

MAXIMUM CARE INC.

EMPLOYEE HANDBOOK for the Direct Care Worker (DCW)

A COMPANY COMMITTED TO QUALITY CARE

HOURS OF OPERATION: 8:30 AM TO 4:30 PM MONDAY-FRIDAY

24 HRS. 7 DAYS A WEEK ON-CALL SERVICE

MAXIMUM CARE INC. 2127 South First Ave. PO Box 350 Whitehall, Pa. 18052 /Office:
610.264.2353 FAX: 610.264-0834/WWW.LVVN.COM

For over 30 years Maximum Care Inc. has provided home care services to residents of Eastern Pennsylvania. Welcome to our team!

www. Lvv.n.com

WELCOME: We welcome everyone aboard and believe that without all of you, we would not be able to uphold our Company's Mission. If you have any questions about Maximum Care Inc. please contact Hope Claypoole, HR/Operations Director at 610-264-2353 or hclarkemaxcare@aol.com. Again, we welcome you to a caring team!

MISSION: Maximum Care Inc. is committed to provide care that is consistent with the nursing process, to be professional and compliant with nursing and industry standards while preserving the Client's dignity and rights, as well as those of family members. An environment will be provided that will foster professional growth among staff members and the care provided to the Clients/Individuals/participants will be administered in a cost-effective manner.

COMPANY INTRODUCTION:

Maximum Care Inc. welcomes and values all of its Employees/Clients/Participants/Individuals and takes its role as a successful Home Care provider very serious. We welcome any concerns, issues, suggestions by always maintaining an "Open Door" policy. Thank you in advance and we look forward to working with all of our Employees/Clients/Participants/Individuals.

You have been hired as an Employee of Maximum Care Inc. which provides home care services to Individuals in their homes and within the community. If you have any questions pertaining to any information in this booklet, please contact the Human Resources Department. Please keep this manual as a reference to the Company's policies, procedures and guidelines. The Company does reserve the right to add, change, alter, any policy and guidelines in this manual at any time, with or without prior warning. Your employment with this organization is "At-Will" which means that at any time with or without notice, with or without reason, you could be terminated, or you can voluntarily resign with the Company with or without notice with or without reason.

The Company expects that you will follow these rules and always maintain professionalism when representing the Company. Communicating in a clear, professional and positive tone when addressing a Client, Client Family Member, Participant/Individual, Co-Worker or Office Staff is helpful. Taking pride in your work ethic, complying with all policies and procedures

and dressing in an appropriate manner is expected. **Dependability, Flexibility, Compassion and Patience** is needed when working within the Home Care environment. The Company has a formal reporting and Quality Management program to ensure compliance, quality Client/Participant/Individual satisfaction, safety and optimal home care services and does have a certified Safety Committee that meets once a month to discuss safety concerns, although our safety efforts are being handled daily. **Maximum Care Inc. has a zero-tolerance for unethical, illegal, unsafe and noncompliant behaviors. The Company promotes a Drug and Alcohol-Free Workplace** where random, upon suspicion, or post work-related accident drug and alcohol testing will be conducted. A refusal to submit to such testing may result in disciplinary action up to and including discharge.

Maximum Care Inc. does comply with all local, state and federal employment laws such as Wage and Hour, Civil Rights, Human Relations, ADA, FMLA, Sexual Harassment, Workers' Compensation etc. The Company is very proactive in ongoing training. If an Employee believes he/she needs additional training, or we assess a training deficiency, or receive a Client complaint. It is expected that the home care professional communicates any Client and Employee concerns, questions, or anything that appears out of the ordinary while performing his/her job. **The Employees are the Company's "Eyes and Ears."**

During the hiring process and ongoing with Maximum Care Inc. it is expected that you communicate honestly with your work availability and geographical preferences as the Staffing Department will schedule you accordingly. Once your schedule is accepted by you, it is expected you will go to work and service your Client/Participant/Individual. **Not showing for work is a serious offense and is considered Client Abandonment under industry standards and regulations, therefore corrective action including discharge can result depending on the circumstances.**

If you need time off from work it is expected unless it is a valid emergency that you provide as much notice as possible, but at least a two-hour notice is expected. All of our Clients/Individuals/Participants plan on the scheduled time for many important necessities and do not have family support so it is imperative that you follow this rule in a considerate and responsible manner. **If an emergency arises and you are unable to work, please contact our Company as soon as possible to inform us as to what Client's will need coverage until you are able to return to work.** Maximum Care Inc. expects all Employees/Clients/Individuals/Participants to complete and acknowledge all time worked/serviced. **Anyone caught misrepresenting service time will be considered committing fraud, which will be reported to the appropriate agencies and serious corrective/legal action will result.**

The Company's success depends on the full and effective utilization of qualified persons, regardless of race, color, creed, religion, national origin, age, sex, sexual orientation, sexual identity, disability, perceived disability, marital status, pregnancy, veteran status, or any basis protected by law. The Company has an obligation to hire and develop the best individuals we can, basing our judgement on their job-related qualifications. If an Employee or Client is limited the English language, our Company will make available at no cost to the Employee/Client/Individual/Participant a translator to assist in the language barrier. The Company employs several in-house bilingual Staffing Specialists who are able to assist individuals with limited English proficiency.

The excellence of Maximum Care Inc. depends on the performance of every office and field team member. The Company has been locally owned since 1982 and continues to thrive

in an ever- changing environment. The statements in this handbook are not meant to be all-inclusive. In a changing employment environment, our Company desires to maintain flexibility so that we can continue to maintain competitiveness, meet the needs of our Employees/Clients/Individuals and our business. **Therefore, our policies do not create an expressed or implied contract.**

We are able to address problems, when necessary, on an individual basis. Also, as we grow and situations change, our policies, procedures, benefits may change. **The policies, plans, and benefits in effect may be amended or terminated by the Company at any time, with or without prior notification.**

Our Office hours of operation are as follow: Monday through Friday 8:30 am to 4:30 pm.

All routine business calls should be handled during normal business hours. For security reasons, any Employees entering Maximum Care Inc. should use the front door and will be escorted to the appropriate department. The Office does maintain an On-Call System Monday through Sunday before office hours and after office hours and throughout the entire weekend. It is extremely important when contacting our Office, no matter how long you have been employed with the Company, you must always leave your entire full name, your phone number where you can be reached and ensure you speak slow, loud and clear. It is imperative that the Employee has his/her voicemail set up. **If you do not receive a return call back from our Office within 15-20 minutes, please contact the Office again and leave a message on our On-Call Voicemail System. The On-Call System does not have the capability for receiving or sending a text message. All schedule changes need to be discussed with a Staffing Specialist; you are not able to just leave a message regarding schedule changes on the Company voicemail system.**

WHAT DOES CARE MEAN: COMPASSION, ATTENTION, RESPECT, EXCELLENCE

WHAT IS THE HOMECARE WORKPLACE? The Homecare workplace is within each individual Client's/ Participant/Individual's home. Every Client/Individual lives differently, so some homes will be single homes, while other homes, will be in apartments and trailers. Some homes will be very clean, while others will be dirty and cluttered, and in some cases, unsanitary. Some Clients are pleasant and thankful, while other Clients are challenging and not so thankful. Many Clients live alone, but some Clients live with family members.

WHAT IS THE GOAL OF THE DIRECT CARE WORKER? JOB DESCRIPTION:

Assisting a Client/Individual with Activities of Daily Living (ADL'S) & Individual Activities of Daily Living (IADL'S). Assisting Clients/Individuals/Participants with maintaining their independence at home, helping them live in their homes the way they were once used to living prior to their age, disability, disease state etc. Duties can range from personal care to assisting with planting flowers in a pot. The Direct Care Worker must have a "mind-set" of: THIS IS THE CLIENT'S/INDIVIDUALS HOUSE AND PRIOR TO NEEDING HOME CARE HELP, THIS IS HOW THE INDIVIDUAL LIVED AND DID THIS TASK. DON'T QUESTION WHAT THE CLIENT WANTS IF IT IS WITHIN REASON AND CAN BE HANDLED SAFELY BY YOU, IT IS YOUR JOB!

ESSENTIAL JOB DUTIES OF THE DIRECT CARE/DIRECT SUPPORT WORKER:

- Dependability, compassion, flexibility is essential.
- Personal Care- “Hand’s On” service
- Home Support “Hand’s Off” service
- Strong Emotional and Mental Outlook needed when working in this environment
- Provides personal care services according to the Client’s/Participants Care Plan including but not limited to transferring, bathing, toileting, feeding, housekeeping, errands, and emergency response.
- Following the Individual’s Service Care Plan and ensuring no deviations from the required Tasks and Duties.
- Bathing- assistance to the Individual with bathing primarily in the shower or bed. Assistance may be provided for the tub seat or handheld shower, as deemed safe by the aide’s supervisor. (Totally dependent, bedbound Individuals may be served on a case-by-case basis).
- Skin care- the routine application of lotion to unbroken skin surface.
- Mouth care- assistance in cleaning of teeth and mouth including care of dentures.
- Dressing- includes assistance with clothing as well as application of previously self-applied prostheses.
- Grooming- includes hair care, shaving, and cleaning and filing (not clipping) of nails. (The diabetic individual’s toenails may not be cared for by the personal care worker).
- Toileting- includes assistance with transfers on and off commode or toilet, emptying commodes and catheter bags; changing and disposal of incontinence products.
- Ambulation and Transfer- includes steady support and supervision to assist an Individual with walking and transferring. Transfers using assistive devices may be provided on a case-by-case basis as deemed safe by the aide’s supervisor.
- Change of Position or Turning Individual- does not include range of motion exercises.
- Feeding- which may also include mashing of food for easier management and/or assistance in preparation and serving a meal.
- **MEDICATION**- assistance with self-administered medication **ONLY!** Assistance is limited to reminding the individual to take medications, placing medication within Individual’s reach, opening bottle caps, checking dosages, storing the medication and reassuring the Individual that he/she has obtained and taken the correct dosage, reminding Individual to or marking medication chart to indicate medications taken.
- Observation-reporting of changes in Individual conditions and needs as observed during performance of personal care.
- Meal planning, including therapeutic diets. With specific instruction, may include limited preparation and serving.
- Possibly Client/Individual/Participant Transportation to and from Doctor Appointments/Grocery Store/Community Activities.
- Follows scheduled “Time-in & Time-out” with Client’s/Individuals Service Authorization

any scheduling deviations or care plan deviations must be promptly communicated to Maximum Care Inc. Staffing Department and documented on Employee/Client Timeslip.

- Health Maintenance, bowel program;
- Meal Preparation/Nutrition Planning;
- Observation and reporting of the Client’s condition to the Company.
- Professional and confidential communication with the Agency, the Client/Individual’s family.

- Other duties as assigned by a supervisor, including priority care/Emergency Preparedness Back up care.
- Homemaking duties such as, errand running to the grocery store, washing and drying Client's/Individuals clothes, some Client's/Individuals may be approved to be taken in the car for Doctor appointments or to the grocery store. If this is the case, please first contact the office to ensure your Client was approved to go into the car with you. If the Client was approved for this service you both (the Client & you the DCW) must complete the appropriate Transportation Waivers. (*Please see the Transportation Policy and Waivers*).
- Cleaning and emptying the Commode/Sanitizing the general living area of the Client.
- Sanitizing the Client's/Individuals bathroom;
- Taking out garbage;
- Vacuuming & Laundry, other duties as assigned within industry guidelines.

KNOWLEDGE SKILLS AND ABILITIES:

- Skills in providing services for Elderly Client's and or Individuals with special needs with a positive approach.
- Ability to work as part of a team and positively represent Maximum Care Inc. in the community.
- Must have compassion, patience, good communication skills.
- Adherence to a professional Code of Ethics/Business Ethics Integrity Policy (*Please see Code of Conduct/Business Ethics Integrity Policy*).
- Must follow Maximum Care's Business Quality Management Plan (*Please see Business Quality Management Plan*).
- Must have good communication skills, documentation skills, must practice confidentiality, must follow compliance and understand Client's/Individual's Bill of Rights.
- Knowledge of and ability to comply with the Federal, State and Agency mandated regulations

HOUSEKEEPING- WHAT DUTIES ARE REQUIRED AS A DIRECT CARE WORKER/NURSING ASSISTANT/PERSONAL CARE HOME AIDE/CAREGIVER?

- Help clean up around the Client's living area/space.
- Clean up after the Client only.
- Emptying the commode/bed pan, sanitizing the commode, cleaning the bathroom, taking out the garbage, cleaning the Client's bedroom, cleaning the Client's kitchen area for example, cleaning out refrigerator, washing, drying and putting away dishes, cleaning kitchen countertop, vacuuming, dusting, dry or wet mopping the floor, washing, drying and putting clothes away.
- Never reach into a garbage bag or container since you don't know if broken glass or used needles have been disposed of correctly.
- If a surface becomes contaminated, wear gloves and decontaminate the surface area.
- Always report a needle stick/splashing of blood or bodily fluids.
- Spilled blood or other bodily fluids must be reported to the Office immediately before wiping the spill.

- To wipe up a spill you must wear gloves- use a disinfectant spray or a 1:10 chlorine bleach/water solution and use disposable paper towels. First blot the spill with the paper towel, then use the bleach/water solution to clean thoroughly. Dry the area.
- Dispose of the gloves in a plastic bag-garbage bag
- Keep everyone away from the spill- (pets included)
- Use gloves to handle soiled laundry- place soiled laundry directly in the wash. Do not allow soiled laundry to touch your skin/clothes etc.

Please Note: If you the Employee feel you need a Reasonable Accommodation to perform the essential functions of your job, please contact the HR Department.

WHAT DOES EMPLOYMENT-AT-WILL MEAN:

Pennsylvania is an At-Will-Employment state. It is a form of employment in which the right to terminate the employment is a mutual right available to both the employee and the employer. It means that with or without notice or reason, the employer or employee can terminate employment. Employment with Maximum Care Inc. is at the will of Maximum Care Inc., and either party (Employer/Employee) may terminate the employment relationship with or without cause. Nothing in this handbook should be construed as a contract implied or otherwise.

BACKGROUND RECORD CHECKS/ EXCLUSION SCREENINGS/TB'S & CONTAGIOUS DISEASE SCREENING:

Maximum Care Inc. will conduct upon hire the appropriate industry background record verification checks to ensure all Employee's are able to be hired and remain working with Maximum Care Inc. and within the health care home care industry. Maximum Care Inc. will conduct a Pennsylvania Criminal Record Check upon all new hires and every (5) years thereafter. A New Hire/Active Employee cannot have his/her criminal record check contain any prohibitive offense from the Act 169 listing of 1996 as amended by Act 13. The Employee will also sign an Attestation form upon hire indicating that he/she is disclosing all appropriate background information and that he/she is able to work within the home care industry free of any listed prohibited misdemeanors and or felonies. It is the obligation of the Employee to promptly disclose any incident during the course of employment with Maximum Care Inc. that would result in a felony or misdemeanor record.

FBI Record Checks are completed on all New Hires who have lived under (2) years in Pennsylvania. Child Abuse Record checks will also be conducted upon hire for all new Employee Hires.

Maximum Care Inc. will conduct upon hire and monthly thereafter, exclusion screenings to determine exclusion status. The following databases are utilized to determine exclusion status;

- Pennsylvania Medichex List
- List of Excluded Individuals/Entities (LEIE)
- Excluded Parties List System (EPLS)
- SAM

Maximum Care Inc. will also provide either in house or by Patient First the Initial, two-step TB Mantoux and Annual TB Testing unless a New Hire is able to show recent verification of the TB

Testing(s). All New Hires will need to be screened for contagious diseases as well. The Hepatitis vaccine is voluntary, please contact the HR Department if interested.

