



ANGEL CARE®

EMPLOYEE HANDBOOK

Contact your local office with questions.

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WELCOME TO ANGEL CARE

Dear Employee:

Welcome to the Angel Care family and to what I'm sure will be a mutually rewarding relationship!

A key part of your success is a work environment that allows you to concentrate on your job. With this in mind, Angel Care has established a variety of programs and policies, and this handbook will serve as an introduction to these programs, and the Company.

It is my belief, that only by making each employee successful will we make our clients successful and achieve the organization's goals. The more productively we work together to meet our client's needs, the more successful Angel Care, as a company will be. Your individual success and the personal satisfaction you derive from your association with Angel Care are an integral part of achieving these goals. There is no question that our most valuable asset is our people. Angel Care is committed to doing its part to assure its employees have a positive work experience. Together we can make a work environment that demands our best while leaving room for fun and personal fulfillment.

As a member of the Angel Care family, you will be expected to contribute your talents and energies to improve the environment and quality of the Company, as well as the Company's services. In return, you will be given the opportunity to grow and learn in a challenging and safe work environment. We also hope "fun" will be a part of your career at Angel Care!

You have joined an organization that prides itself on delivering quality services to our clients. Angel Care's culture is one of continuous learning and growth opportunities. Hard work and innovation are the roots of our growth and success. We are continuing to build an organization, which our industry will recognize for its excellence.

I sincerely welcome your ideas and suggestions for making Angel Care the best that it can be. I also extend to you my personal best wishes for your success and happiness at Angel Care. Again, welcome! On behalf of the entire staff, we're happy you've joined our team.

Sincerely,

Alfonso Ganchua
President

- Canned food and can opener
- At least three gallons of water per person.
- Protective clothing, rainwear, and bedding or sleeping bags.
- Battery-powered radio, flashlight, and extra batteries.
- Special items for infant, elderly, or disabled family members.
- Written instructions for how to turn off gas, electricity, and water if authorities advise you to do so. (Remember, you'll need a professional to turn natural gas service back on.)
- Keeping essentials, such as a flashlight and sturdy shoes, by your bedside.

Know What to Do When the Shaking Begins

- **DROP, COVER, AND HOLD ON!** Move only a few steps to a nearby safe place. Stay indoors until the shaking stops and you're sure it's safe to exit. Stay away from windows. In a high-rise building, expect the fire alarms and sprinklers to go off during a quake.
- If you are in bed, hold on and stay there, protecting your head with a pillow.
- If you are outdoors, find a clear spot away from buildings, trees, and power lines. Drop to the ground.
- If you are in a car, slow down and drive to a clear place (as described above). Stay in the car until the shaking stops.

Identify What to Do After the Shaking Stops

- Check yourself for injuries. Protect yourself from further danger by putting on long pants, a long-sleeved shirt, sturdy shoes, and work gloves.
- Check others for injuries. Give first aid for serious injuries.
- Look for and extinguish small fires. Eliminate fire hazards. Turn off the gas if you smell gas or think it's leaking. (Remember, only a professional should turn it back on.)
- Listen to the radio for instructions.
- Expect aftershocks. Each time you feel one, **DROP, COVER, AND HOLD ON!**
- Inspect your home for damage. Get everyone out if your home is unsafe.
- Use the telephone only to report life-threatening emergencies.

NATURAL DISASTER PREPAREDNESS SAFETY HANDOUT - Earthquake

Prepare a Home Earthquake Supply Box

Stocking up now on emergency supplies can add to your safety and comfort during and after an earthquake. Store enough supplies for at least 72 hours.

- Water: 1 gallon per person per day (a week's supply of water is preferable)
- Water purification kit
- First aid kit, freshly stocked
- First aid book
- Food
- Can opener (non-electric)
- Blankets or sleeping bags
- Portable radio, flashlight and spare batteries
- Essential medication
- Extra pair of eyeglasses
- Extra pair of house and car keys
- Fire extinguisher : A-B-C type
- Food, water and restraint (leash or carrier) for pets
- Cash and change
- Baby supplies: formula, bottle, pacifier, soap and baby powder, clothing, blankets, baby wipes, disposable diapers, canned food and juices.

Prepare a Home Earthquake Plan

- Choose a safe place in every room--under a sturdy table or desk or against an inside wall where nothing can fall on you.
- Practice DROP, COVER, AND HOLD ON at least twice a year. Drop under a sturdy desk or table, hold on, and protect your eyes by pressing your face against your arm. If there's no table or desk nearby, sit on the floor against an interior wall away from windows, bookcases, or tall furniture that could fall on you.
- Teach children to DROP, COVER, AND HOLD ON!
- Choose an out-of-town family contact.
- Consult a professional to find out additional ways you can protect your home, such as bolting the house to its foundation and other structural mitigation techniques.
- Take a first aid class from your local Red Cross chapter. Keep your training current.
- Get training in how to use a fire extinguisher from your local fire department.
- Inform babysitters and caregivers of your plan.

Eliminate Hazards, Including--

- Bolting bookcases, china cabinets, and other tall furniture to wall studs.
- Installing strong latches on cupboards.
- Strapping the water heater to wall studs.

Prepare a Disaster Supplies Kit For Home and Car. Including--

- First aid kit and essential medications.

ABOUT THIS HANDBOOK

Each Angel Care location is independently owned and operated and policies may vary slightly. This handbook was designed to be a guide to some of Angel Care policies and procedures, and a brief summary of our benefit programs, where available. Complete detailed descriptions of all of our benefit plans are available from the Office Manager. This handbook also describes how we operate, what we expect from our employees, and what you can expect from Angel Care.

Discussions of most topics in the handbook are somewhat brief and generally described and are intended to be used as a starting point when you have questions. There may be additional corporate or site-specific policies available that supplement the material referenced in this handbook. Although we have tried to convey clear and accurate information throughout this handbook, there are undoubtedly areas that have been omitted. Furthermore, no written summary covers every situation. We encourage you to discuss any questions you may have about the information given in the handbook with your Office Manager, and/or the owner. Flexibility in personnel matters is essential to Angel Care's ability to respond to the changing needs of both the organization and its employees. Angel Care will attempt to inform employees whenever the Company deems it necessary to change, delete, revise, or amend any of the policies and procedures in the Employee Handbook. Note that the most up to date version of this handbook is available on the Company intranet. No one at Angel Care including its officers has the authority to alter, revise, amend or revoke any Angel Care policy or to make contractual commitments to any employee without the express written consent of the President of Angel Care.

We welcome your feedback regarding how we can improve the handbook to make it the best tool possible to assist employees. **THIS HANDBOOK IS NOT A CONTRACT. Angel Care reserves the right to revise, add to or delete any part of this handbook at anytime, as it deems necessary, with or without notice. The benefits, policies and procedures outlined in this handbook are subject to change at anytime, at the sole discretion of the Company.**

When you accept employment with Angel Care, you agree to abide by the standards, policies, and practices of the Company. The management of Angel Care hopes that its working relationship with you and with each of its employees will be long and mutually satisfying. However, we recognize that all employment with Angel Care is on an at-will basis. If you have questions, concerns, or suggestions about any part of the handbook, please speak with the Office Manager.

