 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 unless they smoke and invite you to do so as well. You are NEVER to leave the client to take a smoke break.

KEEPING CHILDREN AT WORK

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

GIFTS

Employees should not profit personally from the company doing business with other organizations. Employees may not solicit any gratuity, gift, discount, travel, entertainment, or cash for personal use. Acceptance of unsolicited gifts requires management approval.

PERFORMANCE EVALUATIONS

You are entitled to know how you are performing. This being the case, your evaluations occur formally and informally; informally within the context of your daily activities, and formally on an annual basis.

New employees are evaluated following 90 days of service and will receive an additional performance evaluation on the one year anniversary of their start date. After the first year anniversary evaluation, subsequent evaluations will be conducted 12 months from the previous evaluation date. When employees are promoted, they will receive a performance evaluation on the date of their promotion and subsequent evaluations will occur 12 months from the date of the promotion.

The objective of Comfort Keepers' performance evaluation process is to help employees:

- develop and maintain the skills and qualities that are needed to provide the excellent level of care our clients have come to expect
- develop and maintain habits that enable them to follow the company's policies and procedures which in turn ensures efficient operations both in the field and in the office
- develop and maintain interpersonal relations that ensure a pleasant work environment for the entire company

Comfort Keepers performance evaluation process includes:

- Ongoing feedback throughout the year
- An annual performance evaluation discussion between the employee and her/his supervisor.

The Annual Performance Discussion does not utilize any ratings. Due to ongoing feedback throughout the year, the employee will have any performance issues resolved by her/his annual evaluation. The annual meeting between the supervisor and the employee can be held face to face or over the telephone.

Disciplinary Action

The employment relationship is like most other associations by mutual consent, where by either party may elect to sever the relationship at any time and for any reason. The inability to abide in a responsible manner consistent with the behavior and performance standards of the company can result in such a severance.

Failure to abide by the policies, rules and standards of conduct contained within this handbook and otherwise communicated to employees, may result in disciplinary action, up to and including termination.

Employee discipline is composed of 3 levels concluding with termination if necessary. The 3 levels are Verbal, Written and Decision Making Meeting. Employee discipline can be a result of a sub par performance review, instances of company policy violations, unsatisfactory results from client supervisory visits or specific complaints from clients or other employees.

TERMINATION

If you desire to terminate your employment relationship, you are requested to notify Comfort Keepers at least three weeks in advance and four weeks in advance if you are in a leadership position. 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.

As mentioned elsewhere in this handbook, all employment relationships are on an at-will basis. Thus, although we hope that our relationships with employees are long term and mutually rewarding, we reserve the right to terminate the employment relationship at any time, with or without notice.

CLIENT SERVICES & RELATIONS

MEDICAL SERVICES POLICY

Comfort Keepers is a non-medical, in-home care company. Because of that and insurance requirements, specific services are not to be performed. Those services are listed below:

A Caregiver may not:

- Assist in transferring a client that requires 'dead lifting'. Dead lifting is defined as lifting the client without the assistance of the client being able to support any of the weight.
- Dispense medicine.
- Interpret medications or dosage.
- Give shots or injections
- Assist with IVs
- Interpret glucose or sugar levels test
- Interpret blood pressure test
- Care for wounds
- Suction the mouth
- Assist/administer enemas or suppositories.
- Assist with colostomy bags other than changing them.
- Give physical therapy
- Give baths if lifting of client is involved
- Provide medical emergency care
- Provide transportation for anyone other than the client.

MEDICATION POLICY

Comfort Keepers is a non-medical, in-home care company. Dispensing medication(s), or pre-filling a client's medication box, by any employee of Comfort Keepers, is strictly forbidden.

A Caregiver may:

- Communicate appropriate information regarding self administration.
- Remind the client to take medication as prescribed.
- Read the medication label to the client.
- Hand the medication container to the client.
- Open the medication container.

A Caregiver may not:

- Administer over-the-counter medications or eye drops
- Administer prescription medications or apply topical prescription medications or eye drops
- Perform tasks that require sterile techniques
- Administer irrigation fluids to intravenous lines, Foley catheters or ostomies.
- Administer food and fluids via feeding tubes.

ADVANCED DIRECTIVES

Advanced Directives are documents such as Living Wills and Medical Power of Attorney which a client has completed with the help of an Attorney and that defines the client's wishes concerning medical treatment when they no longer have the ability to make those decisions.

During the initial assessment, the Client Care Coordinator inquires about the existence of Advanced Directives and will note it on the service plan.

If a client has an Advanced Directive in place, you are to provide all advance directives to appropriate medical staff or emergency services personnel at the direction of the client.

When a client is incapacitated, you are to provide advance directives to EMS or medical personnel.