UNIVERSAL PRECAUTIONS:

- It is the policy of the Company to comply with the Centers for Disease Control/OSHA which requires frequent and routine hand washing, wearing of disposable gloves, and to use other protective devices or precautions as deemed appropriate by Nursing Staff. The Employee must use Universal Precautions anytime the Employee comes in contact with a Client's bodily fluids- blood, urine, feces, saliva etc. Please be aware, the Client and the Office may not always know what a Client may have. Please utilize Universal Precautions on every Client/Individual and every visit.
- **EMPLOYEES MUST ALWAYS WEAR GLOVES ON ALL CLIENT ASSIGNMENTS.**
- **EMPLOYEES MUST UTILIZE THOROUGH HAND WASHING-** If infectious material gets on the Employees, the sooner you wash it off, the less chance of becoming infected. Hand washing keeps from transferring contamination from your hands to other areas of your body or other surfaces you may contact later. Every time you remove your gloves you must wash your hands with nonabrasive soap and running water ASAP! If skin or mucous membranes come into contact with blood, wash or flush with water as soon as possible. Where hand washing facilities are not available, use antiseptic hand cleaner.
- Personal Protective Equipment may include gloves, masks, gowns, protective eyewear, resuscitation bags or other ventilation. Under normal working conditions, protective equipment must not allow potentially infectious materials to contact your clothes. Check to ensure the PPE has no flaws. If the PPE is penetrated with blood or potentially infectious materials, remove as soon as possible.

FOR YOUR PROTECTION- TRAINING ON BLOODBORNE PATHOGENS:

What is a Bloodborne Pathogen? Bloodborne pathogens are organisms that can cause infection in humans, and may be present in human blood. Some bloodborne pathogens that you may be exposed to on the job include Hepatitis B, Hepatitis C, HIV, syphilis etc. The two most significant pathogens are Hepatitis B and HIV.

Hepatitis B Virus (HBV) is the major bloodborne hazard that you may face on the job. Hepatitis is an inflammation of the liver. Symptoms of HBV range from mild flu-like symptoms to severe jaundice and liver malfunction. Some people may have no symptoms at all. If you have HBV, your blood, saliva and other body fluids may be infectious. You can spread the virus to sexual partners, family members and to an unborn fetus. HBV infections can be prevented in most individuals through a safe and effective vaccine.

HIV -Human Immunodeficiency Virus attacks the body's immune system and causes the disease AIDS. There are newer medicines to help with HIV, but no cure for the virus as of yet. People with HIV may carry the virus without developing symptoms for several years. People with HIV will eventually develop AIDS. The symptoms of HIV infection are flu-like also, including fever, diarrhea and fatigue. HIV is transmitted through sexual contact and contact with blood and certain body fluids. You cannot get HIV from touching, feeding, or casual contact with patients who carry the disease. Any time you are cleaning soiled sheets, clothing, emptying bed side commodes etc., it is important to utilize universal precautions and gloves, take your time with the task and pay attention. Being careless and rushed will only increase your chances of an incident occurring.

How are HBV and HIV transmitted in the workplace?

HBV and HIV may be present in:

- Blood
- Bodily fluids such as saliva, semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, pericardial fluid, amniotic fluid and other body fluids visibly contaminated with blood.
- Unfixed tissues and organ other than intact skin from living or dead humans.
- Cell or tissue cultures containing HIV or HBV.
- Organ Cultures, Culture Media, or similar solutions.
- Saliva and blood contacted during dental procedures.

In the workplace, bloodborne pathogens may enter your body and infect you through a variety of means including:

- An accidental injury by a sharp object that has been contaminated with an infectious material. Examples of sharp objects include: needles (the most common object), scalpels, broken glass, exposed ends of dental wires- anything that can pierce, puncture or cut your skin.
- Open cuts, nicks and skin abrasions, including dermatitis and acne. Also, the mucous membrane of the mouth, eyes, or nose may serve as ports of entry.
- Indirect transmission by touching a contaminated object or surface and transferring the infectious material to your mouth, eyes, nose or open skin.

Keep in mind that HBV can survive on environmental surfaces (such as countertops), dried and at room temperature, for at least one week. In settings such as laboratory or hemodialysis unit, contaminated surfaces can be a major mode of spread of HBV infection.

How can you reduce your exposure? The concept of Universal Precautions means that all blood and potentially infectious materials be handled as if they were infected. It is not up to the employee to decide which fluids are or are not infected. You cannot tell for sure which patients are able to transmit infection. With HIV in particular, there is a period between infection and development of antibody during which the virus cannot be detected by current methods.

Chronic carriers of HBV are also difficult to identify. Therefore, it is your responsibility in maintaining your own health and to observe Universal Precautions at all times.

Reducing your RISK? There are (5) major tactics that can reduce your risk of exposure to bloodborne pathogens on the job:

- Engineering Controls
- Work Practices
- Personal Protective Equipment
- Housekeeping
- Hepatitis B Vaccine

Although no approach is 100% effective, when used together they serve as five protective barriers against exposure.

What is Engineering Controls? Engineering controls are physical or mechanical systems that eliminate hazards at their source. Some examples are self-sheathing needles, autoclaves for sterilization, biosafety cabinets, and sharps disposal containers. The effectiveness of Engineering controls depends on your proper use of them. A sharps container will not protect you if you recap needles by hand or toss them in a wastebasket. **ALL DIRECT CARE WORKERS/HHA'S/CAREGIVERS/NURSING ASSISTANTS/CNA'S ARE NOT ALLOWED TO RECAP NEEDLES?**

Work Practice Controls- The primary work practice control is Handwashing. The sooner you wash an infectious material off your hands, the less chance you have of becoming infected. Handwashing will prevent you from transferring contamination from your hands to other areas of the body. Every time you remove your gloves, you must wash your hands with soap and running water.

How do you appropriately Wash your Hands? Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap. Lather your hands by rubbing them together with the soap. Scrub your hands up to the elbow area for at least 20 seconds. Rinse your hands well under clean, running water. Dry your hands using a clean towel or air dry them.

If handwashing facilities are not available, antiseptic towelettes can be used as a temporary cleaner, until you can wash with soap and running water. If your mucous membranes come in contact with blood, they should be washed or flushed with water immediately!

Another important work practice control is the avoidance of needlesticks. **Do not recap needles by hand!** Needles and sharps should be placed in a red sharps disposal container immediately after use. You should tell your supervisor if sharps containers are not available in an accessible place. Personal habits are another area of work practice control. In order to protect yourself:

- Minimize spraying, splashing, and spattering of blood or other potentially infectious materials when performing procedures.
- Do not eat, drink, smoke, apply cosmetics, lip balm, or handle contact lenses where you may be exposed to blood or other potentially infectious materials.
- Never mouth suction.
- Do not place food or drinks in refrigerators, freezers, cabinets, or on countertops or benchtops where blood or other potentially infectious materials are.
- Do not use petroleum-based lubricants on your hands, as they may eat through latex gloves. Always wash your hands first before applying hand cream.

What is Personal Protective Equipment? Personal Protective Equipment (PPE) is equipment that protects you from contact with potentially infectious material. PPE may include gloves, masks, gowns, aprons, lab coats, face shields, protective eyewear, mouthpieces for resuscitation, and ventilation devices.

PPE should not allow potentially infectious material to contact your clothing, undergarments, skin or mucus membranes. PPE appropriate for your job tasks will be provided free by Maximum Care. It is the responsibility of Maximum Care to clean, replace, repair and dispose of the equipment. It is your responsibility to properly wear the PPE required for your job tasks. In general, you should check that your equipment is free of physical flaws. If the

equipment is penetrated with blood or other potentially infectious material, remove it as soon as feasible. You should remove all PPE before leaving your Client's home.

Gloves- Must be worn in situations where hand contact with blood or other potentially infectious material is reasonably anticipated. You will be provided the proper size glove, in addition to latex-free gloves for anyone allergic to latex. Disposable single-use gloves should not be worn for more than one patient; they may not be washed or reused. Gloves should be removed before leaving the work area. Single gloves can be torn or punctured by sharps be sure to bandage any cuts before putting on gloves. Discard single-use gloves if they become torn, punctured or contaminated in any way. Heavy duty utility gloves may be used for certain housekeeping duties. Utility gloves may be decontaminated and reused unless they are cracked, peeling, torn, punctured, or no longer provide barrier protection.

Gloves should be removed in the following manner so that contaminants on the glove do not touch your hands:

- With both hands gloved, peel one glove off from top to bottom and hold it in the gloved hand.
- With the exposed hand, peel the second glove from the inside, tucking the first glove inside the second.
- Dispose of the entire bundle promptly.
- Wash your hands thoroughly.

Housekeeping- housekeeping is every employee's responsibility. It has long been recognized that good housekeeping helps prevent workplace injuries. For example, a contaminated needle carelessly left in a client's bedding could accidentally jab a housekeeper, family member or yourself. All work surfaces should be cleaned as soon as possible if they come in contact with potentially infectious materials. All equipment and work surfaces should be cleaned and decontaminated as soon as possible. Broken glass that may be contaminated should not be picked up by hand. Use tongs, forceps, or a dustpan and brush. Handle contaminated laundry as little as possible.

HANDWASHING:

In an effort to reduce the risk of infection in Clients/Individuals/Participants and staff members thorough hand washing/hand antisepsis is required of all Employees. The Company will establish guidelines for all staff and will provide education and direction on accepted practices. The following guidelines of hand-hygiene is to reduce the transmission of pathogenic microorganisms to Clients/Individual/Participants and personnel in the home care setting.

Appropriate antiseptic cleanser may be used when appropriate when running water may not be available. Indications for hand washing and hand antisepsis:

- Before performing invasive procedures
- Before caring for Clients at high-risk for infection
- Where there is prolonged or intense contact with the Client (bathing the Client)
- Between tasks on the same Client/Individual/Participant
- Before touching a wound
- After removing gloves
- After touching objects that are potentially contaminated
- After caring for a Client/Individuals/Participant

- After caring for a Client/Individual/Participant who is infected with drug resistant organisms
- When hands are visibly soiled
- After using the toilet, blowing the nose or covering a sneeze
- After assisting Client to use the bathroom
- Before eating, drinking, handling food or serving food.
- When hands are visibly dirty or contaminated with proteinaceous material or are visibly soiled with blood or other body fluids, wash hands with either a non-antimicrobial soap and water or an antimicrobial soap with water.
- If hands are not visibly soiled, use an alcohol-based hand rub for routinely decontaminating hands in all other clinical situations. Alternatively, wash hands with antimicrobial soap and water in all clinical situations.
- Decontaminate hands after contact with inanimate objects including equipment in the immediate vicinity of the Client/Individual/Participant.
- Decontaminate hands after removing gloves.
- WASH HANDS with soap and water before eating and after using a restroom.
- Antimicrobial impregnated wipes (Towelettes) may be used as an alternative to washing hands with non-antimicrobial soap and water. They are not as effective as alcohol- based hand rubs or washing hands with antimicrobial soap and water.
- Health care personnel should avoid wearing artificial nails and keep natural nails less than one quarter inch long to avoid spreading germs to Clients at high risk of acquiring infections. Maintaining short nails is also helpful to minimize spreading of germs to the DCW as well.

HAND HYGIENE TECHNIQUE:

1. When decontaminating hands with an alcohol-based hand rub, apply product to palm of one hand and rub hands together, covering all surfaces of hands and fingers, until hands are dry. (Follow manufactures' recommendations regarding volume of product to use.)
2. When washing hands with soap and water, wet hands first with water, apply an amount of product recommended by manufacturer to hands and rub hands together vigorously for at least (15) seconds, covering all surfaces of hand, fingers, wrist and up the arm to elbow if possible.
3. Rinse hands with water and dry thoroughly with a disposable towel. (Avoid using hot water, because repeated exposure to hot water may increase the risk of dermatitis.
4. Encourage the use of hand lotions or creams to minimize the occurrence of irritant contact dermatitis associated with hand antisepsis or handwashing.
5. Multiple use cloth towels are not recommended for use in health care settings.

GENERAL HOUSEKEEPING: CLEANING & DISINFECTING IN THE HOME.

All equipment working surfaces will be cleaned and disinfected after contact with blood or other potentially infectious materials. All work surfaces will be decontaminated with an appropriate disinfectant after completion of all procedures immediately or as soon as possible when surfaces are contaminated with blood or other potentially infectious materials. All work surfaces should thoroughly be cleaned after doing any type of Client/Individual/Participant task.

WHAT TYPE OF CLIENTS DOES MAXIMUM CARE INC. & THE DCW

SERVICE? All sorts of Clients since many individuals need help as they age, get sick, have been in an accident, or have been born with a congenital disease. Individuals with physical, mental and intellectual disabilities as well. Diseases and disorders such as, Dementia, Alzheimer's, Diabetes, MS, Neurological Disorders, Different types of Cancers, Cardiac and Respiratory Rehabilitation, Individuals needing help with Wound Care, Strokes, Amputations, and Respite Care.

WHAT IS RESPITE CARE? Providing the family member(s) and the primary caregivers with relief from caring for his/her loved one for a specific time period to allow them to leave their house while ensuring the Maximum Care Inc. Direct Care Worker will be dependable and ready to care give for their family member until they are back from their engagement. It is adult sitting to ensure companionship and that the client is fed, safe and cleaned until the family comes home.

WHO DO I CALL IF I HAVE A QUESTION? WHEN DO I CONTACT THE ON-CALL SERVICE? WHAT IS THE ON-CALL SYSTEM?

1. Contact Maximum Care at 610-264-2353 preferably before the hours of 8:30 am-4:30 pm Monday to Friday and anyone who answers the phone can help you or direct you to the correct person who can help you.
2. Always provide us with your full name and what you are calling us for. Please leave your phone number so that we can contact you back. **Do not text our Office does not receive text messages. Do not leave a voicemail or text message with our On-Call Phone. You must follow the On-Call system each time you need to contact the Office and the On-Call System comes on. There is no exception to this rule!**
3. If it is before hours, after hours or on the weekend, we have an On-Call Service which utilizes the same phone number- 610-264-2353. Again, leave your full name, phone number and reason for your call.
4. Calling before, after hours or on the weekend should only be if you need pertinent Client/Individual information, Schedule information, Client/Individual/Employee ER, Schedule change(s), Calling out of work, your lost/running late/need directions, your Client/Individual fell, your Client is not answering the door. Any Client/Individual/Participant Critical Incident can be reported as soon as the Employee is made aware, which means, you may need to contact the On-Call Service.
5. Although the On-Call hours are 24 hours a day, 7 days a week, the general rule is don't call before 5 am and not after 11 pm unless it is a true emergency and you are working the 11 pm to 7 am shift.

The On-Call System is a telephone system with a voicemail that allows you to leave a message within a 24- hour 7 day a week schedule. It is to be utilized for emergencies and important questions only! After the 11 pm timeframe, or before 5 am, you should only contact the On-Call System if you are working a 11pm-7am shift and you need help with something, or, it is a serious Client/Participant/Individual or Employee emergency.

IF I NEED OFF, WHEN AND HOW DO I CALL OFF? IF I'M TAKING OFF IN THE FUTURE WHAT SHOULD I DO?