EMPLOYMENT-AT-WILL

Nothing in this handbook should be taken to establish or imply a contract of employment or a guarantee of continued employment. At Angel Care, we value all employees and hope you have a rewarding career here. However, **ALL EMPLOYMENT WITH ANGEL CARE IS "AT WILL" WHICH MEANS THAT YOUR EMPLOYMENT CAN BE TERMINATED WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE, AT ANY TIME, AT THE OPTION OF EITHER ANGEL CARE OR YOURSELF, EXCEPT AS OTHERWISE PROHIBITED BY LAW.** Nothing in this handbook or in any document or statement shall limit the right of the Company or the employee to terminate employment-at-will. No Office Manager, Supervisor, or employee of the Company may enter into any agreement for employment for any specified period of time or make any agreement, implied or expressed, for employment other than on an at-will-basis. Only the President of Angel Care has the authority to make any such agreement modifying the at-will status of any employee or promising conditions or benefit that differs from any provision in this handbook. Such an agreement would have to be in writing.

NATURAL DISASTER PREPAREDNESS SAFETY HANDOUT - Power Outage

In case of a power outage, if you require assistance and our agency phone lines are down, do the following:

- ✓ If you are in a crisis or have an emergency situation, call 911 or go to the nearest hospital emergency room
- ✓ If it is not an emergency, call your closest relative or neighbor.

Our agency will get in touch with you as soon as possible.

HUMAN RESOURCES PHILOSOPHY

Angel Care's philosophy, including pay policies and benefit programs, reflects the Company's belief that our employees are our most valuable assets. The purpose of both direct and indirect compensation programs is to recognize the value that we place upon each individual employee – the people who make up the Company and, in fact, are the Company. The most successful organizations serve their employees and clients first because, in the end, this strategy will allow everyone else to be served best, as well.

Assuring that Angel Care's policies and programs are effectively carried out is one of the major responsibilities of the Office Manager. The Office Manager will assist in the achievement of organizational goals & objectives through employee efforts, and coordinate and maintain all of the Human Resources activities. Periodically it will be necessary to call upon the expertise of a Human Resources outsourcing firm which partners with Angel Care in order to provide coaching, guidance, support, and problem solving assistance.

In addition to the efforts of recruiting, hiring and retaining key talent, Angel Care management is concerned with the development and optimal utilization of employee capabilities. Employees are transferred and/or promoted, consistent with the Company's resource needs, to best utilize the employee's skills and abilities, reward performance, and meet the professional objectives of the employee.

The Office Manager also serves in a counseling function. At Angel Care we believe in an "Open Door Policy", available to all employees at any time. You are encouraged to utilize the Office Manager to discuss either work-related matters, or personal matters that may affect your work. It is the responsibility of the Office Manager to listen, and to advise and escalate to the Human Resources outsourcing firm of seasoned consultants where appropriate. Together the Office Manager and the outsourcing Consultants work as an effective team whenever necessary. Maintaining confidentiality to the greatest extent possible is a main priority. In addition, making sure employees understand the level of benefits Angel Care offers is critical. You, as the employee, should feel free to ask questions and seek advice or suggestions, and utilize the Office Manager function as needed.

Open Door Policy

We encourage any employee who feels that his or her ideas, concerns or complaints were not handled properly to talk these problems over with their managers, or anyone else they feel can help. If a discussion with your manager does not resolve your problem or concern, you should talk to the Office Manager or owner. In all cases, employee concerns will be handled in a timely manner and without fear of reprisal.

If the power goes out or air conditioning is not available:

- ✓ If air conditioning is not available, stay on the lowest floor out of the sunshine.
- ✓ Ask your doctor about any prescription medicine that you keep refrigerated. (If the power goes out, most medicine will be fine to leave in a closed refrigerator for at least 3 hours.)
- ✓ Keep a few bottles of water in your freezer, if the power goes out, move them to your refrigerator and keep the doors shut.

Signs of heat exhaustion

- ✓ Cold, clammy skin
- ✓ Heavy sweating
- ✓ Nausea
- ✓ Weakness

If you experience any of the above signs of heat exhaustion, lie down, drink water and sponge off with a cool, wet cloth.

Seeking immediate medical help for heat stroke

Heat stroke is a very serious heat-related illness. Signs of heat stroke include the following:

- ✓ Hot, dry skin
- ✓ Fast, strong pulse
- ✓ Confusion
- ✓ Body temperature of 104° F or higher

Dial 911 or your local number for Emergency Medical Services since delay can be deadly.

NON-DISCRIMINATION STATEMENT

The policy of Angel Care is to provide equal employment opportunities by recruiting, hiring, training and promoting applicants and employees without regard to race, color, religion, national origin, gender, age, ancestry, sexual orientation, marital status, disability, handicap, Veteran status, or any other legally protected status. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Angel Care will be based on merit, qualifications, abilities and other valid criteria.

We affirm that the above policy reflects the Company's attitude and its intention to do the following:

- a. Recruit, hire and promote for all job classifications without regard to race, color, religion, national origin, sex, age, ancestry, sexual orientation, disability, handicap or Veteran status;
- b. Base decisions on employment so as to further the principles of equal employment opportunity;
- c. Ensure that promotion decisions are in accord with principals of equal employment opportunity;
- d. Ensure that all other personnel actions such as compensation, benefits, transfers, determinations and company-sponsored training will be administered as set forth above;
- e. Ensure that there are equal employment opportunities available to qualified disabled or handicapped persons;
- f. Ensure equal employment opportunities to those who are Veterans.

Personnel actions will be analyzed to insure that this policy is being properly implemented.

NATURAL DISASTER PREPAREDNESS SAFETY HANDOUT - Hot Weather Precautions

Severe heat may cause illness or even death. When temperatures rise to extreme highs, reduce risks by taking the following precautions:

Staying cool

Stay indoors and in an air-conditioned environment as much as possible unless you're sure your body has a high tolerance for heat.

- ✓ Drink plenty of water but avoid beverages that contain alcohol, caffeine or a lot of sugar.
- ✓ Eat more frequently but make sure meals are balanced and light.
- ✓ Never leave any person or pet in a parked vehicle.
- ✓ Wear cool, light-colored clothes even if you do not feel hot.
- ✓ If you take prescription diuretics, antihistamines, mood-altering or antispasmodic drugs, check with a doctor about the effects of sun and heat exposure.
- ✓ Avoid dressing babies in heavy clothing or wrapping them in warm blankets.
- ✓ Make sure pets have plenty of water.
- ✓ Salt tablets should only be taken if specified by your doctor. If you are on a salt-restrictive diet, check with a doctor before increasing salt intake.
- ✓ Cover windows that receive morning or afternoon sun. Awnings or louvers can reduce the heat entering a house by as much as 80 percent.
- ✓ Check frequently on people who are elderly, ill or may need help. If you might need help, arrange to have family, friends or neighbors check in with you at least twice a day throughout warm weather periods.
- ✓ Use air conditioning, if possible.

If you go outside:

- ✓ Plan strenuous outdoor activities for early or late in the day when temperatures are cooler, then gradually build up tolerance for warmer conditions.
- ✓ Take frequent breaks when working outdoors.
- ✓ Wear a wide-brimmed hat, sun block and light-colored, loose-fitting clothes when outdoors.
- ✓ At the first signs of heat illness (dizziness, nausea, headaches, muscle cramps), move to a cooler location, rest for a few minutes and slowly drink a cool beverage. Seek medical attention immediately if you do not feel better.
- ✓ Avoid sunburn: it slows the skin's ability to cool itself. Use a sunscreen lotion with a high SPF (sun protection factor) rating.
- ✓ Avoid extreme temperature changes. A cool shower immediately after coming in from hot temperatures can result in hypothermia, particularly for elderly or very young people.