CLIENT RELATIONS

Because employee/client relations can critically affect our client's satisfaction with the services received, Comfort Keepers has set specific expectations for employee/Client relations. This policy includes employees treating clients with respect, conducting themselves professionally, representing the company to the client in a positive light and avoiding inappropriate conversations with the client. Unmet expectations, as defined below, are addressed by following Comfort Keepers' Disciplinary Policy and Procedures.

Comfort Keepers' expectations are that you will treat all clients with respect.

Comfort Keepers' expectations are that you will always conduct yourself in a professional manner. This includes respecting the client's home and privacy. You are expect to always conduct yourself as a visitor in the client's home.

Comfort Keepers' expectations are that you, when speaking to clients about the company or office personnel, will do so in a respectful and positive manner. It is important that if you are having issues with the company or office personnel that you deal with those issues appropriately and do not involve the clients.

Comfort Keepers' expectations are that you will not participate in gossip or inappropriate conversations with the client or client's family.

COMMUNICATION WITH CLIENTS

To protect both the Employee's and Comfort Keepers' interests, Employees are not to call the client for any reason. Employees are also not to give their personal home or cell phone numbers to the clients.

If an employee needs to notify a client for any reason, that employee is to call the office and the office will make the notification. When a client needs to communicate with a caregiver, the client is to call the office and the office will relay the message.

One of the terms and conditions included in the client agreement which is signed when service is started, is that the client will not, through their own efforts or anyone else's, obtain or try to obtain a caregiver's phone number or address.

CLIENT CARE PLANS & SERVICE DELIVERY

Each client has a care plan that is completed at the time of sign up. Client Care Coordinators are responsible for developing the initial care plan and keeping it up to date. Whenever the client's needs change, a new care plan is created.

Caregivers are to follow the care plan completely. A caregiver cannot perform any task that is not included on a care plan without first getting management approval.

CASH HANDLING

Each time there is a transfer of cash between you and the client, you will record it on a receipt supplied by Comfort Keepers. This policy's purpose is to protect you, the client and Comfort Keepers. You are to turn in a copy of all receipts, along with the sales receipts of purchases made for clients, to the office on a weekly basis.

1. Do not accept a check that is for a large amount beyond what is needed for the purchase.
2. When the client gives you money or a check for a purchase, give the client a receipt. Include on the receipt the amount of cash or the amount on the check. If the client gives you a blank check, write 'Blank Check' on the receipt. If the client gives you a credit card, write on the receipt the time and date it was received by you.
3. You and the client sign the receipt.
4. Keep the original copy of the receipt and give the client the yellow copy.

RECEIPT	DATE <u>10/26/06</u> No. 662403	
	FROM <u>Jane Doe; 121 S. Main St.</u>	\$ <u>20.00</u>
	<u>Twenty dollars and ⁰⁰/₁₀₀ DOLLARS</u>	
	<input type="checkbox"/> FOR RENT	
	<input checked="" type="checkbox"/> FOR <u>Meijers Grocery</u>	
	ACCT. PAID DUE	<input checked="" type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> MONEY ORDER

5. After shopping, give the store receipt to the client and ask the client to check off that they have received each item.
6. Have the client sign the receipt.



7. Give the client their change, if any.
8. Fill out another receipt for the change. If you were given a credit card, fill out a receipt with the time and date the card was returned.
9. You and the client sign the receipt.
10. Keep the original copy of the receipt and give the client the yellow copy.

RECEIPT	DATE	10/26/06	No.	662404
	FROM	C. Keeper		\$ 14.30
	Fourteen dollars & ³⁰ / ₁₀₀ DOLLARS			
	<input type="radio"/> FOR RENT <input type="radio"/> FOR Change Back From Meijer 10/26			
ACCT.		<input checked="" type="radio"/> CASH	FROM C. Keeper TO Jane Doe	
PAID		<input type="radio"/> CHECK	BY C. Keeper / Jane Doe	
DUE		<input type="radio"/> MONEY ORDER		

1152

11. Staple copies of the receipt of the money received for the purchase, the store receipt and the receipt for the change given to the client's time sheet.
12. Turn in the time sheet with the receipts to the office.
13. The office files the copies in the client's file.

CHECK WRITING

You may assist clients in writing checks ONLY when it is specifically stated on the Client's Care Plan. Employees are to NEVER sign a check for a client.

INCIDENT REPORTING

Upon observing (or becoming aware of) any incident, change in condition or event that might affect a client's physical or emotional well being or that might result in a significant change in the client's functional ability or in a change of services required, you are to report it to a supervisor immediately.

SUMMATION

This employee handbook is intended to facilitate communication between you and Comfort Keepers. 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.