1. You should give as much call off notice to the Staffing Department preferably during the hours of 8:30 am- 4 :30 pm Mon.-Fri. contacting our Office at 610-264-2353.
2. We expect at least a 2 hour call off notice at the bare minimal, preferably a day notice if possible. Last minute call-offs will require documentation for validity.
3. If you are calling off from work you must give your full name, you must provide us with all your regular Clients/Individuals and any fill in Clients/Individuals for the day you are calling out of work so that we can ensure coverage for all your Clients/Individuals/Participants.
4. If you are requesting more than (2-3) days off from work we need you to contact the Staffing Department and provide a (7) day notice to our Staffing Department over the phone and by submitting a TIME OFF FORM. Please request a TIME OFF FORM from the Staffing Department.
5. If you need more than (3) days off, please provide a (14) day notice.

RECAP: WHAT IS THE ON-CALL SYSTEM?

Maximum Care Inc. main phone number that can be called 24 hours-7 days a week is: 610-264-2353.

- When calling into the On-Call System, the Employee should always leave their full name, phone number of where you can be reached, and the reason for the call.
- Never just leave your first name on the system and expect we will know who you are. Full Names and Phone Numbers need to be left on the answering service so that an On-Call Staffing Specialist can reach the Employee.
- 24 hours-7 days a week if there is an emergency.
- The Employee should call into the On-Call System if he/she needs Client/Individual/Participant directions, Client/Individual/Participant Address, Client/Individual Care Plan (service plan) Duties. If the Employee has a question regarding anything employment related. The Client/Individuals is not answering the door contact Maximum Care Inc.
- If you are at a Client's home during the 11:00 pm to 7:00 am shift and there is an emergency the Employee should contact the On-Call system.
- Contact the On-Call if your relief aid never arrives. **PLEASE DO NOT LEAVE A CLIENT/INDIVIDUAL UNATTENDED IF YOUR RELIEF AIDE NEVER ARRIVES. CONTACT MAXIMUM CARE IMMEDIATELY!**
- Employees can contact On-Call if they are running late, lost or need to leave work earlier. **NEVER JUST LEAVE YOUR CLIENT/INDIVIDUAL WITHOUT TALKING TO THE OFFICE AND RECEIVING APPROVAL.**
- Calls Off's should be within the normal business hours of 8:30 am to 4:30 pm.

HOW DO I RECEIVE MY WORK SCHEDULE?

1. The HR Department will have you complete an Availability Form which will ask you several questions regarding your preferable work days/shifts and service areas you are willing to drive to. Your schedule will be based on this Availability Form.
2. You will be asked by the Staffing Team what form of Communication do you prefer to receive your work schedule- Telephone, in-person, e-mail or text. Staffing will follow your selected communication option when giving you work and changing your schedule.

We do our part; we expect the Employees to communicate regularly with us and confirm any schedule changes we ask you to confirm by the selected method of communication that was agreed upon between the Staffing Department and yourself (the DCW).

3. The Staffing Department will normally still contact you over the telephone to provide you with notification that you should check your email/text as your schedule or schedule change has been sent via email or text.
4. Once a commitment has been made by you the Employee, it is expected for you to go to work to complete your entire work shift. **NOT GOING TO WORK IS A SERIOUS OFFENSE AND IS A REPORTABLE ACT! SERIOUS CONSEQUENCES WILL FOLLOW.**
(Please read CLIENT ABANDONMENT/NO-SHOW POLICY)

RECAP: NEVER SCHEDULE any hours with your Clients/Individuals/Participants. If the Client/Individual asks you (the Employee) to work a different day or shift, you (the Employee) must contact our Office first. The Office will determine whether or not we can get approval for a change in a Client's schedule. We cannot change any Client/Individual/Employee schedule until it is accepted, approved and formally changed by the Service Coordinator. **Changing schedules without approval can result in both the Office and the Employee not getting paid.**

NEVER VISIT any of your Clients/Individuals when not working. If you resign or are terminated, do not visit any of your Clients/Individuals/Participants.

WHAT WILL I RECEIVE REGARDING MY SCHEDULE INFORMATION AND WHAT IS A WORK SHIFT/SERVICE ORDER? WHAT IS A CLIENT CARE PLAN?

1. The Staffing Department will provide you with a schedule of the days of the week the Client(s) are to be serviced, the time you are to start each Client/Individual/Participant and when you are to finish each Client.
2. The Staffing Department will give you the Client's name, address, phone number, apartment number, emergency contact and any other pertinent information that has been given to us that is needed for you to know. For example, where a key may be hidden, what door to enter, how a Client/Individual wants his/her wash to be done, anything that was brought to our attention to make the visit easier for both the Client/Individual and you will be communicated to you.
3. Client's/Individual will have a Client Care Plan in their home which will be titled **HOME CARE AIDE ASSIGNMENT SHEET** which will specify what duties/tasks should be completed while the DCW is at the Client's home.
4. If the DCW is unable to find the HOME CARE AIDE ASSIGNMENT SHEET, please follow the duties as specified in your job description in this manual. (Examples: *Toileting a Client, grooming a Client, preparing a meal for a Client, Housekeeping and any type of errand running or washing & drying of clothes for a Client.*) If still unclear with caring for a Client, contact the Staffing Department and the Staffing Team will assist you.
5. A work shift must follow what the Staffing Department put into your schedule. For example, if the Staffing Department informs you that the work shift is to start from 8 am to 10 am Monday, Wednesday and Friday, you must work 8 am to 10 am Monday, Wednesday and Friday. We receive Service Orders on each Client from State and Government entities who audit our Company each quarter. **We cannot deviate from**

the SCOPE, FREQUENCY, AND DURATION OF THE CLIENT SCHEDULE/SERVICE ORDER/CARE PLAN, even if the Client asks you to and it is ok with both you and the Client, it is not with your EMPLOYER!

WORK DAY EXAMPLE

If Maximum Care Inc. receives a new service order/referral on a New Client- MARY DOE that requests home care services for a DCW on Tuesdays and Thursdays for 3 hours on both days from 9 am to 12 pm to help with getting Mary up out of the bed (HANDS ON CARE) to help ambulate her to her toilet, assist with her morning grooming needs and dressing, making the bed, and feeding her breakfast, completing some homemaking chores of dishes, laundry and vacuuming, you should be arriving at 9 am and completing your timeslip for the 9 am TIME IN and leaving at the TIME OUT 12 pm and completing your timesheet for 12 pm. You would indicate on your timesheet what has been accomplished by following the Client Care Plan of the following duties: *ambulation, personal care, morning shower, dressing, homemaking duties, meal preparation, laundry*. Indicate the total time of the scheduled shift that was approved from the Service Order and our Office- 9 am-12 pm totaling (3) hours on Tuesday and Thursdays. THERE WAS NO DEVIATION FROM WHAT WAS GIVEN TO OUR OFFICE BY THE ENTITIES THAT CONTRACT WITH US, WHAT WAS GIVEN TO YOU BY OUR OFFICE, AND BY YOU WITH THE CLIENT- WE ARE ALL PROTECTED! Always maintain professionalism, kindness, compassion and an enthusiastic “ready to work” attitude. It goes along way.

WHAT IF A CLIENT INDIVIDUAL/CANNOT BE LEFT ALONE AND YOUR RELIEF AIDE DOES NOT ARRIVE?

Never leave your Client alone or unattended if the Client cannot be left alone and your relief aide has not arrived. Contact Maximum Care Inc. immediately and we will work as best as we can to remedy the problem and get a replacement aide to relieve you. Leaving a Client who is considered “High-Risk” and cannot be left alone would be a serious Reportable Act and serious consequences would result.

EMPLOYMENT CATEGORIES/WAGE AND HOUR/OVERTIME/PERFORMANCE REVIEWS/PAY INCREASES:

Maximum Care Inc. utilizes a competitive and fair wage system based on industry reimbursement rates. All Employees are evaluated on his/her work experience, skills, knowledge and abilities when determining an hourly wage rate. The Company does not have a wide pay range or many different pay grades. It is simply based on what the industry can reimburse our Company and the Employee’s (KSA) knowledge, skills and abilities.

Overtime must be approved, it is not mandated, anyone approved to work overtime will receive overtime compensation. There is no set pay increase schedule but simply based on fiscal stability of Company and Employee’s merit. Performance reviews are done yearly and given to each Employee for ongoing feedback of his/her work performance.

Salaried personnel who meet the Fair Labor Standards Act (FLSA) of exemption based on salary level, salary basis and job duties and responsibilities will be considered exempt from overtime compensation.

Hourly or Salaried personnel who do not meet the Fair Labor Standards Act (FLSA) of exemption based on salary level, salary basis and job duties and responsibilities will be considered non-exempt and will be compensated time and one half time for any hours over (40) forty worked in a workweek. Maximum Care Inc. has always paid overtime; however, the Company will monitor and limit the overtime hours. An Employee should first get authorization from the Staffing Department before working if the Employee's hours exceed 40 per week.

Variable Employees- field personnel whose hours vary from paycheck to paycheck based on fluctuating work hours.

NO SHOW/CLIENT ABANDONMENT/UNSAFE OR UNCOMFORTABLE CLIENT/INDIVIDUAL CONDITION:

IT IS STRICTLY PROHIBITED AND A SERIOUS OFFENSE IF YOU ACCEPT WORK AND DO NOT SHOW UP LEAVING THE CLIENT WITH NO HELP AND UNATTENDED! THIS IS CONSIDERED A REPORTABLE ITEM AND GRAVE CONSEQUENCES WILL OCCUR!

UNSAFE/UNCOMFORTABLE CLIENT CONDITION:

If you are servicing a Client and the Client/Participant/Individual or Family member is giving you a hard time, you feel threatened, the home is unsafe, or you are uncomfortable, please excuse yourself, go out to your car, lock your door and contact Maximum Care Inc. do not just leave, we will provide you with a safe directive and ensure everyone is protected.

WHAT HAPPENS IF THE CLIENT/INDIVIDUAL WANTS TO CHANGE HIS/HER SCHEDULE/DOESN'T WANT A SPECIFIC DUTY DONE ON YOUR WORK SHIFT/OR YOU (EMPLOYEE) NEED TO CHANGE YOUR SCHEDULE EITHER TEMPORARILY FOR EITHER ONE DAY OR PERMANENTLY, WHAT DO YOU DO?

1. Always contact the Scheduling Department to inform Staffing of your schedule change with your Client/Individual. Let the Staffing Department know when the schedule change occurred and reason for the deviation in schedule.
2. If a Client/Individual does not want a specific Care Plan duty done on the day of his/her service- please note the reason on your timeslip and if the Client has a log in book in the home. Some Client homes require a Log- In Care Plan Duty book for documentation of duties accomplished on each DCW's shifts. All notations must be signed and dated. You must contact the Staffing Department to communicate why the Client/Individual did not want a specific duty completed on his/her service shift.
3. With ODP Individuals please contact the Staffing Department if the Individual is refusing any type of care.
4. If you are running late to your Client's/Individual's home, or need to leave early from your Client's/Individual's home, or need to change your schedule either temporarily or permanently for whatever the reason, you must discuss it first with our Office.
5. If the schedule change requested is a permanent change (not temporary), we first need to get an Approval from the Business/Governmental Entity giving us the work and have the Service Order changed to reflect the new correct day(s) and total hours before we can approve the change for you and your Client/Individual. Without this approval, we get cited and owe money back to the entities we contract with. If a worker has an unauthorized schedule change, corrective action will follow.

IF YOU WANT TO CHANGE YOUR WORK AVAILABILITY WHAT DO YOU DO?

1. Inform the Staffing Department that you the (Employee) want to change your work schedule availability letting them know when your new schedule availability needs to start. You will complete a new Availability Form again.
2. The Staffing Department will work from your new Availability Form.
3. The Staffing Department can never guarantee anyone hours in any location. It is strictly based on where the Client/Individual lives and what time is required based on the Client's needs & Service Order. We always try our best to provide as many hours to Employees and Clients/Individuals as we can. It can be difficult "juggling" both Clients and Employees schedules since everyone has different needs and we service many different geographical areas. It can be challenging from time to time, but if Client's/Individuals and Employees can have flexibility and patience during the scheduling process with frequent communication to our Office, we find it more helpful to both parties.

DRESS CODE AND ID BADGES: THE COMPANY WILL ADHERE TO THIS DRESS CODE POLICY

1. SCRUBS ARE PREFERRED (LIGHTER COLORS ARE BETTER) NO REVEALING CLOTHING OR SHORT SHORTS AND TIGHT BELLY SHIRTS/NO CLOTHES THAT SAY ANYTHING OFFENSIVE.
2. YOU MUST BE GROOMED NEATLY WITH NO ODORS (BODY ODORS OR OVER USE OF PERFUMES).
3. PIERCINGS MUST BE TAKEN OUT WHEN WORKING.
4. ALL TATOOS MUST BE COVERED WHILE WORKING.
5. IF YOU HAVE AN UNNATURAL COLOR HAIR, YOU MUST TIE IT BACK AND COVER WITH A SCARF.
6. NO OPEN TOE SANDALS OR FLIP FLOPS. SNEAKERS OR CROCKS ARE PREFERRED.
7. NO LARGE HOOP EARRINGS OR LONG FINGER NAILS.
8. LONG HAIR SHOULD BE PULLED BACK AND OFF THE SHOULDERS.
9. IDENIFICATION BADGES MUST BE WORN/TIMESLIPS NEED TO BE TAKEN INTO THE CLIENTS HOME UPON EVERY SERVICE TIME WITH YOUR CLIENT TO BE COMPLETED.

WORK INJURIES/INCIDENTS/NEAR MISSES/ SAFETY CONCERNS/SAFETY MEETING:

If the Employee hurts him/herself at work whether treatment is needed or not, please report the incident to the HR Department so that the HR Department can complete a formal report. If the Employee needs to seek medical treatment, the injured Employee should contact the HR Department so that we can refer you to one of the panel Workers' Compensation Doctors.

Near Miss Incidents should also be reported into our Office which are incidents that could have happened or did happen but no injury occurred. By reporting Near Misses into our Office, we are able to help prevent other Employees and Clients from possibly having the same incident occur resulting in an injury.

Maximum Care Inc. has a state certified Safety Committee which meets once a month to discuss safety concerns for both the Clients/Individuals/Participants and its Employees. The Company is always implementing safety initiatives which is initiated by our Safety Committee members. We ask any Employees that may receive any safety forms in the mail to please complete them on any of their Clients and return to our Office. We will always communicate our Safety efforts during our inservices so that all Employees will be in the “know” and will also be able to help in our efforts to keep both our Employees and Clients/Individuals safe. Please report any safety concerns with Clients/Individuals and or Employees into our Office immediately.

SUPPLIES:

Field supplies such as gloves, timeslips, progress notes can be picked up at our Office from 8:30 am to 4:30 pm Monday-Friday or contact our Office and a Safety Trainer will meet you in the field to give you what you need.

ATTENDANCE:

We follow a normal working schedule of a minimum of 40 hours per week. Typical business hours of Monday through Friday from 8:30 am to 4:30 pm. However, hours may vary depending on job responsibilities within our Office. The field personnel have all different hours since we have Clients around the clock that need service. The Staffing Department schedules Employees around his/her work availability.

Employees are expected to attend work regularly and report to work on time. If you are unable to attend work on time for any reason, you must contact your supervisor/Maximum Care Inc. as far in advance as possible- or as soon as it is reasonably safe to do so in an emergency. If you need to leave early for any reason, such as illness or personal emergency, you should notify a supervisor or manager in a timely manner, your absence may be considered unexcused and could result in disciplinary measures including termination.

Again, remember once you accept work you are expected to go to work. Call into the Office and speak to a Staffing Specialist and make them aware of any schedule changes you may have as soon as possible. For example, running late, leaving early, calling out of work. Failing to notify Maximum Care Staffing Department with any schedule changes will result in immediate corrective action.