NATURAL DISASTER PREPAREDNESS SAFETY HANDOUT - Hurricane

Hurricanes are ferocious tropical cyclones, which reach maximum sustained winds of 74 mph or higher. **If authorities issue a hurricane warning and you are not advised to evacuate:**

- ✓ Closely monitor TV and radio stations
- ✓ Stock up on water (3 gallons per person) and canned goods and first aid supplies
- ✓ Fuel and service family vehicles
- ✓ Check batteries.
- ✓ Inspect and secure mobile home tie downs
- ✓ Prepare to cover all window and door openings with shutters or other shielding materials
- ✓ Prepare to bring inside lawn furniture and other loose, lightweight objects, such as garbage cans, garden tools, etc.
- ✓ If you live in a mobile home, no matter how well fastened to the ground, evacuate
- ✓ Turn refrigerator to maximum cold and open only when necessary
- ✓ Turn off propane tanks
- ✓ Unplug small appliances
- ✓ Fill bathtub with water for sanitary purposes

If winds become strong:

- ✓ Stay away from windows and doors even if they are covered.
- ✓ Take refuge in a small interior room, closet, or hallway
- ✓ Close all interior doors. Secure and brace external doors
- ✓ If you are in a two-story house, go to an interior first-floor room, such as a bathroom or closet
- ✓ If you are in a multiple-story building and away from water, go to the first or second floors and take refuge in the halls or other interior rooms away from windows
- ✓ Lie on the floor under a table or another sturdy object

If authorities advise to evacuate:

- ✓ Listen to NOAA Weather Radio or local radio for evacuation instructions
- ✓ Learn the locations of official shelters. If you have pets, choose a friend's home in another town and take your pets with you. Public health regulations do not allow pets in public shelters, nor do most hotels/motels allow them
- ✓ Take car keys and a road map with you. You may need to take alternative or unfamiliar routes if major roads are closed or clogged
- ✓ Take prescription medications and medical supplies
- ✓ Take bedding and clothing, including sleeping bags and pillows
- ✓ Bring bottled water, battery-operated radio and extra batteries, first aid kit, flashlight
- ✓ Gather important documents, including driver's license, social security card, proof of residence, insurance policies, wills, deeds, birth and marriage certificates, tax records quickly.
- ✓ Leave early, preferably during the daylight

HARASSMENT AWARENESS

It is the goal of Angel Care to promote a workplace that is free from harassment based on gender, sex, race, age, national origin, religion, disability, sexual orientation or other protected status. It is also the goal of Angel Care to promote a professional workplace that treats all employees of the Company with dignity and respect.

Harassment is unlawful and will not be tolerated by this organization. Further, any retaliation against an individual who has complained about harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is unlawful and will not be tolerated. Not only does the company prohibit overt discrimination, but subtle harassment as well. That would include the use of seemingly neutral phrases or code words that carry negative and unlawfully discriminatory connotations.

Because the Company takes allegations of harassment seriously, we will respond promptly to complaints of harassment. If it is demonstrated to our satisfaction that such harassment occurred, we will act promptly to eliminate the harassment and impose such corrective action as is necessary, including disciplinary action up to and including termination.

This policy extends to each and every level of the Company's operations. Accordingly, harassment, whether it involves a fellow employee, manager, supervisor or non-employee doing business with the Company, will not be tolerated. In furtherance of the Company's policy to provide each of you with a work environment free from harassment, the Company requires that each of its supervisors and managers be responsible for the prevention and elimination of all forms of harassment within their respective departments. Please note that while this policy sets forth our goals of promoting a workplace that is free of harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of sexual or other harassment.

Harassment of any kind serves no legitimate purpose and has a disruptive effect on your ability to perform your job properly. The Company takes allegations of harassment seriously, and will investigate all complaints. If it is determined that harassment has occurred, management will take appropriate action against the offending person, up to and including termination.

Definition of Sexual Harassment

“Sexual harassment” means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- a. Submission to or rejection of such advances, requests or conduct that is made either explicitly or implicitly as a term or condition of employment or continued employment, as a basis for employment decisions;
- or,
- b. Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual’s work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.
- c. Submission or rejection of such conduct is used as a basis for decisions affecting an individual’s employment

These definitions are broad and include any sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male or female workers. While it is not possible for the Company to list all those circumstances which we would consider to be sexual harassment, the following are some examples:

- Unwelcome sexual advances - whether they involve physical touching or not;
- Requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment;
- Assault or coerced sexual acts.

The following conduct may also constitute sexual harassment:

- Use of sexual epithets, jokes, or written or oral references to sexual conduct; gossip regarding one’s sex life; comments on an individual’s body; or comments about an individual’s sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one’s sexual experiences; or,
- Discussion of one’s sexual activities.

NATURAL DISASTER PREPAREDNESS SAFETY HANDOUT - Lightning

When thunderstorms approach there are some steps you should take to lower your chance of becoming a lightning strike statistic. These safety procedures are suggested by the National Weather Service:

- * When a thunderstorm threatens, get inside a home or large building, or inside an all-metal convertible vehicle. (not
- * Inside a home, avoid using the telephone, except for emergencies
- * If outside, with no time to reach a safe building or an automobile, follow these rules
 - Do not stand underneath a natural lightning rod such as a tall, isolated tree
 - Avoid projecting above the surrounding landscape as you would do if you were standing on a hilltop, in an open field, on the beach, or fishing from a small boat
 - Get out of and away from open water
 - Get away from tractors and other metal farm equipment
 - Get off of and away from motorcycles, scooters, golf carts and bicycles. Put down golf clubs.
 - Stay away from wire fences, clotheslines, metal pipes, rails and other metallic paths which could carry lightning to you from some distance away.
 - Avoid standing in small isolated sheds or other small structures in open areas.
 - In a forest, seek shelter in a low area under a thick growth of small trees. In open areas, go to a low place such as a ravine or a valley. Be alert for flash floods.
 - If you’re hopelessly isolated in a level field of prairie and you feel your hair stand on end - indicating that lightning is about to strike - drop to your knees and bend forward putting your hands on your knees. Do not lie flat on the ground.
 - Inside a home, avoid bathtubs, water faucets and sinks because metal pipes can conduct electricity. Stay away from windows. Avoid using the telephone, except for emergencies.

have a qualified professional turn the propane back on.

- Wear gloves and boots at all times to avoid skin contact with anything that has been contaminated by floodwaters.
- Children should never be allowed to play in floodwaters.
- If your well has been flooded, assume the water in your home has been contaminated.
- Any of the following food items, exposed to flood waters, must be disposed of:

Food items in your refrigerator and freezer:

All boxed foods such as cereals, etc.
All bottled drinks and products in jars, including home preserves, since the area under the seal of the jars and bottles cannot be properly disinfected.

- All medicines, cosmetics, and other toiletries.
- All undamaged canned goods must be thoroughly washed and disinfected.
- Cans with large dents and leaks must be disposed of.
- Wash and disinfect all dishes and utensils.
- If your home has been flooded do not attempt to turn the power back on, have all wiring inspected by an electrician.

Angel Care Complaint Procedure

If any of our employees believes that they have been subjected to harassment, it is our policy to provide the employee with the right to file a complaint with our organization. This may be done in writing or orally. The filing of false complaints or false information in connection with a complaint will not be tolerated and is grounds for disciplinary action up to and including termination. Using our complaint process does not prohibit you from filing a complaint with the appropriate government agencies.

Any employee who believes that he or she has been harassed should bring his or her concerns to the attention of management immediately in any of the following ways:

- Report the conduct to your immediate supervisor.
- Report the conduct to your supervisor's manager.
- Report the conduct to any officer of the Company.
- Report the conduct to any member of management with whom you feel comfortable.
Your manager has been designated to handle complaints of harassment and is receiving special training for this task.

IMPORTANT NOTE: IF THE PARTICULAR CIRCUMSTANCES MAKE A DISCUSSION WITH OR A COMPLAINT TO YOUR OWN SUPERVISOR INAPPROPRIATE (FOR EXAMPLE, THE COMPLAINT INVOLVES YOUR SUPERVISOR, OR YOU FEAR RETALIATION BY YOUR SUPERVISOR), YOU SHOULD NOT HESITATE TO IMMEDIATELY BRING THE MATTER TO THE ATTENTION OF ANY OFFICER OF THE COMPANY OR ANY OTHER MEMBER OF MANAGEMENT.

It is the Company's policy that all such matters will be handled with appropriate care and discretion and be investigated. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. When an employee brings a complaint to any member of management, an investigation of the allegations will be undertaken promptly. Generally, our investigation would include a private interview with the person filing the complaint, with any witnesses identified, and with the person alleged to have committed harassment.

Disciplinary Action

If the investigation reveals that the complaint is valid, management will promptly take appropriate action against the offending person. When we have completed our investigation, we will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation. Such measures are designed to put an immediate stop to the harassment as well as initiate whatever action is determined to be appropriate under the circumstances, up to and including termination of the offending person. In addition, retaliation against employees for reporting or complaining of harassment (or for cooperating in the investigation of a report or complaint) is unlawful and will not be tolerated. Any retaliation will warrant disciplinary action, up to and including termination of the offending person.

Legal Remedies

Harassment is unlawful under United States federal and state law. The federal agency that enforces the law is the Equal Employment Opportunity Commission (EEOC). Employees who wish to file formal charges of harassment can contact either the federal or state agency where they work, or both of these government agencies.

The EEOC's federal office is located at:

United States Equal Employment Opportunity Commission (EEOC)
Headquarters
1801 L. Street, N.W.
Washington, D.C. 20507
Phone: (202)-663-4900
<http://www.eeoc.gov/>

To be automatically connected with the nearest EEOC field office, call:
Phone: 1-800-669-4000

Employees who wish to file formal charges of harassment can contact either or both of their respective state and federal government agencies. However, The Company is committed to responding quickly and effectively to any report of harassment, and encourages employees to come forward and allow us the opportunity to pursue a resolution of the matter internally. We believe that we have created a flexible and fair complaint resolution process, and that we will be able to work together to avoid the unnecessary escalation of any situation, which has created a sexually offensive or hostile work environment for any employee.

NATURAL DISASTER PREPAREDNESS SAFETY HANDOUT - Floods

Floods are the most common and widespread of all-natural disasters. Some floods can develop over a period of days, but flash floods can result in raging waters in just a few minutes. Be aware of flood hazards, especially if you live in a low-lying area, near water or downstream from a dam.

Flooding can cause serious health hazards if appropriate steps are not taken to protect people and the environment. Floodwater, crops and garden land can be contaminated with sewage, pesticides, oil or chemical waste after a flooding event.

Assemble a **disaster supplies kit**. Include a battery-operated radio and flashlights and extra batteries, first aid supplies, sleeping supplies and clothing. Keep a stock of food and extra drinking water.

If local authorities issue a flood watch, prepare to evacuate:

- ✓ Secure your home. Move essential items to the upper floors of your house.
- ✓ If instructed, turn off utilities at the main switch or valves. Do not touch electrical equipment if you are wet or standing in water.
- ✓ Fill the bathtub with water in case water becomes contaminated or services are cut off. Clean the bathtub first.
- ✓ Do not walk through moving water. Six inches of moving water can knock you off your feet. If you must walk in a flooded area, walk where the water is not moving.

Use a stick to check the firmness of the ground in front of you.

The following are prevention and precaution tips to assist you after a flooding event:

- First and foremost do not drive through floodwaters. The water can be deeper than it appears. Remember, two feet of water can cause a car to be swept away.
- Before the flood, move all chemicals, such as pesticides, fertilizers, herbicides, and store them in waterproof containers above flood levels.
- If your property is in danger of flooding move all garbage and refuse to higher ground.
- The longer water is allowed to stand after a flood the higher the risk of health problems from bacteria.
- Submerged gas control valves, circuit breakers, and fuses pose explosion and fire hazards, and should be replaced as the water subsides.
- Leaking propane tanks can cause a fire or explosion. If you are asked to evacuate your home or property, secure and shut off all propane tanks. When you return

EMPLOYMENT CLASSIFICATIONS

All Angel Care positions are classified as either NON-EXEMPT or EXEMPT, under federal and state wage and hour laws. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at anytime is retained by both the employee and Angel Care.

NON-EXEMPT employees are eligible for overtime pay at the rate of one and one half times their hourly rate for overtime hours worked as defined by the Wage & Hour Law of the state. These employees must complete a timesheet that must be approved by their Office Manager. All field staff are classified as Non-Exempt.

EXEMPT employees are paid on a salary basis and are excluded (exempt) from the overtime provisions of federal and state wage and hour laws and are not entitled to overtime pay.

In addition, all employees, exempt and non-exempt are classified in one of the following categories:

REGULAR FULL-TIME employees are those who are in active status and regularly scheduled to work at least 32 hours per week.

REGULAR PART-TIME employees are those who are in active status and regularly scheduled to work less than 32 hours per week.

Assemble a Disaster Supplies Kit for your car, too.

- Have your car winterized before winter storm season.

Stay Tuned for Storm Warnings:

- Listen to NOAA Weather Radio and your local radio and TV stations for updated storm information.
- Know What Winter Storm WATCHES and WARNINGS Mean
 - *A winter storm WATCH means a winter storm is possible in your area.
 - *A winter storm WARNING means a winter storm is headed for your area.
 - *A blizzard WARNING means strong winds, blinding wind-driven snow and dangerous wind chill are expected. Seek shelter immediately.

When a Winter Storm WATCH is Issued:

- Listen to NOAA Weather Radio, local radio, and TV stations, or cable TV such as The Weather Channel for further updates.
- Be alert to changing weather conditions.
- Avoid unnecessary travel.

When a Winter Storm WARNING is Issued:

- Stay indoors during the storm.
- If you must go outside, several layers of lightweight clothing will keep you warmer than a single heavy coat. Gloves (or mittens) and a hat will prevent loss of body heat. Cover your mouth to protect your lungs.
- Understand the hazards of wind chill, which combines the cooling effect of wind and cold temperatures on exposed skin.
- As the wind increases, heat is carried away from a person's body at an accelerated rate, driving down the body temperature.

ORIENTATION PERIOD

Up to the first 90 days of employment at Angel Care are considered an Orientation Period. This Orientation Period will be a time to get to know employees, your manager, and the tasks involved in your position, as well as becoming familiar with Angel Care's products and services.

This Orientation Period is a "try-out" time for both you, as an employee, and Angel Care, as an employer. During this Orientation Period, Angel Care will evaluate your suitability for employment, and you can evaluate Angel Care as well. At any time during these first 90 days you may resign without any detriment to your record. At anytime during this period, if your work habits, attitude, attendance or performance do not measure up to our standards, we may release you from employment. If you take approved time off in excess of five workdays during the Orientation Period, the Orientation Period may be extended by that length of time.

If Angel Care determines that the designated Orientation period does not allow sufficient time to thoroughly evaluate the employee's performance, the Orientation period may be extended for a specified period at the Company's sole discretion.

Completion of the Orientation Period does not alter the at-will employment relationship. Employees may still be discharged at any time and for any reason.