IF YOU WANT TO GIVE UP A CLIENT/INDIVIDUAL CASE/OR RESIGN FROM THE COMPANY/OR CHANGE YOUR SCHEDULE AVAILABILITY- HOW SHOULD YOU DO IT?

If you want to give up a Client case the Company asks that you provide a (2) week notice unless the Client is threatening, harassing, bullying you and you feel unsafe or uncomfortable. Please provide your request to the Staffing Department in writing and ensure you also discuss your request with the Staffing Team. **If you are servicing an ODP Individual, please contact the Office to inquire about the required time frame needed when giving up an Individual, some Client/Individual contracts require more than a (2) week notice.**

If you want to resign from Maximum Care Inc. it is best to provide a (2) week notice so that we can ensure appropriate coverage for each of your Clients/Individuals. Providing a (2) week notice is the appropriate, professional and safe approach to take when dealing with Client's/Individual's needs, however, the Company does not mandate this at we follow the

Employer-at-Will relationship. By providing Maximum Care Inc. with a “Good-Faith” notice will result in positive documentation in the Employee’s personnel record.

WHAT IS MAXIMUM CARE’S INSTANT MESSAGING SYSTEM (IM)?

Maximum Care Inc. has an internal messaging system that upon each call coming into the Office, must be logged and tracked in a formal reporting system known as our Quality Management System. It provides us with detail notations on each call for assisting in our daily/weekly work load, minimizing mistakes, ensuring Client & Employee satisfaction and reducing Company liability, while tracking monthly progress and Company trends for overall quality improvement. The Company has 50+ Reportable or Trackable Items from each Client/Employee Call we take hourly that requires additional office requirements.

WHEN AND HOW DO WE GET PAID?

Maximum Care Inc. compensates the Employee every two weeks on a Friday. We have electronic deposit and can also provide a hard-copy check. Electronic deposit occurs after you provide Maximum Care with your banking information and normally after one pay period is over the electronic deposit will occur. This means that your first pay check will **NOT** be electronically deposited and will be a hard copy paper check. After your first check, your second check should be electronically deposited on every other Friday. Please see the attached payroll schedule for your convenience of when Timeslips are due and when you will receive your paycheck.

If you do not have a checking account, or do not want your check electronically deposited, we can mail your check to you but you will need to account for at least (2) days with the mail for you to receive it. You are also welcome to come into Maximum Care Inc. on Friday between the hours of 8:30 am to 4:30 pm. If you plan on selecting this option, you must notify Jackie or Karolina in Payroll to ensure they **HOLD** your check and not mail it out.

WHAT IS A TIMESLIP/HOW TO COMPLETE A TIMESLIP/WHEN IS THE TIMESLIP DUE TO GET PAID?

The Timeslip is a legal document between the Office, the Client/Individual and You the Employee to our Payor (Which is normally a State or Federal Entity). This document is highly important and cannot have any mistakes on it. **Intentional or Unintentional actions will suffer the same serious ramifications.** Prefilling out timeslips, indicating you were at the Client’s home when not there, not staying the entire shift but documenting you stayed the full shift is considered FRAUD and will be treated as such! In the near future, the Company will be utilizing **EVV- Electronic Visit Verification System** which will do away with the paper timeslips. This will occur in January 2020 and will be a Call in and Call out system from the Client’s home. Until this is implemented, we must strictly follow the Timeslip policy. The Timeslip Policy is as follows:

1. All Timeslips must be sent into Maximum Care Inc. **EVERY WEEK BY THE END OF THE DAY ON TUESDAY!** You can either mail them in but again, account for (2 days and Holiday mail which may take longer) or drop them off. Dropping off can be before or after hours up until the end of the day on Tuesday by putting them in the Front door mail slot.
2. A timeslip is completed for each individual Client. If you have (5) Clients, you need (5) timeslips.

3. You must put your full name on the Timeslip, the Date you are working and the week you are in (Monday's Date and the end of the week Sunday's Date).
4. You must date and indicate the Time in and Time out section upon starting your work shift and ending your work shift. Your Client must initial your entry. Your entry must be correct and will be checked for accuracy against the Client's Service Order. If there is a schedule deviation, there should be a reason noted in our IM system from you the (Employee) contacting our Office and notifying us of the change. If there is no notification, you will not be paid for any unauthorized schedule changes on your timeslip. The Client will also be contacted to ensure schedule accuracy.
5. Please check off each duty that was completed during your work shift. Again, each duty should coincide with the Client's Care Plan.
6. The Client needs to sign the bottom of the timeslip and so does the DCW. If the Client is unable to sign, indicate the reason the Client is unable to sign. If someone else is at the Client's home, a family member, neighbor, friend, or another DCW is relieving you, you can have that individual sign the timeslip.
 - **PLEASE NOTE: IF TIMESLIPS ARE LATE, WE CANNOT PROCESS A BILL/OR PAYCHECK, AN EMPLOYEE WILL NEED TO WAIT UNTIL THE FOLLOWING PAY PERIOD TO RECEIVE HIS/HER PAYCHECK. WE CAN ONLY PROCESS WHAT IS SENT INTO OUR OFFICE ON TIME EACH WEEK BY THE END OF BUSINESS DAY TUESDAY.**

DOES THE COMPANY OFFER HEALTH BENEFITS?

Maximum Care Inc. is compliant with the Affordable Care Act. We do not offer a comprehensive medical health insurance benefit; we do offer for employees who qualify a MEC Plan, which is a Minimal Essential Coverage Plan that offers preventative screenings which is no cost to the employee.

For an additional cost, the Company does offer an upgraded MEC plan that provides some basic medical care and prescriptions within the OptiMed Network. For more information, please contact Karolina Belusko, Fiscal Director or Hope Claypoole, HR/Operations Director. The basic criteria for eligibility- the Employee must be working a total of 120 hours per month (30 hours per week) consistently during a measurement period of (11) months from when the Employee started working with Maximum Care Inc.

EXPECTATIONS/CONDITIONS OF EMPLOYMENT:

1. The Employee must have a way to communicate frequently with our Office. Preferably a Telephone (Cell phone). Voicemail must be set up and not full.
2. If an Employee has a change in address, phone number, it is expected the Employee is to provide that information to us.
3. When we leave a message for the Employee, it is expected the Employee is to call us back within a reasonable time frame- not (2) days later or never. It is disrespectful and insubordinate and the Company will not provide work to an Employee who fails to communicate appropriately, timely and professionally with our Office.
4. When we provide the Employee with a work schedule within the form of communication that is preferred by the Employee, the Employee is expected to let us know that the schedule was received, and to confirm either YES or NO you will be working the schedule sent to you in a prompt manner. It is not to be assumed that we

know whether or not the Employee will be working. It must be communicated either YES or NO regarding the work schedule.

5. It is the responsibility of the CNA, to provide us with the updated CNA License.
6. The Employee is expected to keep an updated PA. driver's license and provide the PA. driver's license on file with our Office. If an Employee does not have a PA. Driver's License, or the PA driver's license was suspended, the Employee must let us know and will need to sign a No Driving Waiver. Employees who cannot drive or do not have a driver's license may have other ways of getting to work that is acceptable and allowed. In these instances, the Company will provide you with the correct Waiver to sign regarding your driving-nondriving situation.
7. The Employee is required to present us with the most recent Car Insurance and Car Registration information.
8. It is the responsibility for the active Employee to inform us if anything changes on his/her background record check. For example, has been charged with a misdemeanor/felony, has been added to any of the healthcare exclusion listings. The Office does check these requirements frequently, so we will find out, therefore, it is best to inform us first. The Office will handle each situation in a confidential and consistent manner upholding industry and Company standards.
9. You must attend the Company's Inservice's or provide us with Inservice's from other training sessions you attended within the present year.
10. 10. When we send Inservice material home with an attached quiz or acknowledgement indicating you received the Inservice, you must read and acknowledge the material. You are required to mail the material back to our Company with your timeslips one week later. It will be tracked, if we do not receive your Inservice material or any other required material back into our Office within the required timeframe, we will **HOLD** your check until we receive the needed material.
11. 11. Any material mailed to you that is requiring acknowledgement is essential for you to return signed within the required timeframe. Anyone failing to follow these directives will have his/her paycheck **HELD** until the directive is met.
12. 12. Employees are expected to report any serious concerns with Clients, such as: *Falls, Abuse (All Forms), Neglect, Exploitation, Theft, Medication Issues, Death, Bullying, Intimidation, Harassment, Unsafe Home Environments, Medical Concerns*, anything that seems unordinary or not right, contact our Office immediately!
13. 13. Employees are to inform us which method of communication is preferred to communicate work schedules. This method must be consistent and in working use. Prompt communication with the Employee's selected communication method with our Office will be expected.
14. 14. Employee must comply with following our TB Screening and Communicable Disease Screening Requirements upon hire and annually.
15. 15. The Employee is expected to follow the Company's Policies and Procedures, Industry Standards, and any future policy revisions communicated.
16. 16. The Employee is expected to submit weekly timeslips by the end of Tuesday of every week.

STANDARDS & DISCIPLINE:

Maximum Care Inc. expects Employees to adhere to the highest standards of job performance and abide by all Maximum Care Inc. policies, procedures, guidelines, standards. Maximum

Care Inc. has a coaching, training and mentoring philosophy. **When minor infractions occur, the Company uses those minor infractions as “teaching/coaching” opportunities so that the Employee is able to learn and grow from the minor mistake.**

We believe many minor infractions occur due to an Employee not having the appropriate knowledge and skill set that may be needed in certain situations. **However, when more serious or frequent situations occur, discipline/corrective action up to and including termination will result.**

Disciplinary measures may take the form of verbal warnings, written warnings, probation, suspension, demotion, termination or any form deemed appropriate by Management.

The following are examples where an Employee would be disciplined up to and including Termination. This list is not all inclusive.

- Unsatisfactory quality or quantity of work
- Repetitive unexcused absences or lateness
- Failing to follow instructions or the Company’s policies and procedures
- Failing to follow established Safety Regulations
- Theft of Client Property/Theft of Services
- Failure to promptly report Critical Incidents/Client/Individual Concerns, Issues, Client Falls
- Failure to promptly report Client Abuse, Neglect any serious Critical Incident
- Not reporting Medical Concerns of the Client/Individual/Participant
- Committing Abuse, Neglect, Fraud, Harassment or any other form of Critical and Reportable Incident to the Client/Individual/Participant.
- Failing to follow Industry Regulations taught by Maximum Care during On-board Training and during the monthly Inservices
- Committing any type of Fraudulent or Illegal activity
- Willful Misconduct
- HIPAA Violation/Violation of Confidentiality
- Unsafe Acts or any form of Workplace Violence
- Poor Job Performance
- Excessive Call Off’s
- Not providing the Office with appropriate Call-off notice
- Not following the assigned Client/Individual Schedule/Excessive Tardiness
- Client Abandonment- “No-Show” for work
- Excessive Texting while in Client’s/Individual’s home
- Not complying with the Client’s Care Plan
- Solicitation or asking Clients/Individuals for money, borrowing Client’s/Individuals items, eating the Client’s food
- Nonprofessional Communication with Clients/Individuals/Family Members/Employees/Office Workers
- Unwillingness to carry out a directive from the Office
- Not contacting the Office back when asked/Not returning phone calls/emails to the Office
- Not attending Inservices or sending in mandatory paper work
- Not disclosing pertinent information to the Office
- Disregarding any Company policy and procedure
- Insubordination

- Not following Universal Precautions/Bloodborne Pathogens
- Driving a Client/ Individual/Participant without proper authorization
- Falsifying any formal document- Client/Individual/Participant time sheet.
- Violating Maximum Care's policy against Harassment (any form) and other unlawful forms of Discrimination.
- Disorderly Conduct, Fighting or other Acts of Violence.
- Misusing, Destroying or Stealing Maximum Care Inc. property or a Client/Individual/Participant's property.
- Possessing or entering with or using a weapon inside Maximum Care's building or at a Client/Individual/Participant's house.
- Possessing, Selling, Using or Reporting to work with Alcohol, Drugs, or Illegal Substances.
- Any other incident that can potentially harm or damage a Client/Individual/Participant/or Maximum Care Employee & or Property.
- Being convicted of a crime that indicates unfitness for a job or presents a threat to Maximum Care its Employees/Clients/Individuals/Participants.
- Violating Conflict of Interest Rules.
- Violating any other Workplace policy, rule or standard as determined by Maximum Care Inc. at its sole discretion.
- Abusing Maximum Care Inc.'s computers or software.

INSERVICE/TRAINING REQUIREMENTS:

The Company provides (12) hours of ongoing Inservice educational training sessions per year. The Inservices vary from mandatory class room trainings, online trainings, power point presentation for at-home study with an attached quiz and newsletters sent to each active employee. Inservice's are mandated by the PA. Department of Health, Area Agency on Aging Departments, PA. Health & Human Services for programs such as, the Waiver etc. and other programs Maximum Care Inc. services.

New Employees are required to complete (40) hours of training within the first (90) days of employment if the New Hire has no experience. After the (90) day period, active Employees are required to attend or view (2) hours of ongoing training every quarter. Off site and present Inservice training from any other facility/home care or community training is accepted if the Employee is able to show proof. All training sessions can be easily done by attending our every other month Inservice class room training sessions, our Online Training sessions, and completing the Newsletters/Email power point presentations sent to each Employee. An email will be sent to all Employees with a power point presentation and quiz, or, the link for any of the training videos/presentations.

Attendance and completion of all Inservice's is mandatory. Training or Inservice Acknowledgments/Tests must be submitted to our Office in the required and mandatory time-frame.

When documents are not returned to the Office by the required due date, the following will take place:

- Courtesy Call, Email, Text or Mail will be made making the Employee aware of what is due and when it was due.

- If the Employee fails to submit the required Inservice/Training material, the Employee's pay check will not be electronically deposited, which will result in the Employee needing to come into the Office with the required material needed to get a paper check. Check will not be released until all forms are due and turned in. Failure to comply with this requirement can lead to suspension and or termination.

It is expected the DCW completes and returns the quiz/acknowledgement for appropriate tracking and industry compliance. The Office will provide the link to our Training and Inservice Videos so that all required material can be completed in timely and accommodating manner. Anyone who does not have access to a computer can come into the Office to complete the required training material.

EMERGENCY PREPAREDNESS POLICY:

The Company has an Emergency Preparedness Policy that accounts for High Risk Clients who cannot be unattended during bad weather, storm, an emergency or any serious situation when Maximum Care Inc. may not be able to get a DCW to that particular Client/Individual/Participant. How do we handle situations like this?

1. When a Client is opened to Maximum Care Inc. the nurse determines the level of risk the Client is at and reports this risk back to our Office.
2. The risk level is identified in our Computer as either High or Low. If Client/Individual is deemed as High-Risk, it means the Client cannot be left alone during any form of emergency and would need back up or help. If the High-Risk Client does not have familial back up the High-Risk Client would need to be reported to the local Emergency Preparedness Team within the County the Client lives in upon admission to our Company.
3. If there were any type of emergency which would impact this Client, Maximum Care Inc. would contact the local Emergency Preparedness Team who would then take control of ensuring safety for this Client.
4. If the Client is not deemed High-Risk, we would ask the help of both the DCW if possible and family members to ensure the Client's basic needs were met during an emergency. Preparation begins days before an anticipated bad storm and we need everyone's help in these situations.
5. Maximum Care Inc. will have yearly ER Preparedness Training, Drills/Roundtable sessions throughout the year.
6. A Safety Booklet for Emergency Preparedness is given out to all Maximum Care Inc. Clients and Employees.

INCLEMENT WEATHER- WHAT DO I DO?