Background Investigation

Angel Care conducts background investigations on all employees as part of the hiring process. In addition, a subsequent background investigation may be necessary for employees assigned to specific clients in order to meet their requirements. If required by our clients, and in accordance with state law, Angel Care will ask you to provide written authorization to conduct a background investigation. In some instances, failure to comply with the client's request for a background investigation may result in cancellation of the assignment or reassignment if available.

SAFETY HANDOUT - Winter Storms

Heavy snowfall and extreme cold can immobilize an entire region. Even areas, which normally experience mild winters, can be hit with a major snowstorm or extreme cold. The results can range from isolation due to blocked roads and downed power lines to the havoc of cars and trucks sliding on icy highways.

Prepare a Winter Storm Plan

Assemble a Disaster Supplies Kit Containing:

- ✓ A battery-powered NOAA Weather radio.
- ✓ Ensure that each member of your household has a warm coat, gloves or mittens, hat, and water-resistant boots.
- ✓ Canned food that doesn't require cooking and a manual can opener.
- ✓ First aid kit and essential medications.
- ✓ Extra blankets.
- ✓ Extra bottled water in clean soda bottles or milk containers (at least one gallon of water per person per day to last at least 3 days).
- ✓ Rock salt to melt ice on walkways and sand to improve traction.
- ✓ Flashlights, battery-powered lamps and extra batteries. Candles are a fire hazard.
- ✓ Make sure you have enough heating fuel; regular fuel sources may be cut off.

Stay warm:

- ✓ Dress warmly even if you do not feel cold.
- ✓ Wear several layers of loose-fitting, light-weight, warm clothing rather than one layer of heavy clothing. The outer garments should be tightly woven and water repellent.
- ✓ Mittens are warmer than gloves
- ✓ Wear a hat: most body heat is lost through the top of the head.
- ✓ Keep your home well-heated
- ✓ Avoid drinking alcohol. It will make you lose heat faster
- ✓ Stay indoors during storms

Watch for a drop in body temperature:

A temperature below 96° F is dangerous. If you have any of the following danger signs, you need immediate medical help:

- ✓ Sleepiness or confusion
- ✓ Slurred speech
- ✓ Stiffness in the legs or arms
- ✓ Severe shivering

Re-warming the body:

While waiting for medical help, others should:

- ✓ Wrap you in blankets
- ✓ Lie close to you so their body heat can warm you
- ✓ Avoid rubbing your skin
- ✓ Not give you caffeine or alcohol

CONFIDENTIALITY

- Do not use your vehicle as a means of escape. Cars and trucks can be fatal shelters. If you are already in your car, you may evade a tornado by moving at right angles to it. If you are trapped in the storm's path, get out of your vehicle and seek shelter in a ditch.
- In an office or factory, proceed with advance plans, or if there are none, proceed to an interior hallway or stairwell. Do not take shelter in halls that open to the south or west.
- During a tornado, absolutely avoid buildings with large free-span roofs.

After the Tornado Passes:

- Watch out for fallen power lines and stay out of the damaged area.
- Listen to the radio for information and instructions.
- Use a flashlight to inspect your home for damage.
- Do not use candles at any time.

In a house or small building: Go to the basement or storm cellar. If there is no basement, go to an interior room on the lower level (closets or interior hallways). Get under a sturdy table, hold on and protect your head. Stay there until the danger has passed.

If a client is bed-bound, move the client's bed as far away from windows as possible. Cover the client with heavy blankets or pillows being sure to protect the head and face. Then go to a safe area.

In a school, nursing home, hospital, factory or shopping center: Go to pre-designated shelter areas. Interior hallways on the lowest floor are usually safest. Stay away from windows and open spaces.

In a high-rise building: Go to a small, interior room or hallway on the lowest floor possible.

In a vehicle, trailer or mobile home: Get out immediately and go to a more substantial structure.

If there is not shelter nearby lie flat in the nearest ditch, ravine or culvert with your hands shielding your head. In a car, get out and take shelter in a nearby building. Do not attempt to out-drive a tornado. They are erratic and move swiftly.

All employees are required to sign a Proprietary Information agreement as a condition of employment. Angel Care considers information acquired in the course of doing your job to be confidential in nature and for Company use only. This includes but is not limited to non-public information regarding Angel Care's clients, suppliers, clinical research, services, sales, marketing, and financial data. "Non-Public" information means information, which has not been published by the Company or someone else, such as in a press release. Angel Care considers any inappropriate release of Company confidential information to be a serious breach of Company policy and a violation of the law. A copy of the Proprietary Information & Inventions agreement will be given to all Office Staff on or before your first day of employment with Angel Care. All Independent Contractors will be given a similar agreement on your first day of employment.

Covenant Not to Compete

Employees will be asked to sign covenants not to compete at the beginning of their employment with Angel Care.

CORPORATE VALUES

At Angel Care we respect each individual and appreciate all contributions to our success. Our corporate values are to treat each other at all times in a way which reflects this respect and to maintain a level of common courtesy and professionalism at all times. Angel Care values some basic things such as avoiding the use of offensive language or when problems or disputes arise, as is inevitable in any organization, attempting to resolve them in a civil and timely manner. Angel Care employees are expected to use reasonable, mature judgment in determining what behavior is appropriate. Angel Care strives to promote and maintain the highest ethical standards in our business. It is the intention of Angel Care as a Company to conduct all business in accordance with high standards of integrity and in compliance with all applicable laws and regulations.

For any group of people to work together successfully, and given the special nature of the services we provide, it is necessary to establish some basic rules of behavior with which everyone must comply. Some of these guidelines relate to existing laws; many are simply common sense. These guidelines go a long way towards creating the kind of team environment in which we can all be productive and feel comfortable.

SAFETY HANDOUT – Tornado Precautions & Preparation

Tornadoes are nature's most violent storms. When a tornado has been sighted, go to your shelter immediately. Stay away from windows, doors and outside walls.

Prepare a Home Tornado Plan

- Pick a place where family members could gather if a tornado is headed your way. It could be your basement or, if there is no basement, a center hallway, bathroom, or closet on the lowest floor. Keep this place uncluttered.
- If you are in a high-rise building, you may not have enough time to go to the lowest floor. Pick a place in a hallway in the center of the building.

Assemble a Disaster Supplies Kit Containing:

- First aid kit and essential medications.
 - Canned food and can opener.
 - At least three gallons of water per person.
 - Protective clothing, bedding, or sleeping bags.
 - Battery-powered radio, flashlight, and extra batteries.
 - Special items for infant, elderly, or disabled family members.
 - Written instructions on how to turn off electricity, gas, and water if authorities advise you to do so. (Remember that you'll need a professional to turn natural gas service back on.)
 - Stay Tuned for Storm Warnings
 - Listen to your local radio and TV stations for updated storm information.
- Know what a tornado WATCH and WARNING means:**
- A tornado WATCH means a tornado is possible in your area.
 - A tornado WARNING means a tornado has been displayed on radar and/or actually touched down and may be headed for your area. Go to safety immediately.
 - Tornado WATCHES and WARNINGS are issued by county or parish.

When a Tornado WATCH Is Issued:

- Listen to local radio and TV stations for further updates.
- Be alert to changing weather conditions. Blowing debris or the sound of an approaching tornado may alert you, but this is not always the case. Many people say a tornado sounds like a freight train.

When a Tornado WARNING Is Issued:

- If you are inside, go to the safe place you picked to protect yourself from glass and other flying objects. The tornado may be approaching your area.
- If you are outside, hurry to the basement of a nearby sturdy building or lie flat in a ditch or low-lying area.
- If you have no cellar or basement, take shelter in a small room in the center of your home on the lowest floor. A closet or bathroom is best. Stay away from south and west walls and windows. Wrap yourself in a blanket or mattress, protecting your face and eyes.
- If you are in a mobile home, leave immediately if there is time. Seek shelter in a sturdy, permanent building. If no shelter is available, lie flat in a ditch or depression.

NATURAL DISASTER PREPAREDNESS

Policy

In cases of environmental disaster or emergency, Angel Care has a plan to continue necessary patient services.

Procedure:

1. Upon admission, all clients will be assigned a priority level code that will be updated as needed. The code assignment determines agency response priority in case of a disaster or emergency. These codes are maintained in the agency office, along with information, which may be helpful to Emergency Management Services in case of an area disaster or emergency.
 - Priority code #1 = Client requires assistance to leave home; notify family or designee to evacuate
 - Priority code #2 = No assistance required to leave home; can ambulate self
2. Upon admission, all clients will be given *Natural Disaster Preparedness Safety Handouts*, which suggest recommendations that clients can follow in the event of a natural disaster.
3. Angel Care Caregivers will attempt to provide service to clients. However, when natural or man-made emergencies occur that may prevent the Caregiver from servicing the client normally, and the client is in critical need of a Caregiver on site, Angel Care will attempt to locate another Caregiver or manager in the client's vicinity who can service the client. If the client cannot be serviced by a Caregiver and critical care situation exists, the local disaster authority will be contacted for assistance and instructions on how to assist the client.
4. In the event of a disaster, every possible effort will be made to assure that the client's personal care needs are met, while maintaining the safety of both our employees and clients. Clients will be assigned to office personnel based on alphabet for triage calls. If office phone communication is disrupted for more than 24 hours, local radio and television stations will be contacted to broadcast emergency instructions.

CODE OF BUSINESS CONDUCT AND ETHICS

If you have any questions regarding this Code or its application to you in any situation, you should contact the Office Manager or the Owner of the Company.

Compliance with Laws, Rules and Regulations

The Company requires that all employees, officers and directors comply with all laws, rules and regulations applicable to the Company wherever it does business. You are expected to use good judgment and common sense in seeking to comply with all applicable laws, rules and regulations and to ask for advice when you are uncertain about them.

If you become aware of the violation of any law, rule or regulation by the Company, whether by its officers, employees, directors, or any third party doing business on behalf of the Company, it is your responsibility to promptly report the matter to your supervisor. While it is the Company's desire to address matters internally, nothing should discourage you from reporting any illegal activity, including any violation of the securities laws, antitrust laws, and environmental laws or any other federal, state or foreign law, rule or regulation, to the appropriate regulatory authority. Employees, officers and directors shall not discharge, demote, suspend, threaten, harass or in any other manner discriminate or retaliate against an employee because he or she reports any such violation, unless it is determined that the report was made with knowledge that it was false. This Code should not be construed to prohibit you from testifying, participating or otherwise assisting in any state or federal administrative, judicial or legislative proceeding or investigation.

Conflicts of Interest

Employees, officers and directors must act in the best interests of the Company. You must refrain from engaging in any activity or having a personal interest that presents a "conflict of interest." A conflict of interest occurs when your personal interest interferes, or appears to interfere, with the interests of the Company. A conflict of interest can arise whenever you, as an officer, director or employee, take action or have an interest that prevents you from performing your Company duties and responsibilities honestly, objectively and effectively.

Honest and Ethical Conduct and Fair Dealing

Employees, officers and directors should deal honestly, ethically and fairly with the Company's suppliers, clients, competitors and employees. Statements regarding the Company's products

and services must not be untrue, misleading, deceptive or fraudulent. You must not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts or any other unfair-dealing practice.

Reporting and Compliance Procedures

Every employee, officer and director has the responsibility to ask questions, seek guidance, and report suspected violations and express concerns regarding compliance with this Code. Any employee, officer or director who knows or believes that any other employee or representative of the Company has engaged or is engaging in Company-related conduct that violates applicable law or this Code should report such information to his or her supervisor. You may report such conduct openly or anonymously without fear of retaliation.

All reports will be investigated and whenever possible, requests for confidentiality shall be honored. And, while anonymous reports will be accepted, please understand that anonymity may hinder or impede the investigation of a report.

Failure to comply with the standards outlined in this Code will result in disciplinary action including, but not limited to, reprimands, warnings, probation or suspension without pay, demotions, reductions in salary, discharge and restitution. Certain violations of this Code may require the Company to refer the matter to the appropriate governmental or regulatory authorities for investigation or prosecution. Moreover, any supervisor who directs or approves of any conduct in violation of this Code, or who has knowledge of such conduct and does not immediately report it, also will be subject to disciplinary action, up to and including termination.

written or verbal job references. However employers lose their immunity from liability if they knowingly disclose false or deliberately misleading information or furnish information that violates an employee's civil rights. The notice requirements do not apply if:

- an employee has waived the right to receive written notice as part of an agreement with a prospective employer,
- the disclosure is mandated by legal action or arbitration, or
- the information is required by a government agency as part of a claim or complaint by an employee or as a result of a criminal investigation.

Under the law, before releasing personnel records to a third party, an employer must delete disciplinary information unless the release of information is ordered in a legal action or arbitration.

operations. Such communications may involve verbal discussions, written communications, or electronic communications. Only those people with an authorization to know will have access to the protected information.

With the enactment of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), a patient's right to have his or her health information kept private and secure became more than just an ethical obligation of physicians and hospitals – it became the law.

Ways to protect patient privacy: Whether they are in the hospital, physician's office, lab, or other setting, patients receiving medical care expect privacy. Family members are required to have patient authorization in order to hear private information. Without the patient's consent these individuals do not have the right to be present during patient/doctor or nurse consultation or interaction. The patient has the right to expect that their private health information will not be shared with people who do not have a need to know.

Patient care or discussion about patient care is kept private by closing room doors or drawing privacy curtains and conducting discussions so that others may not overhear them. Patient medical records are not left where others can see or gain access to them. Laboratory, radiology, and other ancillary test results are kept private.

What is confidential information? When patients give information to their providers, they expect that only people involved in their healthcare will see it. Confidential information includes patient identity, address, age, Social Security number, and any other personal information that patients are asked to provide. In addition, confidential information includes the reason a person is sick or in the hospital, the treatments and medications he or she may receive, and other observations about his or her condition or her condition or past health conditions.

Unemployment Insurance

Angel Care pays a percentage of its payroll to the Unemployment Compensation Fund according to Angel Care's employment history. If you become unemployed, you may be eligible for unemployment compensation, under certain conditions, for a limited period of time. Unemployment compensation provides temporary income for workers who have lost their job.

References

To ensure that all reference checks are handled in a manner consistent with Angel Care's policy guidelines, all reference requests must be directed to the Office Manager as the designated authorized source for reference information. Only job title and dates of employment will be verified. Verification of salary will be provided only in response to a written request with a signed release from the employee. Under State law, employers can legally disclose truthful

NON-VIOLENCE POLICY

Nothing is more important to Angel Care than the safety and security of our employees, visitors or guests. Angel Care has therefore adopted a zero tolerance policy on workplace violence. Threats, threatening behavior or acts of violence against employees, visitors or guests of Angel Care are strictly prohibited. Violations of this policy will lead to disciplinary action, up to and including termination. In addition, Angel Care is sensitive to issues of domestic violence and the potential danger it poses to our employees and our workplace. Accordingly, Angel Care will not hesitate to contact the appropriate law enforcement authorities in the event of any threatening behavior or act of violence against employees, visitors or guests, and to initiate criminal prosecution, if appropriate.