Very similar to Emergency Preparedness, we need to be proactive and safe. We don't expect anyone to risk his/her life and travel in bad weather. We ask that during the winter months everyone starts watching the weather during the week and planning their week ahead of bad weather. Some Client/Individual schedules cannot be changed if it is a 24-hour, 7 day a week Client/Individual who cannot be left alone. In cases like that, it is also imperative that if you have children or pets and you get stuck staying at a Client's house longer or overnight, you will need to make arrangements for your Children/Pets if you can. Preparing ahead of time will be easier for you and your family if possible. If you can't you cannot work the shift that it is

presumed to get the bad weather on because we cannot have any schedule changes at the last minute. We cannot leave Clients who are deemed High Risk or have no familial backgrounds unattended.

It is best to prepare your Client's/Individuals before the bad weather comes, if you can get them ready with food, drinks (water) flash lights, blankets, making sure their phones are charged and anything else that needs to be done that the Client may not be able to get done if no help is available during a storm would be helpful. Sometimes waiting until the storm has passed and the roads have been cleared is safer but may delay services for the Client/Individual. Again, informing your Clients that their schedule will be affected when bad weather comes and preparation ahead of time is always better. If hours need to be made up the following day please discuss those hours with the Staffing Department and your Clients. The Office will provide Emergency Preparedness Training throughout the year.

ALL SCHEDULE CHANGES MUST BE COMUNICATED TO MAXIMUM CARE INC. STAFFING DEPARTMENT/ON-CALL AS THEY OCCUR DURING INCLEMENT WEATHER. PLEASE CONTACT YOUR CLIENTS TO INFORM THEM OF YOUR SCHEDULE CHANGE. DON'T JUST ASSUME BECAUSE THE WEATHER IS BAD THAT BOTH YOUR CLIENT AND OUR OFFICE WILL KNOW YOU ARE NOT GOING TO WORK. WE NEED TO HAVE DOCUMENTATION FROM EVERY PHONE CALL WHEN THERE IS A SCHEDULE CHANGE- SO PLEASE, CONTACT OUR OFFICE/ON-CALL WHEN WEATHER IS BAD AND YOU ARE UNABLE TO GO TO WORK.

WHAT DO I DO WHEN A CLIENT/INDIVIDUAL/PARTICIPANT DOES NOT ANSWER THE DOOR?

1. Wait 15 minutes
2. Knock hard and loud. Ring the doorbell or call box in apartment.
3. It takes some Clients a while until they can get to the door. Some Clients/Individuals may be sleeping, some may be in the bathroom.
4. If still no answer, try calling the Client/Individual
5. If still no answer, contact Maximum Care Inc. Staffing Department or leave a message for On-Call if the Office is closed. We need to ensure the Client/Individual did not fall.
6. The Office will call the Emergency Contact so that someone can check on the Client in case no one can get in touch with the Client. In some cases, 911 may also be called.
7. Care Managers will also be contacted.
8. Always contact Maximum Care Inc. before leaving the Client's home when the Client does not answer the door, you will get a one-hour show-up time, but we want to make sure the Client is safe, it is REPORTABLE!

COMMUNICATION, PROFESSIONALISM & GOOD BUSINESS ETIQUETTE

- Being Honest, Having Integrity, Be Polite and Tactful.
- Always introduce yourself when arriving at the Client's house, ask what they would like done first.
- Don't sit around, text and not assist the Client.
- Try and have a pleasant conversation with your Clients, it makes the entire work experience better.
- If a Client has their own way of doing something, just do it that way unless it is unsafe, don't argue, even if it is something you disagree with.

- Practice the Golden Rule.
- Don't eat the Client's food.
- Don't ask the Client's for gas money or to borrow money. **DO NOT STEAL FROM A CLIENT, YOU WILL GET CAUGHT AND CHARGES WILL BE BROUGHT AGAINST YOU!**
- Do not take the Client's medication.
- Never discuss personal matters with your Clients.
- Never be argumentative, loud or condescending, hostile, bossy, manipulative.
- Never bully or intimidate a Client- we will find out and you will be reported to the OFFICE of LONG-TERM LIVING AND THE PA. DEPARTMENT OF HEALTH.

EXAMPLES OF PROFESSIONALISM/WHAT THE COMPANY STRICTLY PROHIBITS:

- Conversations should be polite and non-condescending.
- **NO TEXTING IN A CLIENT'S HOME. IF YOU NEED TO TEXT OR MAKE A PHONE CALL, PLEASE INFORM THE CLIENT WHAT YOU ARE DOING AND MAKE IT VERY FAST. NO SOCIAL DRAMA SHOULD BE COMMUNICATED AT ANYTIME IN THE CLIENT'S HOME- IT IS DISRESPECTFUL AND UNPROFESSIONAL!**
- Don't complain about your financial situation or your work schedule or about the Office.
- Don't sit and talk the whole time with the Client/Individual and not do work.
- Don't promise a Client/Individual you can work his/her entire work shift and then tell the Office something different.
- Never bring firearms, drugs, alcohol to a Client's/Individuals home. You are not allowed to go to work under the influence of drugs or alcohol.
- Never engage in unsafe and disruptive behavior.
- Never give medication if not pre-poured.
- Do not bring kids to work. If someone is driving you to work, please do not have them wait in the Client's/Individuals driveway. Have them wait up the road if need be.
- Never be argumentative, loud, impolite or condescending to your Clients/Individuals.
- Do not visit your Clients/Individuals when you're not working for the Company. If you are no longer an Employee for the Company please do not visit your Clients/Individuals.
- Do not eat the Client's/Individuals food- they are on fixed incomes. Do not ask to borrow any money or any other personal items from a Client/Individual.
- Never smoke in your Client's/Individuals house.
- Never leave your Client Unattended- EVER!
- Do not solicit to your Client's/Individuals/Participants. They are on fixed incomes.
- The Company strictly prohibits any forms of Fraud, Theft, Deception, Abuse, Neglect, Intimidation, Bullying, Inappropriate Misconduct. Anyone found guilty of any unethical, illegal activity will be terminate and reported. The Office will prosecute!

INAPPROPRIATE BEHAVIOR:

- Please do not drive a Client/Individual or Client Family member's car or your own car without proper authorization and completing the appropriate Driving Waiver Forms.
- Taking the Client's Key and not giving it back to the Client/Individual/Participant.

- Failure to promptly report Client Abuse, Neglect, Willful Misconduct or failure to Report any Critical Incidents and serious offenses.
- Never administer any over the counter medications or perform any Nursing or Therapy duties.
- Do not bring your kids or significant other to a Client's/Individuals home. If you are having someone drive you to work, do not have them sit and wait in the Client's driveway. Clients/Individuals are very uncomfortable with this. Please have them park away from the Client's/Individuals property.

EXAMPLES OF MANDATORY REPORTING:

- Anything that appears to be out of the ordinary.
- Any claims a Client /Individual/Participant states to you or someone else about anything that is serious.
- The Mandatory Reporting System is a formalized system to handle mandatory and important Client/Individual concerns, issues, situations, Client Status Changes, Client Falls etc.
- If you are servicing your Client/Individual and you witness any of the following items or a Client family member informs you of any of these listed concerns, please contact the Office ASAP!
- Client/Individual Status Changes- Client/Individual appears to be getting sicker. Client is not eating, drinking going to the bathroom
- Client/Individual is refusing personal care
- Client/Individual is losing weight, Client is agitated
- Client/Individual is not going to the bathroom
- Client/Individual is saying he/she wants to commit suicide
- Client/Individual not answering the door. Client/Individual not home
- Client/Individual is refusing any type of care-personal care ("HANDS ON")
- Client/Individual is in the Hospital
- Client/Individual is in Pain or appears disoriented
- Client/Individual appears to be hurt, abused, burned, (suspect any forms of abuse-sexual, financial, physical, mental, psychological, emotional, verbal etc.)
- If Client/Individual is afraid of any family members, please report to Maximum Care Inc.
- Any Client/Individual Incidents should be reported to us.
- **If a Client/Individual Falls** during your work shift, or during a different time but reports it to you, it is imperative that you immediately report it to Maximum Care Inc. We handle all Falls with a Formal Fall Report. Some Falls are required to be reported to the State. **If the Client/Individual Falls while you are at the Client's/Individual's home, PLEASE DO NOT MOVE THE CLIENT/INDIVIDUAL UNLESS THEY ARE READY TO FALL FURTHER** (*i.e. down the stairs or could get electrocuted*). Even if the Client tells you they are fine and requests you help him/her up, **you are not** allowed. **You must contact 911**. If the family also requests you help the Client up and not to contact 911, you must follow the Company's policy on contacting 911 first and then contacting our Office. If the Client/Family member is giving you a hard time, it is best you contact us and we will explain the reason behind contacting 911 first. Our Company and the Employee are liable when we handle Falls and Injuries incorrectly. By following the general rule of contacting 911 first and not moving the Client/Individual is just the

right, ethical and safe thing to do by our Clients. We are not Physicians. Let the Hospital Staff check the Client/Individual to ensure no serious injuries. Always wait with your Client/Individual until the EMT arrives and lock the Clients/Individual door. Make sure the Client/Individual has his/her house keys, phone, wallet etc. Please contact our Office as soon as you can so a Fall Report can be taken and we can contact the Client's ER contact and start the Reporting Process. Some Fall Reports are submitted to the State. If you see anything that is unsafe in a Clients/Individuals home, please ask if you can move it so that the Client/Individual does not fall, for example, throw rugs.

- If the Client/Individual has confusion or inability to suddenly pay bills, purchase food or personal care items, is inaccurate or confused about current information, or has no knowledge of finances please contact Maximum Care Inc.
- There is a disparity between income/assets and lifestyle, fear or anxiety when discussing finances, transfer of assets from an older person to other.
- Poor quality relationship between caregivers, elder presence of aggressive behavior in care receiver.
- Signs of confinement (locked in a room, restrained in Bed) low self-esteem.
- Any forms of substance abuse.
- Cognitive impairment/short or long-term memory loss.
- Signs of excess drugging, reddened areas, blisters, any unexplained bruises, injuries.
- Chest pain, edema and swelling in hands and feet, feeling numb, fever.
- Can't swallow or eat, change in ambulation (Walking is not as steady anymore) Risk for falls, increased pain- Bleeding.
- Client/Individual is not taking medications appropriately
- Any form of misconduct by any provider.

WHAT DO I DO IF THE CLIENT/INDIVIDUAL HAS DECEASED WHEN I ARRIVE OR DURING MY WORK SHIFT?

If you go into a Client's/Individuals home and the Client has expired or passes away while you are working, please notify 911 first, then our Office. Wait until the police come, lock the Clients door and leave the Client's keys at the house. Contact Maximum Care Inc. so an Incident Report can be completed and Reported.

WHAT IS HIPAA? HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT-

Employees within the health care field must safeguard their Clients/Individual protected health information. All written and verbal health information must be secure and kept confidential. Information such as, Client's/Individual's Name, Address, Date of Birth, Social Security, Telephone Number, Occupation, Employer information should be kept confidential. The Client's/Individuals diagnosis and any private information can only be shared with the appropriate medical/nursing personnel. Do not discuss one Client/Individual with another Client/Individual- Never discuss any Client's/Individuals conditions/home environment with anyone else but the Office. We take this Federal Regulation very serious.

HIPAA REMINDERS:

- Inform or discuss the Client's/Individuals pertinent medical information to the Office/Supervisory Staff only.
- Guard against accidentally releasing any information about one of your Client's/Individuals to an unauthorized person. The Client/Individual must authorize an individual to speak and receive medical information on behalf of him/her.
- Check with the Client/Individual and or Office who they allow you to speak to regarding his/her care.
- Keep all private and secure Client/Individual information in a locked or closed briefcase, folder, file etc.
- When you're at a Client's/Individuals home and you receive a phone call from the Office about another Client/Individual, make sure you do not speak the Client's/Individuals name or any private conversation in the Client's/Individual home so the Client/Family Member won't overhear.
- Dispose of unneeded written Client/Individual material by shredding the paperwork or bring into the Office. The Office utilizes a shredding company.
- Violating HIPAA Standards are examples such as, careless verbal communication, absent-minded communication, inattentive handling of written information, unguarded techniques for fax information transmission etc.
- Penalties for disclosure of Protected Information- Wrongful disclosure of protected health information- \$50,000 fine, imprisonment of not more than 1 year or both.
- Disclosure of Protected Health Information- under false pretenses \$100,000 fine, imprisonment of not more than 10 years, or both.
- The intent to sell information- \$250,000 fine, imprisonment or both.

WEEKEND POLICY:

We require at least every-other-weekend a few hours to work. Call Off's must be scheduled off before committing to a work schedule. No more than a total of (3) unexcused absences in a (90) day period is acceptable. Documentation will be required to verify validity of absences.

HOLIDAYS:

Holidays such as Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day are considered Holidays. Employees are required to work every other holiday and will be compensated an extra \$1.00 more per hour. Christmas Eve and New Year's Eve after 5 pm must be staffed and is considered a holiday as well.

EMPLOYEE DRIVING, DRIVING WAIVERS, DRIVERS LICENSE, CAR INSURANCE:

It is the policy of Maximum Care Inc. to provide safe, reliable and efficient drivers on behalf of Maximum Care Inc. It is the expectation that all field staff shall comply with the provisions of this policy. All New Hires and Active Employees will sign the appropriate driving waivers specific to his/her situation during the course of his/her employment with Maximum Care Inc. The signed Employee Waiver(s) will be retained in the Employee/Client/Individual file.

Upon employment the employee must provide a valid Pennsylvania Driver's License, a copy of his/her car insurance and car registration if he/she will be driving to work and/or driving a Client/Individual to an appointment. If you do not currently drive, or have a Pennsylvania Driver's license, or your Pennsylvania Driver's license is suspended, you the (the Employee) will be required to complete an acknowledgement indicating you will not be driving any Clients/Individuals during the course of your employment with Maximum Care Inc. or that you will not be driving from one Client's/Individuals house to the next without a Pennsylvania Driver's License. Before you transport any Maximum Care Client(s)/Individuals you must first check with the Office to make sure the Client/Individual was approved for transportation, the Employee and Client/Individual would need to sign the appropriate Transportation Waiver.

If your driving status changes while employed with Maximum Care Inc. you will be required to complete a new Driving Waiver, provide proof of your updated driver's license status change, car insurance, and your car's registration.

If the Client would like you to drive his/her car, the Client must demonstrate he/she has car insurance that allows for a third- party driver to drive his/her car along with your photocopied updated driver's license. The Client's car registration and car insurance will also need to be on file with the Office. Both the Client and the Employee will need to sign the appropriate Driving Waiver.

PLEASE NOTE: Maximum Care Inc. services many different counties and have different contractual obligations for each program/county we service. What may be allowed in one county under a specific program may not be allowed in a different county/different program.

At the present time, Bucks County Area Agency on Aging under the Options Program **does not allow the Client to drive with the Direct Care Worker/Caregiver/Employee/Nurse's Aide in the employee's car, or allow the Client to drive the employee in the Client's car.** What is allowed, is if the Client drives his/her own car and the DCW/Employee/Nurse's Aide follows the Client in his/her own car and they both drive separate to the errand. However, it is best the Employee handle the errand by him/herself instead. Many times, the Clients are not happy with handling their errands in this manner but the Company has no choice but to follow this strict requirement, therefore, as an Employee with the Company, the DCW/Employee/Nurse's Aide must follow this directive as well.