No employee shall be permitted to bring any guns, knives or other items that could be used as weapons onto company premises or designated worksite. Angel Care reserves the right to prohibit employees from carrying any items which management, in its sole discretion, deems to be dangerous or potentially dangerous.

In addition, Angel Care requests that employees who currently hold or seek to obtain temporary or permanent restraining orders against others who have threatened or committed violent acts against them inform their Office Manager and apprise the company of any potential threats to your security or the security of others within our workplace. The managers at Angel Care understand the sensitivity of this type of information, and will make every effort to protect the confidentiality and privacy of the person(s) involved.

If you become aware, either directly or indirectly of any violence or threats of violence, whether vague, direct or indirect, notify your Office Manager immediately. Violence can be verbal, emotional, or physical. It can be threatening, harassing, or directly invasive. It can be toward a person or property. It can be on a continuum from mildly annoying comments to more severe stalking or actions. When someone is being violent, or about to be violent, there are certain warning signals they may give off. These warning signals may include:

- Verbal harassment (yelling, negative comments, complaining, etc.)
- Physical aggression (pushing, shoving, hitting, throwing things, etc.)
- Emotional distress (depressed, angry, etc.)
- Strange or different behavior (more/less talkative, interactive, joking, etc. than normal)
- Changes in personal hygiene (suddenly not showering, wearing the same clothing, dressing sloppily, etc.)

As the employee begins to exhibit changes in behavior towards his/her job, co-workers, managers and/or the company, you may begin to notice these changes. You may consider these

events small and unimportant and ignore them or chalk them up to somebody being under a lot of pressure or just being weird. Although not all people exhibit violent behavior when under pressure, being proactive and identifying potential issues early is the best form of prevention.

- Don't ignore, discount, or minimize your "gut" feelings or reactions.
- If you become concerned that a co-worker is or may become violent, let your manager, any other manager or the Office Manager know, confidentially, that you are having these feelings and/or reactions. Every effort will be made to keep all reports confidential to the extent possible.
- Remember that no concern is too small to mention. No one will criticize, judge or retaliate against you if you come forward with a concern about a co-worker's well being.
- Speak up, sometimes people need help and don't know how to ask for it – you may actually help your co-worker by bringing his/her behavior to the attention of the Office Manager or management. Many people "cry out" for help indirectly.

Angel Care takes the threat of violence in the workplace very seriously. We all want to work in a safe and predictable environment. While policies, procedures, and training all have important roles to play in keeping the workplace safe, it is also important for employees to be aware of what's going on around them. Workplace safety is everyone's responsibility.

Separation Procedure

Whether a separation is voluntary or involuntary there are certain steps that need to be taken which include:

- An exit interview discussion (when considered necessary)
- COBRA (if applicable)
- Return of all company property and materials

Continuation of Benefits (COBRA)

If employer-provided group health care coverage is terminated for you or your dependents, you may be eligible for continuation coverage under the Consolidated Omnibus Budget Reconciliation Act ("COBRA"). The details of this coverage are set forth in the plan documents. You should review those documents for further information.

Health Insurance Portability Act (HIPAA)

Prior Coverage

In accordance with the 1996 Federal Statute, HIPAA, concerning group health plan coverage and exclusions for pre-existing medical conditions, a group health plan may not apply pre-existing condition exclusion for longer than 12 months after an individual enrolls in the plan (18 months in certain circumstances). This 12 (or 18) month period is reduced by the individual's "creditable coverage" as of the enrollment date in the new plan.

If your employment with the company is terminated, you will receive a Certificate of Creditable Coverage. This is your proof of prior medical coverage.

Privacy and Confidentiality

Each employee should be fully aware of HIPAA guidelines as it relates to patient privacy. Each employee is required to read the on-line training manual, or watch a video regarding HIPAA prior to their first assignment. No matter where you work in healthcare – the hospital, labs, radiology centers, or right in a patient's home – it is important to understand what privacy and confidentiality mean.

Patients have the right to control who will see their protected, identifiable health information. This means that communications with or about patients involving patient health information will be private and limited to those who need the information for treatment, payment, and healthcare

SEPARATION OF EMPLOYMENT

Since employment at Angel Care is at will, both the employee and Angel Care have the right to terminate employment at any time, and for any reason. Termination of employment is an inevitable part of personnel activity with any company, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated.

Voluntary

A voluntary employment termination (resignation) is one initiated by an employee. In the event of a voluntary separation, Angel Care employees are asked to submit a written, signed resignation letter. In the event of a voluntary resignation, Angel Care requests, but does not require at least two weeks written notice of resignation from all employees. However, at management's discretion, this notice period may be waived. The employee will receive their final paycheck including regular base pay through the last day worked and any unused accrued vacation (when applicable) on the next regular payday. The Office Manager will conduct the exit interview.

Involuntary

Involuntary employment termination (discharge) is one initiated by the company. The employee will receive their final paycheck including regular base pay through the last day worked and any unused accrued vacation (when applicable) on their last day or the next scheduled regular payday, based on state law. The Office Manager will conduct the exit interview.

Layoff/Reduction in Force

Involuntary employment termination initiated by the company for non-disciplinary reasons.

Retirement

Voluntary employment termination initiated by the employee.

SUBSTANCE-FREE WORKPLACE

It is Angel Care's policy to provide a workplace that is free from the use, sale, possession, or distribution of illegal drugs, and free from the improper use of legal drugs and alcohol. The nature of our work involves patient care and the safety and health of our workforce is a top priority.

Our work necessitates that our judgment be accurate and our responses quick and precise. Anyone under the influence of drugs and/or alcohol will substantially impair his/her ability to respond in time to a potential emergency, and to care for patients. Such impairment not only may cause substantial injury to oneself, but to other employees, patients, and the general public. While on Angel Care premises or designated worksite, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. Employees who violate this policy are subject to disciplinary action, up to and including termination. If you believe you need professional help with a drug abuse problem, referrals to local counseling and rehabilitation programs can be obtained by contacting the local United Way office.

An employee who performs work for a government contract or grant must notify Angel Care of a criminal conviction for drug-related activity occurring in the workplace (including pleas nolo contendere, i.e., no contest). The report must be made within five days of the conviction.

In order to ensure our employees a safe and drug/alcohol free workplace, we are establishing the following Drug and Alcohol Policy. Violations of this policy will result in discipline up to and including termination.

THIS POLICY IS NOT INTENDED, NOR SHOULD IT BE INTERPRETED OR RELIED UPON TO ALTER THE AT-WILL NATURE OF EMPLOYMENT OF ANY COMPANY EMPLOYEE, OR TO ESTABLISH A PROMISE OR CONTRACT, WHETHER EXPRESS OR IMPLIED, OF EMPLOYMENT FOR A DEFINITE TERM OR OF EMPLOYMENT OTHER THAN AT-WILL.

All employees involved with direct patient care ("Covered Employees") are subject to the following testing:

Conditional Job Offer Testing

When a job offer is made, or a transfer requested, the offer or transfer is conditional on successfully completing a drug test. A written copy of any positive result will be provided to the applicant or employee and will be reviewed by a Independent Medical Officer. A positive conditional job offer drug test shall disqualify an applicant and, in the case of a transfer of an employee into a position not covered by this policy, may result in the denial of the transfer and

possible termination of employment. Under no circumstances will the Company assign an applicant or current employee who has refused to take or fails to take a conditional job offer drug test to a Covered Employee position.