QUALITY MANAGEMENT PLAN FOR THE AGING & DISABLED CLIENT:

The Company's Quality Management Plan is a monitoring process conducted daily, monthly, yearly to ensure continuous quality improvement. The Company's Quality Management Plan is to know at any given point how the Company is performing. It is a formalized initiative to make things better and to ensure Company, Client, Individual and Employee compliance. The following provides the Company's Reportable Performance Measures for Quality Improvement & Tracking Purposes:

- Client/Individual Admissions, Discharges, Reasons for Discharge
- Client/Individual Hospitalizations- Reason for Hospitalization?
- When was New Client/Individual Admission Opened?
- Client/Individual Service Refusals
- Client/Individual Service Restarts
- Provisional Hires
- Employment Status Changes
- Employee Warnings, Corrective Action

- Outstanding HR Charts/Client/Individual files
- Updated Service Orders
- Critical Incidents
- Preventable Incidents
- Employee/Client/Individual Concerns and or Grievances
- Employee No-Shows/Employee Call-Off's
- Schedule Changes
- Service Authorizations
- Overtime
- Unemployment
- TB Schedules, Competency Training, Inservice Training Compliance
- Communicable Disease Tracking/Driver's License, Car Insurance & Registration Compliance
- Work Injuries
- Safety Implementation Evaluations & Safety Committee
- Supervisory Nursing Schedules
- Monthly Quality Assurances
- Client Requests/ Employee Requests
- Employee Recognition
- Timeslip Compliance
- Outstanding Bills
- CHC Portal/Referrals & Compliance

LIMITED ENGLISH PROFICIENCY (LEP) ALTERNATIVE COMMUNICATION METHOD:

To ensure effective and accurate communication with Applicants, Employees, Clients/Individuals and Client family members of Non-English speaking, written, hearing, or visually impaired. The Company procedure is to utilize both an alternative communication and interpreter listing, as well as, to utilize specific personnel who are able to communicate with the Applicants, Employees, Clients, Individuals and Client Family Members who are limited the English Language. The Company's practice is to ensure effective and accurate communication and strictly prohibits any form of discrimination and will utilize internal bilingual personnel as well. The steps are as follows:

- **Language Line Service**- For all languages www.language.com or call for all spoken language needs- 1-888-808-9008 (PIN #- 52983164) to speak with an interpreter. Language Line Service will provide two qualified translators to ensure accurate translation of all languages. Services are available 24 hours per day, 7 days a week.
- **TTY**-Telecommunication's Relay Service for deaf, hard of hearing or speech disabilities voice dial 11 or 1-800-659-3656. TTY- 1-800-659-2656, Spanish Relay- Dial 1-800-337-3242. Braille Service Visually Impaired for Visually Impaired or Blind Center for Vision Loss- Certified Braille Dial- 610-433-6018. These services are available Monday through Friday 8:30 am to 4:30 pm. Contact Wilma Peek- www.centerforvisionloss.org. Relay Service is available 24 hours per day, 365 days per year. The above services will be provided to applicants, employees, clients and client family members free of charge.

ANTI-DISCRIMINATION/EQUAL OPPORTUNITY EMPLOYMENT/AFFIRMATIVE ACTION:

Maximum Care Inc. complies with the Pennsylvania Human Relations Act of 1955 and the Civil Rights Act of 1964. The Company does not discriminate against any person (Applicant, Employee, Client/Individual/Participant) because of Race, Creed, Color, Religion, Sex, National Origin, Sexual Preference, Sexual Identity, includes HIV/AIDS Infection, Age, Disability, Perceived Disability, Gender, Pregnancy, Veteran Status, or any other protected group in the admission or access to, in operation of, or in employment practices of its services, programs, and activities.

The Company strictly prohibits any form of discrimination in regards to all phases of employment (recruiting, hiring, training, promotions, retention, corrective action etc.) The Company will base its employment decisions solely on merit, work performance, external and internal economic conditions, objective grievance procedures, business necessity, etc. and not on any forms of prejudices, biases, unfair, inconsistent, or adverse discriminatory practices.

IF YOU NEED A REASONABLE ACCOMMODATION DURING YOUR WORKDAY PLEASE CONTACT THE HUMAN RESOURCES DEPARTMENT.

FMLA- Family Medical Leave:

Allows eligible Employees of covered establishments to take up to (12) weeks of unpaid, job-protected leave for the birth of their child, to address their own serious health condition or to care for a seriously ill immediate family member. The FMLA also covers qualifying exigency arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty or has been notified of an impending call to active duty in the armed forces. This could mean deployment, military events and related activities, post-deployment activities and other activities where the employer and employee agree to leave. The FMLA also covers eligible employees to take up to 26 workweeks of leave in a single 12- month period if the employee is the spouse, son, daughter, parent, or next of kin caring for a military service member recovering from an injury or illness suffered while on active duty in the Armed Forces.

CLIENT/INDIVIDUAL CARE PLAN- Caregiver's Assignment Sheet:

When you get to your Client's home, **FIRST**, introduce yourself as the caregiver who will be servicing him/her for that shift. **SECOND**, ask the Client/Individual if you can read his/her care plan. Some Client's will be able to give it to you and others may not know where their care plan is. Many times, our nurse will put the Client's/Individual care plan on their refrigerator. The Client/Individual care plan or Caregiver's assignment sheet will instruct you of what you need to do for your Client/Individual. The care plan is the assignment sheet that lists all the duties to be accomplished during your work shift. You can also ask the Client/Individual if the Client/Individual is mentally/cognitively able to tell you what he/she would like done during the assigned work shift. If still unsure, contact our Office and we will direct you on the duties that need to be accomplished in the Client's/Individual home.

You must complete the timeslip on the day you worked and check off all the duties that you have completed during your work shift. The duties should match what the Client care plan states. If you have not been able to perform a work task from the care plan, or, you have done more than what the care plan is asking, please document on your timeslip the reason for the change.

WHAT IF YOU CAN'T FIND THE CARE PLAN?

1. Contact the Office and ask someone who answers the phone to read the Care Plan to you.
2. You can come into the Office to receive the Client's/Individual care plan.
3. Normally upon hire, you will be given a schedule or asked to come back to the office to receive a schedule and all pertinent information regarding the Client's on your schedule (including a copy of the Client's/Individual profile/care plan)
4. You can also ask the Client/Individual what he/she needs accomplished during your time with the Client/Individual. Obviously, it must be within reason and the duties on your timeslip. Use your timeslip as a guide if unsure what needs to get done. All tasks on the timeslip are the duties of the caregiver. If you accomplish some of those duties during your shift, that is good.
5. You can look around and assess what needs to be done. Always start by asking the Client/Individual if he/she needs to use the bathroom, is hungry/ thirsty, or needs to be changed due to a wet depend etc.

TRAINING/COACHING/MENTORING/DISCIPLINE:

Maximum Care will provide as much training, coaching, mentoring as needed, to ensure continuity of safe, consistent, ethical, legal and quality Home Care services. If Maximum Care Inc. receives a Client/Individual complaint regarding the Employee, the Company will determine the course of action to take when handling the Employee. Depending on the nature of the Complaint, will determine whether the session with the Employee will be a Training/Coaching/Mentoring session, or a discipline session resulting in a form of corrective action. Maximum Care Inc. does retain the Employment-At-Will Relationship. If Maximum Care Inc. believes the Client/Individual complaint was due to a lack of skill, knowledge etc., the Company will ensure the Employee receives additional training to help remedy the problem with our field Safety Trainer, or scheduling a time to view relevant training videos. A one-on-one training session with a Supervisory Nurse may also be arranged. Our HR Department will also periodically contact the Employee to conduct a Quality Assurance questionnaire and to see whether or not the Employee feels he/she may need additional training.

If the Client/Individual complaint is due to performance issues or an Employee's conduct/attitude etc., the HR Department and or Staffing Department will discuss the issue with the Employee and agree to an Employee Corrective Action Plan. The HR/Staffing Department will promote ongoing feedback with the Employee to confirm adherence to the Employee's Individual Corrective Action Plan.

EMPLOYEE/CLIENT COMPLAINTS/INCIDENT MANAGEMENT PROCEDURE:

The main objective with this policy is to ensure fair, objective, safe and consistent, prompt attention to a Client/Individual and or Employee Complaint(s)/Incident(s). The Company will handle all Client/Individual/Employee complaints as they are reported into our Office. The Office Employee will take the initial Complaint from either the Client, Individual, Client's Family Member, Employee, and or both the Client and Employee. The Initial Complaint will be completed utilizing a "Progress Note" answering the basic questions of Who, What, Where, When & Why the Situation/Incident/Complaint may have happened.

Maximum Care Inc. defines an Incident as an event, occurrence or a deviation from a standard. A Complaint is defined as a Client/Individual/Employee dissatisfied with either the Office, Field Employee and or both its policies, procedures/practices, operations, customer service etc. The Client/ Individual/Employee and or Client's Family Member has the right at any time to report a Complaint/Incident to our Office because failure to do so may put the Employee/Client/Individual at risk. The Complaint/Incident will be handled in a confidential and professional manner.

The Client, Individual, Client's Family Member or Employee are educated on their rights and the procedure to report a complaint to Maximum Care Inc. without facing an adverse impact.

The Office Employee will transfer the Complaint/Incident to the internal Instant Messaging System (IM) for the Client/Employee file and to keep track of all monthly and yearly Client/Employee Complaints and or Incidents in accordance with the Company's Quality Management and Business Integrity policies and initiatives. The Complaint is then referred to the Operations Director to determine the appropriate course of action. All incidents will be handled in a reasonable and prompt manner and will follow several investigative steps. The Company will follow the below procedures but may need to handle each Complaint/Incident on a case-by-case basis following the general guidelines.

The following steps are as follow:

- Identify the Incident/Complaint- talk with all relevant parties and ensure documentation of the facts are inputted on the Company's "Progress" form.
- The report that will be completed will have pertinent Client/Individual/Employee or both demographic information, the date and time the Incident/Complaint was reported, the date and time the Incident/Complaint had happened. The nature of the Incident/Complaint.
- Determine what are Relevant and Irrelevant Facts.
- Determine if the investigation will occur off-site from Maximum Care Inc. at a Clients home or can it be handled at Maximum Care Inc.
- One-on-One interviews/meetings, telephone conferences will take place with all pertinent "affected individuals" and individuals deemed to be helpful in acquiring clarification/insight into the Complaint/Incident.
- Testimonial, Documentary and Physical Evidence may need to be acquired to handle situation fairly and adequately.
- Demonstrative evidence such as photographs and or digital evidence may need to be acquired.
- Conduct a "Root-Cause" Analysis
- Decide a "Plan of Action" and what form of remediation/resolution shall occur and the date the investigation has concluded.
- Maximum Care Inc. will conduct the formal investigation within the (30) day timeframe. If for some reason the investigation is pending due to a situation out of the control of Maximum Care Inc. all relevant parties will be notified of requesting an extension.
- Communicate the "Plan of Action" and or resolution to the problem.
- Complete the Incident report and determine if further Reporting needs to occur on a Federal, State and Local level according to industry standards of Mandatory Reporting (Service Coordinators, Area Agency on Aging, Pa. Department of Health, Office of

Long-Term Living, ODP etc.) within the appropriate time frame of (24) or (72) hours depending on the nature of the Incident.

The Operations Director with the help of appropriate Supervisory/Management staff will ensure objectivity and promptness in investigating and remedying the Incident/Complaint and no retaliatory/negative treatment will result for the Client/Employee and or Both. The Client's/Individual's Family Member or Advocate can be present for any investigative procedures.

CRITICAL INCIDENTS/SERIOUS REPORTABLE INCIDENTS/INCIDENT MANAGEMENT/REPORTING GUIDELINES:

To comply with Federal, State, Local guidelines on Serious/Critical Incidents that occur. To comply with Maximum Care's policy on serious incidents that occur within work hours. The policy will define when a Critical Incident occurs, who is responsible to report a Critical Incident and when a Critical Incident needs to involve Protective Services and other Entities. The policy will describe how to report a Critical Incident and within the appropriate timeframe.

REPORTABLE INCIDENTS:

- **Death- (For ODP all Deaths are reportable)** other programs we contract with are reportable only if suspicious death occurs.
- **Suspicious Death**
- **Abuse** (The occurrence of one or more of the following acts: (1) the infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain or mental anguish; (2) the willful deprivation by a caretaker of goods or services which are necessary to maintain physical or mental health; (3) sexual harassment; and/or (4) sexual abuse which is intentionally, knowingly or recklessly causing or attempting to cause rape, involuntary deviate sexual intercourse, sexual assault, statutory sexual assault, aggravated indecent assault or incest, molestation.
- **Abuse - Physical/Psychological/Sexual/Verbal/Improper or Unauthorized use of Restraint**
- **Visitor Abuse-** Abuse from a visitor at a Client/Individual/Participant's house or within the community.
- **Individual-to-individual abuse (ODP Individual)-** An interaction between one Individual receiving services and another Individual receiving services resulting in an allegation or actual occurrence of the infliction of injury, unreasonable confinement, intimidation, punishment, mental anguish, sexual abuse or exploitation. Individual -to-individual Abuse is reported from the Victim's perspective, not on the person committing the Abuse.
- **Willful deprivation by a Caretaker of goods or services which are necessary to maintain physical or mental health.**
- **Death due to a Medication Error or Adverse Reaction to Medication**
- **Medication Error (ODP Individuals)** Any nonconforming practice with the "rights of Medication Administration" as described in the OMR Medication Administration Training Course. This includes omission, wrong dose, wrong time, wrong person, wrong medication, wrong route, wrong position, wrong technique/method and wrong form.
- Over the counter medication is excluded. Treatment procedures (for example, skin creams, shampoo, eye drops, and the like) that do not contain a prescription medication are excluded. A medication error occurring during a home visit, when the family is responsible for the administration is not reportable.
- **Threatening Suicide/Suicide Attempt-** The intentional and voluntary attempt to take one's own life. A suicide attempt is limited to the actual occurrence of an act and does not include suicidal threats.
- **Death due to Injury, Suicide**
- **Health or Behavioral Crisis**

- **Death due to Malnutrition, Dehydration or Sepsis or Serious bodily injury-** An injury which creates a substantial risk of death or which causes serious permanent disfigurement or protracted loss or impairment of the function of a body member or organ.
- **Serious Physical Injury-** An injury that causes a person severe pain or significantly impairs a person's physical functioning, either permanently or temporarily.
- **Sexual Harassment-**is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. **NOTE:** Sexual harassment is an Abuse that requires reporting to the AAA, but not the other above Departments.
- **Sexual Abuse (under ODP)** An act or attempted acts such as rape, incest, sexual molestation, sexual exploitation or sexual harassment and inappropriate or unwanted touching of an individual by another. Any sexual contact between a Staff person and an Individual is Abuse.
- **Verbal Abuse-** A verbalization that inflicts or may inflict emotional harm, invoke fear or humiliate, intimidate, degrade or demean an individual.
- **Sexual Abuse-** Intentionally, knowingly or recklessly causing or attempting to cause rape, involuntary deviate sexual intercourse, sexual assault, statutory sexual assault, aggravated indecent assault, indecent assault or incest. This would include: Rape, Statutory Sexual Assault, Involuntary Deviate Sexual Intercourse, Sexual Assault, Aggravated Indecent Assault, Indecent Assault, Incest, Molestation. Any unwanted touching.
- **Psychological Abuse-** An act, other than verbal, that may inflict emotional harm, invokes fear and/or humiliate, intimidate, degrade or demean a participant.
- **Injury or Hospitalization** (as a result of Waiver services/or, an unexpected Hospitalization that was not planned) does not matter whether or not the aide was present, once this incident has been reported to Max. Care, we need to **Report** to appropriate agencies in a timely manner. **(Preplanned Hospitalizations are not reportable)**
- **Psychiatric Hospitalization-** An inpatient admission to a psychiatric facility, including crisis facilities and the psychiatric departments of acute care hospitals, for the purpose of evaluation or treatment, or both, whether voluntary or involuntary. This includes admissions for "23 hour" observation and those for the review or adjustment, or both, of medications prescribed for the treatment of psychiatric symptoms or for the control of challenging behaviors.
- **Injury requiring treatment beyond first aid-** Any injury that requires the provision of medical treatment beyond that traditionally considered first aid. First aid includes assessing a condition, cleaning an injury, applying topical medications, applying a band-aid, and the like. Treatment beyond first aid includes lifesaving interventions such as CPR or use of the Heimlich Maneuver, wound closure by a medical professional, casting or otherwise immobilizing a limb. Evaluation/assessment of an injury by emergency personnel in response to a "911" call is reportable even if the individual is not transported to an emergency room.
- **Absence of Waiver Services/Disruption in Service**
- **Emergencies (weather, or any other type of emergency situation)** that would prohibit our staff from servicing the Client. Any significant disruption of service due to disaster such as Fire, Storm, Flood or Other Occurrence- Fire, Storm, Flood, Earthquake, other natural disaster. **(Catastrophic incidents)**
- **Fire-**A situation that requires the active involvement of fire personnel, that is extinguishing a fire, clearing smoke from the premises, responding to a false alarm, and the alike. Situations which require the evacuation of a facility in response to suspected or actual gas leaks or carbon monoxide alarms, or both, are reportable. Situations in which staff extinguish small fires without the involvement of fire personnel are reportable.
- **Unsafe Client/Individual Home Conditions- *If a Client's/Individual Health & Welfare is in jeopardy*** (i.e.- Client/Individual/Participant is smoking while he/she is on Oxygen)
- **Emergency Room Visit-** (For ODP Clients) The use of a Hospital Emergency Room. This includes situations that are clearly "Emergencies" as well as those when an individual is directed to an Emergency Room in lieu of a visit to the Primary Care Physician (PCP) or as a result of a visit to the PCP. The use of an Emergency Room by an individual's PCP, in place of the physician's office, is not reportable.

- **Neglect-** Dehydration, Malnutrition, Untreated or Improperly Attended Medical Condition, Poor Personal Hygiene, Hazardous or Unsafe Living Conditions.
- **Exploitation (Financial)-** Occurs when a person misuses or takes the assets of a vulnerable adult for his/her own personal benefit. This frequently occurs without the explicit knowledge or consent of a senior or disabled adult, depriving him/her of vital financial resources for his/her personal needs.
- **Misappropriation of Client's property-**The deliberate misplacement, exploitation, or wrongful use of a Client/Individual/Participant's belongings, money, personal items, misappropriating Client/Individual/Participant funds.
- **Misuse of Funds (for ODP Individuals)** An intentional act or course of conduct, which results in the loss or misuse of an individual's money or personal property. Requiring an individual to pay for an item or service that is normally provided as part of the individual's money or personal property. Requiring an individual to pay for an item or service that is normally provided as part of the individual support plan is considered financial exploitation and is reportable as a misuse of funds. Requiring an individual to pay for items that are intended for use by several individuals is also considered financial exploitation and is reportable as a misuse of funds. Requiring an individual to pay for items that are intended for use by several individuals is also considered financial exploitation. Individuals may voluntarily make joint purchases with other individuals of items that benefit the household.
- **Abandonment-** Leaving a Client/Individual/Participant knowingly Unattended.
- **Restraints-** Any Physical, Chemical or Mechanical intervention used to control acute, episodic behavior that restricts the movement or function of the individual or portion of the individual's body, including those that are approved as part of an individual support plan or those used on an emergency basis. Improper or unauthorized use of restraint is considered abuse and is to be reported under the abuse category.
- **Improper or unauthorized use of restraint-** A restraint not approved in the individual support plan or one that is not a part of an agency's emergency restraint procedure is considered unauthorized. A restraint is intentionally applied incorrectly is considered an improper use of restraint.
- **Physical Restraint-** A Physical or Manual restraint is a physical hands-on technique that lasts thirty (30) seconds or more, used to control acute, episodic behavior that restricts the movement or function of an individual or portion of an individual's body such as a basket hold and prone or supine containment.
- **Mechanical Restraint-** A Mechanical Restraint is a device used to control acute, episodic behavior that restricts the movement or function of an individual or portion of an individual's body. Examples of Mechanical Restraint include anklets, wristlets, camisoles, helmets with fasteners, muffs and mitts with fasteners, poseys, waist straps, head straps, restraining sheets and similar devices. A device used to provide support for functional body position or proper balance and a device used for medical treatment, such as a wheelchair belt or helmet for prevention of injury during seizure activity, are not considered Mechanical Restraints.

-Chemical Restraint- A Chemical Restraint is a drug used to control acute, episodic behavior that restricts the movement or function of an individual. A drug ordered by a licensed practitioner as part of an ongoing treatment program or pretreatment prior to medical or dental examination or treatment is not a Chemical Restraint. Medications prescribed on a Pro Re Nata (PRN) basis for the treatment of episodically occurring and well-defined symptoms of an underlying disorder (such as an anxiety disorder, auditory hallucinations, and the like) and not simply for behavior control, are not considered Chemical Restraints.

- **If the Employee does something Unethical, Illegal or Neglectful** to the Client/Individual/Participant
- **Client/Individual/Participant Falls**
- **Misconduct by Aging Waiver Service Provider or their Representative**
- **Elopement-** Wandering away from a safe premise.
- **Choking**
- **Rights Violation- (Applies to the ODP Individual)** An act which is intended to improperly restrict or deny the Human or Civil Rights of an Individual including those rights which are specifically mandated under applicable regulations. Examples include the unauthorized removal of personal property, refusal of access to the telephone, privacy violation and breach of confidentiality. This does not

include restrictions that are imposed by court order or consistent with a waiver of licensing regulations.

- **Any situation unforeseen that could or did result in a serious incident.**
- **Any situation that may be “unclear” but you believe it can or will pose a Serious Critical Incident to the Client/Individual/Participant**
- **Service Interruption with Termination w/Risk**
- **Theft-** If a Client/Individual/Participant alleges Theft (Can be of medications, money, personal property, jewelry etc.)
- **Reportable Diseases or Infestations** (Reportable to Office/Local AAA/Care Manager) Scabies, Beg Bugs, Lice, MRSA, VRSA, VRE, Animal Bites, Rats. An occurrence of a disease on the Pennsylvania Department of Health List of Reportable Diseases. The current list can be found at the Department of Health’s website, www.health.state.pa.us. An incident report is required only when the reportable disease is initially diagnosed.
- **Law Enforcement Activity-** The involvement of Law Enforcement/ if an Individual is charged with a crime or is subject of a police investigation that may lead to criminal charges. An Individual is the victim of a crime, including crimes against the person or their property. A crime such as vandalism or break -in that occurs at a provider site. An on-Duty Employee or an Employee who is volunteering during off duty time, who is charged with an offense, a crime or is the subject of an investigation while on duty or volunteering. A Volunteer who is charged with an offense, a crime or is the subject of an investigation resulting from actions or behaviors that occurred while volunteering. **A Crisis Intervention** involving Police/Law Enforcement Personnel. A citation given to an agency staff person for a moving violation while operating an agency vehicle, or while transporting Individuals in a private vehicle, is reported as a site report.
- **-Missing Person-** A Client/Individual/Participant is considered missing when they are out of contact with the staff **for more than 24 hours without prior arrangement or if they**

are in immediate jeopardy when missing for any period of time. A person may be considered in “**Immediate Jeopardy**” based on the person’s personal history and may be considered “**Missing**” before 24 hours elapse. Additionally, a reportable incident whenever the police are contacted about an Individual or the Police independently find and return the Individual, or both, regardless of the amount of time the person was missing.

WORK INJURIES: *Work Incidents & Near Misses*

If you the Employee hurt yourself during your time at work, you must report the incident to our Office immediately. The HR Department will conduct an Incident Report over the phone and provide you with the pertinent information if you need to seek medical treatment. We ask that all medical information be faxed to our Company at 610-264-0834 and attention to Human Resources. Any incident that did not result in an injury to you or the Client/Individual is called a Near Miss and still needs to be reported to Maximum Care Inc. We track all work injuries and incidents and provide that data to the Safety Committee to ensure future safety of Employees, Clients/Individuals.

SOCIAL MEDIA:

The Company strictly prohibits discussing or sending pictures of Clients/Individuals/Participants/Employee’s or Family members of Clients/Participants/Individuals on any form of Social Media. This includes but is not limited to Video or Wiki Postings, Blogging, Texting, Facebook, LinkedIn, Twitter, Chat Rooms, Personal Blogs, or similar form of Online Journals, Diaries, Personal Newsletters not affiliated with Maximum Care Inc.

Unless specifically instructed, Employees are not to speak on behalf of Maximum Care Inc. Employees are not authorized and therefore restricted to speak on behalf of Maximum Care

Inc. The Company reserves the right to monitor comments or discussions about the Company and its Clients/Individuals/Participants/Employees. The Company has the right to utilize Blog search tools and software to monitor forums, such as Blogs and other types of Personal Journals, Diaries, Personal and Business Discussion Forums and Social Networking Sites.

Violations of the Company's Social Networking policy will result in disciplinary action up to and including immediate termination.

TEXTING:

The Company strictly prohibits Employees from texting while in the Client/Individual/Participant's home. All schedules will be communicated over the phone, so that the Staffing Department can ensure confirmation of schedules.

The following are Texting guidelines:

- Texting can be utilized when texting the Client/Individual/Participants initials with address. This is only done when schedules have been verbally confirmed.
- The Company does not accept Text Messaging on the On-Call phone in any instance. All Employees must utilize the On-Call System.
- It is strictly prohibited for the Employee to Text or accept Office calls while driving. The Company upholds the PA. State Driving Laws that prohibit Texting and using cell phones while driving.
- It is strictly prohibited from Texting while working with your Clients/Individuals/Participants in their homes or within a community setting.
- The Employee is not able to text any confidential or private information regarding any Client/Individual/Participant/Family Member information which is private and or confidential. There should be no form of communication over text regarding Clients/Individuals/Participants/Family Members etc. Texting does not allow for security of personal, private Client/Individual/Participant/Employee Information.

COMPLAINT & GRIEVANCE PROCEDURE:

Employees who feel they have not received fair treatment may file a grievance/complaint to the HR Department verbally and in writing. The Company does have an "Open Door" policy where many complaints, concerns, issues and incidents can be handled in a more informal manner. However, concerns that are more serious shall be handled in a more formalized procedure.

Employees have a right to file a formal complaint to our Office without fear of any reprisal. The Company treats all Employees with respect, dignity, fairness and consistency. The grievance system is provided to allow a means for Employees to present problems or complaints about employment to the Company in an orderly fashion as a way to expedite fair and consistent outcomes to promote satisfied Employees.

The Employee filing a complaint should report his/her grievance to the Human Resources Department/Operations. The HR/Operations Director will review the grievance and confer with the complainant within (3) three working days after receipt to indicate what action will be taken. If the complainant is satisfied, the grievance will be closed and inputted into the Company's QM spreadsheet of all grievances and resolutions. If the complainant is not satisfied, the HR/Operations Director will forward the grievance to

the President of the Company. The President of the Company will schedule a private meeting with the Employee to resolve the grievance. All grievances are handled fairly and promptly at all levels.

WHAT IS THE CLIENTS BILL OF RIGHTS?

Clients are given a Patient's Bill of Rights which states the following:

Our Agency protects and promotes your rights as a Client/Individual under our care. You have the right:

1. To be fully informed in writing, in advance of care or during the initial visit, of your rights and responsibilities.
2. To exercise your rights as a patient of our agency and to have your family or guardian exercise your rights when and if you become incompetent to exercise your rights.
3. To have you properly treated with respect.
4. To be informed of the procedure of voicing grievances regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for property; to lodge complaints with us call our office.
5. To voice grievances regarding treatment of care that is (or fails to be) furnished, or regarding the lack of respect for property without fear of reprisal or discrimination.
6. To be informed of the disposition of such grievances or complaints.
7. To be informed of the availability of the Pennsylvania State Home Health Agency hotline and/or the PA Department of Health Complaint Hotline to communicate complaints or questions about home health agencies or advanced directives.

Pennsylvania Department of Health

24 hours- 7 days per week

1-800-254-5164

In person response: Monday through Friday from 8:30 am to 4:30 pm. After hours, weekend, and holiday messages may be left on an answering machine for response the next day. If you have questions about licensure requirements contact the Division of Home Health at 717-783-1379.

8. To be informed of the care that is to be furnished, the types (disciplines) of the direct care worker who will furnish the care and the frequency of the visits that are proposed to be furnished.
9. To receive proper identification, by name and title, of all personnel involved in care.
10. 10.To participate in advance in the planning of the care and in the planning any changes in the care to be furnished and to be advised of any change in the plan of care before the change is made.
11. 11.To refuse services or request a change in caregiver without fear of reprisal or discrimination.
12. 12.To have all clinical records pertaining to your care treated as confidential, and to have records released with your consent or as required by law.

13. 13. To be advised, orally or in writing and before care is initiated, of the extent to which payment may be required from you.
14. 14. To be advised, orally and in writing, within thirty working days of the date we become aware of any changes in payment responsibility, or any charges for services for which the Client may be liable.
15. 15. To receive services without regard to race, color, creed, national origin, religion, disability. To receive services with reasonable accommodations, if necessary. Persons with limited English proficiency will be provided a translator at no cost to consumer if needed.
16. 16. To make decisions regarding your medical care and treatment, including advance directives for health care.
17. 17. To receive services without regard as to whether you have or you have not executed advance directives.
18. 18. To receive ten (10) calendar days advance notice of termination of service(s). Less than ten (10) days without written notice if consumer has failed to pay, despite notice and is more than 14 days in arrears; or if health and welfare of the direct care worker is at risk.

EMPLOYEE NOTIFICATIONS:

All Direct Care Workers, Home Health Aide/Personal Care Aides and Nursing Staff are direct hire employees. All applicable Federal, State and Local taxes are withheld. Criminal background and Child Abuse clearance, FBI background (if applicable) are done upon hire and monthly Exclusion checks are conducted.

All Employees are bonded through liability insurance. All Employees have Mantoux (TB) testing done at hire and annually. Hepatitis B Vaccinations are available to all Employees. All Direct Care Workers, Home Health Aides/Personal Care Aides have demonstrated competency and successfully completed at least one of the following:

- The Nurse Aide certification and training program sponsored by the Department of Education.
- A Home Health Aide training program meeting the requirements of 42 C.F.R. 484.36.
- A Training program developed by an HCA/HCR, or other entity that meets the requirements.
- A training program meeting the training standards imposed on the HCA/HCR by virtue of their participation as a provider in a Medicaid Waiver or other publicly funded program providing home and community-based services.
- All Direct Care Workers will have a Competency Evaluation done at hire and annually.
- All RN's and LPN's will possess a valid Nursing License.

* Home Care Agencies and its Employees/Independent Contractors may not assume Power of Attorney or guardianship over a consumer utilizing the services of the HCA or require a consumer to endorse checks over to the HCA.

HEALTH CARE COMPLIANCE & CODE OF ETHICS:

Act promptly when issues arise. We ask that our workforce act proactively not reactively! What is Health Care Compliance and Code of Ethics? Compliance must be the focus on who we are and what we do throughout our workday. It is a commitment to acting with integrity, sound decision making and implementing appropriate actions. How do we go about complying? First, don't be ignorant to information given to you. If you have an understanding of Right from Wrong, have an understanding of the Company's policies and procedures, you're on your way to navigating through what Health Care Compliance and Code of Ethics is. Health Care Compliance and Code of Ethics - Its primary purpose is to prevent, detect, and respond to illegal, improper, and unethical conduct. Having a Health Care Compliance and Code of Ethics helps build trust internally and externally among all. Health Care Compliance and Code of Ethics is the governance of day-to-day decision making, a guide to ensuring the Company's mission, vision, and values are being followed at each moment, never to deviate from the Company's mission to its Clients, Employees and its Community.

The Health Care Compliance and Code of Ethics practices are sound principles for good-faith business dealings in all aspects of health care, employment and fiscal laws and regulations. Every business face challenges. From time to time, workers to, may have a situation that may be unclear, or simply, not sure how to handle. Having the Code of Ethics is a framework, or path to always doing the right thing within the work environment, and, in general. The Health Care Compliance and Code of Ethics guidelines, policies and procedures will explain our commitment to doing right by our Clients, Individuals, Participants, Employees, and Community Members from the top down.

We would like spirit of our workforce and culture to be that of a holistic, compassionate and ethical home care provider. What are some applicable laws and company procedures that fall into the Code of Ethics/Health Care Compliance Conduct?

- **The Federal Anti-Kickback Statute**- The Federal Anti-Kickback Statute is a criminal statute that prohibits the exchange (or offer to exchange), of anything of value, in an effort to induce (or reward) the referral of federal health care program business. The Anti-Kickback Statute is to protect patients and federal health care programs such as, Medicare, Medicaid, etc. from Fraud and Abuse. The Anti-Kickback Statute prohibits both "direct and indirect" remuneration and or gifts in return for and receiving anything of value related to a business. State Anti-Kickback Statutes apply to Medicaid reimbursement payments.
- **The Federal False Claims Act**- Sets forth liability for any person who knowingly submits a false claim to the government or causes another to submit a false claim to the government or knowingly makes a false record or statement to get a false claim paid by the government. Or, when one acts improperly not to get money from the government, but to avoid having pay money to the government.

No Employee or Contractor may knowingly submit to a Federal or State healthcare program a false claim for reimbursement or a claim that is suspected to be false. All

Employees and Contractors have a duty to report a suspected violation of the law, including the potential submission of a false claim or suspected false claim for reimbursement.

Acceptance of Gifts- Meals/Entertainment- Receiving or offering gifts of any type, including meals and entertainment may violate applicable State and Federal law, including the Federal Anti-Kickback Statute and Conflict of Interest. Maximum Care Inc. will comply with the following guidelines governing the receipt of any gifts, including meals and entertainment:

- Acceptance of an unsolicited, perishable gift is permitted (i.e. floral arrangement, fruit basket, cookies etc.) The gift cannot be returned and it is shared with all Company team members at the location the gift was sent.
- Acceptance of promotional gifts and marketing material of a nominal value (normally less than \$10.00) - a T-shirt, mug, tote bag, etc. items that are given in the regular course of business is permitted.
- Never solicit or accept gifts from Clients/Participants/Family Members- if they want to give you something, have them contact the Office and send to Maximum Care's office.
- Never accept a gift given to win or retain Maximum Care Inc. business.
- Maximum Care Inc. will not provide gifts that will infer asking for Client referrals or Client Retention.
- Maximum Care Inc. will not provide gifts of any amount to Vendors, State/Federal/County Referral Agencies to infer asking for Client Referrals or Client Retention.

Maximum Care Inc. will not provide meals or snacks to physicians, hospitals, or other facility referral source if over \$10.00 individually. The Company will ensure that no more than \$50 total per potential referral source or Client is utilized per year.

-The Company will never offer a gift intending to induce a referral; The Company and its Employees are aware that we are never able to offer anything of value to Federal, State and Local Government Employees or Official.

When in doubt, contact the Office to speak with the Human Resources/Operations Department.

EMPLOYEE RIGHTS:

The Agency does not discriminate against Clients/Individuals/Participants/Employees etc. Employees have the right not to participate in care or treatment that are in conflict with their cultural values or religious beliefs. Employees have the right to be treated with respect by the Company, Staff, Supervisors and Clients/Individuals/Participants. Employees have the right to be informed of risks associated with Client/Individuals/Participant assignments. Employees have the right to orientation and training specific to job functions and responsibilities. Employees have the right to have supervisory/management expertise available to them when they are working.

FIDUCIARY POLICY: Maximum Care Inc. prohibits the fiduciary relationship between a Maximum Care Employee and the Client/Participant/Individual to ensure Client/Participant/Individual protection. The Company policy prohibits any Employee from entering into a Power of Attorney Agreement or Guardianship with the

Clients/Individuals/Participants and to prohibit its Employees from requiring a Client/Participant/Individual to endorse checks over to either them or the Company.

The Company strictly prohibits any such Fiduciary relationship to protect the best interest of the Client/Individual/Participant. This includes, but is not limited to the following:

- Managing a Client/Individual/Participant's personal funds including writing a check
- Serving as the Client/Individual/Participant's legal guardian and or Power of Attorney (POA)
- Being named as a beneficiary or heir on a Client's life insurance policy or Will
- Prohibited from making financial decisions regarding a Client/Individual/Participant's financial affairs.

The Employee's involvement in Client's/Individuals/Participants matters is limited to grocery shopping, errands and is performed only if it is on the Client/Individual/Participant's Care Plan/Individual Service Plan or ordered by Maximum Care Inc. Always give receipts to the Client/Individual/Participant with the signed Grocery Shopping Form. Always give receipts and correct change when grocery shopping and errand running. Again, this task is only performed if it is on the Care Plan and or ordered by the Office Staff.

Employees must contact Maximum Care Inc. if the Client/Individual/Participant needs assistance with any form of Financial Transaction and or any questions.

CALL 911 IN A MEDICAL EMERGENCY- IN AN EMERGENCY, ACT WITHOUT DELAY!

This was taken from the Pennsylvania Department of Human Services Office of Developmental Programs.

There are two key issues in reducing the risk for delay: **1 Recognizing a medical emergency- because correctly interpreting and acting on these signs could potentially save a life. 2. Seeking immediate attention for the emergency. With medical emergencies, time is of the essence, and delays in treatment can often lead to more serious consequences, or even death.** Policies that require staff to contact supervisors before calling 911 jeopardize the health and welfare of the individual/Client.

What is a Medical Emergency? Any event that threatens someone's life or limb in such a way that immediate medical care is needed to prevent death or serious impairment of health; such as severe pain, bad injury, serious illness or a medical condition that is quickly getting worse.

The American College of Emergency Physicians advises everyone to learn to recognize the warning signs of a medical emergency. Unsure whether it's a medical emergency? Ask these questions:

- Is the condition life or limb threatening?
- Could the condition worsen quickly on the way to the hospital?
- If you move the victim, will it cause further injury?
- Does the person need skills or equipment that paramedics or EMT's carry right away?

If you answer YES or "I DON'T KNOW" ----- CALL 911 RIGHT AWAY!

The List of Symptoms below is not intended to represent every kind of medical emergency or substitute for a Physician's medical advice, but rather to provide examples of common issues. When in doubt, call 911.

Warning Signs and Symptoms: Call 911 first before contacting Maximum Care Inc.

- A fast heartbeat (more than 120-150) at rest especially if associated with shortness of breath or feeling faint.
- Allergic reaction, especially if there is any difficulty breathing (anaphylactic shock)
- Bleeding from the mouth, nose, vagina or rectum that won't stop
- Broken bones visible through an open wound or broken leg
- Chest or upper abdominal pain or pressure lasting two minutes or more
- Choking
- Confusion or changes in mental status, unusual behavior, difficulty waking
- Coughing or vomiting blood
- Difficulty breathing, shortness of breath
- Drowning
- Drug overdose or poisoning
- Extremely hot or cold skin/body temperature
- Fainting, sudden dizziness, weakness
- Fall with suspected injury
- Motor vehicle accident injury
- Neck or back injury
- New severe headache
- Numbness or weakness of any part of the body
- Seizures that are new or uncontrolled
- Severe burns
- Severe or persistent vomiting or diarrhea
- Severe or sudden pain
- Someone is unresponsive or unconscious
- Speech changes including slurred speech or difficulty speaking
- Sudden or homicidal feelings or statements
- Unusual abdominal pain

WHAT TO DO WHEN CALLING 911:

- Remain Calm
- Call 911 PRIOR to calling Maximum Care Inc. or other Agency Staff Members
- Stay on the line to answer dispatcher's questions
- Provide your name, phone number and location
- Describe what happened
- Keep the connection open until the dispatcher tells you to hang up

WHAT YOU CAN DO NOW:

- Learn the signs and symptoms of a medical emergency
- Company can train staff on when to call 911, to apply CPR and start first aid

- Company can practice drills and ensure all Employees are made aware to contact 911 first before calling Maximum Care Inc. in any serious emergency.

By contacting the American Red Cross, American Heart Association or the Health Care Quality Units of Pennsylvania for additional helpful information.

ADA/ADAAA/REASONABLE ACCOMMODATION:

Maximum Care Inc. is committed to the fair and equal employment of individuals with disabilities under the American with Disabilities Act Amendments Act of 2009 and the Rehabilitation Act Section 503. It is Maximum Care's policy to recruit, hire, train, promote and handle all conditions of employment in a fair, equal and consistent manner to individuals with disabilities, or individuals who are perceived as having a disability.

The Company will provide reasonable accommodations to Applicants/Employees with disabilities who are qualified for the job unless the accommodation would impose an undue hardship on the organization. The Company prohibits any form of harassment of, or discriminatory treatment of Applicants/Employees on the basis of a disability, perceived disability, or because an Employee has requested a reasonable accommodation. The Employee should discuss any type of reasonable accommodation with his/her Supervisor or HR Department.

Anti-Discrimination/Equal Employment Employer/Affirmative Action of Applicants/Employees/Clients/Individuals:

Maximum Care Inc. complies with the Pennsylvania Human Relations Act of 1955 and the Civil Rights Act of 1964. The Company does not discriminate against any person because of Race, Creed, Color, Religion, Sex, National Origin, Sexual Preference, Sexual Identity, includes HIV Infection, AIDS, Age, Disability, Gender, Pregnancy, Veteran Status, or any other protected group in the admission or access to, in operation of, or in the employment practices of its services, programs and activities. The Company strictly prohibits any form of discrimination in regards to all phases of employment (Recruiting, Hiring, Training, Promotions, Retention, Corrective Action etc.)

The Company will not discriminate against any new or existing Clients/Individuals and strictly prohibits all forms of discrimination. Maximum Care Inc. bases its employment decisions solely on merit, work performance, external and internal economic conditions, business necessity, external and internal economic conditions, and not on any forms of prejudices, biases, unfair, inconsistent, or adverse discriminatory practices.

SEXUAL HARASSMENT:

Maximum Care Inc. will not tolerate conduct by an Employee/Client/Individual who harasses, disrupts, or interferes with another's work or creates an offensive or hostile work environment. While all forms of harassment are prohibited, Maximum Care Inc. will not tolerate any forms of Sexual Harassment. Anyone who believes he or she has been subject to sexual harassment in the workplace can report the incident.

SPECIAL INSTRUCTIONS:

1. Any Employee who believes that he/she has been subject to sexual harassment in the workplace, by a manager, co-worker, or Client/Individual. The Employee can discuss the incident with either the HR Department or Nurse Supervisor.
2. Any Employee who violates the policy against Sexual Harassment or encourages another to violate the policy will be subject to appropriate disciplinary action, depending on the severity and type of violating behavior, up to and including discharge. The following behavior is considered a violation of this policy:
 - a. Threatening or insinuating that an Applicant or Employee should submit to sexual advances or that refusal to submit to sexual advances or that refusal to submit to sexual advances will adversely affect employment, including evaluation, wages, promotional opportunities or assignments.
 - b. Giving favorable treatment in any way to an Applicant or Employee because that person has shown a willingness to perform sexual activities.
 - c. Making unwelcome or unwanted sexual advances. This includes patting, pinching, brushing up against, hugging, cornering, kissing, fondling, or any thing else considered unacceptable by another individual.
 - d. Verbally abusing or kidding that is sex-oriented and considered unacceptable by another individual. This includes; comments about an individual's body or appearance (where such comments go beyond a mere compliment) off-color jokes that are clearly unwanted or considered offensive by others. Any other tasteless, sex-oriented comments, innuendos, or offensive actions.
 - e. Displaying sexually suggestive objects or pictures, including nude photographs in the workplace.
 - f. Any other sexually oriented conduct that would seriously interfere with another's work performance.
3. If any Client/Individual/Family Member makes an Employee feel uncomfortable, threatened or is sexually inappropriate, please excuse yourself and go to your car, lock your door and contact Maximum Care. Maximum Care Inc. will direct you on how to handle this situation. At any time, an Employee who feels uncomfortable, embarrassed, upset, with any Client for acting in an unsafe, inappropriate manner should contact Maximum Care Inc. as soon as possible.
4. Maximum Care Inc. strictly prohibits any Employee from sexually harassing a Client/Individual/Participant.

BEDBUGS - HOW TO PREVENT THE SPREAD OF BED BUGS:

In recent years there has been a worldwide increase in Bed bug infestations. The key to beating the problem is awareness. Once an infestation is discovered, the home owner must act quickly in ridding the problem or infestations will continue to happen.

Only pest control professionals are able to take the necessary steps to remedy the problem. It may also take a few treatments to rid the bed bug infestations. Bed bugs can be anywhere such as, movie theater seats, public transportation, hi-rise apartment buildings, hotels/motels, doctor's offices etc. They conjugate in bed mattresses, sofas, upholstered chairs, carpets etc. They seem to like to "hitch" rides on people's bags, purses, coats, clothes etc. It is why we ask all Employees to not take bags into their Clients/Individuals homes so that they have a lesser chance of bringing something into their car/home.

We also ask that Employees wear light color pants and wear a shoe that it is easily able to detect a bed bug. If you need to bring in a bag/purse and have a coat, it is best to put everything on the Client's/Individual's kitchen table. Some Employees actually have a white bag that they just put everything in and place on the kitchen table sealed. Which again, makes it very easy to see if any bed bugs are trying to "hitch a ride" to a new home. Some Employees actually spray their legs and shoes before going into anyone's home with a "bed bug" spray from Home Depot/Lowes, and others, use a hairspray to detract the bed bugs from attaching to a purse, coat, shoes, or pants.

Although, many Clients/Individuals do not have bed bugs, some people may not know they have them. It is best to always be proactive and just take precautions. Treat every Client and Individual's home with a proactive consistency and you will be fine. If Client's are being bit by Bed Bugs, or you know a Client has bed bugs, you must report it to our office immediately. If a Client/Individual is being bit by bed bugs, the Listerine product if put on the Client's body helps detract bed bugs from biting the Clients.

Always check your shoes, pants, coat and purses before getting into your car. This will alleviate bringing any bed bugs to your home or another Client's/Individual's home.

IDENTIFICATION AND BIOLOGY OF A BED BUG:

Bed Bugs are roughly ¼ inch wide and are reddish-brown in color. They are compared to the size of an apple seed. Nymphs are visible but hard to see. Bed bug eggs are very hard to see with the naked eye. They are white, have a pearly sheen and are found in clusters. A telltale sign of bed bug activity is the presence of fecal smears, which resemble rust stains, on mattresses, box springs and bedding.

Bed Bugs are most often introduced to a facility by "Hitch-hiking" on objects- incoming supplies, personal belongings, equipment etc. Any person with a bed bug issue at home could unknowingly bring pests into your facility. Bed Bugs are expert crawlers and often spread by crawling to new areas.