Reasonable Suspicion Testing

All Covered Employees shall be required to submit to testing when there is reason to believe a Covered Employee is under the influence of a controlled substance or alcohol. Controlled substance means a drug whose unlawful use or possession, distribution, or manufacture is prohibited by law and include but are not limited to amphetamines, PCP, marijuana, cocaine and opiates. Reasonable suspicion for use of controlled substances will be based on specific observations concerning appearance, behavior, speech, body odors, or indications of the chronic and withdrawal effects of controlled substances. Reasonable suspicion for alcohol includes but is not limited to the following objective factors: the odor of alcohol on one's person or on one's breath, slow or slurred speech, inability to easily accomplish routine motor functions, or shaky movements, observing one drinking or possessing alcohol at work, or other behavioral, speech and performance indicators of drug or alcohol misuse. Reasonable suspicion may also be determined by a state or federal public safety officer, whether or not such officer performs a field sobriety test. Where reasonable suspicion exists for controlled substance or alcohol use, the employee shall be removed from performing his or her job.

Post Accident Testing

Covered Employees who are involved in any work related accident or injury or an accident or injury involving a patient will be tested for controlled substances.

Follow Up Testing

If the Company decides in its sole discretion, to reinstate a Covered Employee who previously tested positive for drugs or alcohol pursuant to this testing program, the employee shall be reinstated subject to certain conditions. The Covered Employee must successfully complete a rehabilitation program recommended by a Substance Abuse Professional ("SAP"), must also submit to and obtain negative results prior to reinstatement in his or her position, and will be subject to follow-up testing. Follow-up testing will occur on a random basis with at least three (3) tests given within the first twelve (12) months following the employee's reinstatement. Continued follow-up testing shall not exceed sixty (60) months from the return-to-duty date and shall be determined by the SAP. Failure to submit to follow-up testing as ordered by the SAP or the Company may result in discipline up to and including termination of employment. An employee who tests positive for controlled substances pursuant to a follow-up test shall be terminated.

In some cases, establishment of a performance improvement plan may be considered appropriate. An employee may be placed on performance improvement status at any time during his/her employment with Angel Care. Such action might be for disciplinary reasons, or a failure on the employee's part to maintain minimum acceptable performance standards. The purpose of the performance improvement period would be to set performance objectives and specific timeables for further evaluation of the employee. In some situations where appropriate, discussions or issues related to employee performance will be documented in the employee's file. Verbal and written warnings may be issued in certain situations where appropriate, and will also be documented in the employee's file.

Angel Care also reserves the right to terminate employees for non-disciplinary reasons, including but not limited to the following:

- A reduction in the Angel Care workforce
- Abolishment or discontinuance of the job or position held by a Angel Care employee
- Displacement because of technological reasons
- The closing of a Angel Care office in which the employee was employed
- Reorganization

DISMISSAL AND DISCIPLINE

Angel Care tries to recruit people who will best fit the available positions within the company. Occasionally, however, it becomes necessary for Angel Care and certain of its employees to part ways, or for Angel Care to take disciplinary action that it considers reasonable under the circumstances. It is in everyone's best interest to resolve problems or complaints related to Angel Care policies, procedures or other workplace issues fairly and in a timely manner. Angel Care strives to address performance or conduct issues in a fair and equitable manner. Certain standards are necessary for the efficient operation of our business. Angel Care reserves the right to determine both the appropriateness and level of counseling, discipline, or other corrective action in each situation, including whether immediate termination is warranted. In each case, Angel Care will respond to the situation in accordance with the overall best interests of the company, its employees and clients. Each situation is different and will be addressed accordingly within the range of options available. While Angel Care reserves the right to terminate an employee's employment at any time, the types of conduct that may result in disciplinary action, up to and including dismissal, include but are not limited to the following:

- Poor work performance
- Misconduct on the job, or off-the-job misconduct that adversely affects Angel Care
- Bringing children, family members or friends to a client's location while on assignment
- Insubordination
- False or misleading information regarding employment records
- Harassment of fellow employees, Angel Care vendors or clients
- Falsification of Angel Care records, books, or any employment-related document
- Theft or other dishonest conduct
- Engagement in acts of violence or threats of violence
- Possession of firearms or weapons on company property or client location
- Violation of law
- Reporting to work under the influence of alcohol or drugs not taken under the direction of a licensed physician, or the sale of drugs on Angel Care premises or client location
- Excessive or repeated unexplained absences
- Acceptance of personal remuneration from clients, public or private agencies, or others with respect to matters involving Angel Care
- Working for a competitor or other third party without authorization
- Releasing Angel Care confidential and/or proprietary information to a competitor or other third party without authorization
- Violation of any Angel Care policy
- No call/no show for an assignment
- **This list should not be considered all-inclusive.**

Consequences of Failure to Test

A conditional job offer made to an applicant who refuses to test for alcohol and controlled substances will be rescinded. Failure of an employee to test, or impeding or delaying the testing process may be considered a "refusal to test" and subject the employee to discipline up to and including the termination of employment.

Testing Procedures

Testing shall take place at a testing site which meets the requirements for testing set forth by the United States Department of Health and Human Services and applicable local law. If requested or ordered pursuant to a reasonable suspicion test, the Company will provide transportation to the testing center for the employee(s) to be tested. Alcohol tests shall typically be conducted at the same time that specimens are collected for controlled substance testing, but by no means is the Company limited or prevented from conducting such tests at different times.

The testing site will provide for appropriate privacy and sanitation for the employees subject to testing and shall afford a visual and aural privacy in the testing process. The testing site shall also ensure that tests are conducted in accordance with the following criteria:

- Access to the testing site will be restricted during testing, and unauthorized persons will not be present to observe or overhear the testing process or communication regarding test results.
- The laboratory shall ensure that the collection site shall respect the dignity and privacy of the employees subject to testing.
- Collection site personnel are properly trained to prepare the collection site, collect specimens, examine specimens for tampering and sample adulteration, observe collections, split specimens and properly label and preserve the integrity and identity of the samples taken.
- Laboratory personnel shall ensure that the chain of custody is maintained to avoid confusion of samples.
- The laboratory shall take all steps to ensure, to the extent practicable, the confidentiality and accuracy of the results.

PERFORMANCE EVALUATIONS

A new employee will usually receive an informal review after 90 days. Angel Care utilizes a performance evaluation process as a way to promote the development of each employee. The performance evaluation process measures not only performance against objectives, but is also a time for each employee and manager to plan how improvement and better results can be achieved. It is primarily a chance to identify strengths and weaknesses and help the employee to develop to their full potential in order to achieve optimal success. This process is a very important developmental time for Angel Care and its employees. Office Managers and employees are strongly encouraged to discuss job performance and goals on a regular basis. Day-to-day interaction between the employee and manager should provide the employee a good sense of how their performance is perceived. Formal performance evaluations are conducted to provide employees with the opportunity to discuss job responsibilities, identify and correct weaknesses, encourage new ideas, recognize strengths, and discuss positive, effective approaches for meeting goals. Performance evaluations are an important management tool. Employees should feel comfortable actively participating in the review process and keeping the lines of communication open. Angel Care attempts to conduct performance evaluations annually, however an evaluation may also be conducted in the event of a promotion, change in duties and responsibilities or to address any open issues. Performance evaluations may be conducted at any time for any reason including when job requirements are not being met, problems occur, or improvement is needed.

Positive Test Result

Controlled substance tests will be confirmed by a second test utilizing gas chromatography/mass spectrometry (GC/MS) method of testing independent of the initial screen test. The initial screen test may, but need not, utilize a different technique and chemical principle from that used in the confirmation test.

Drug test results shall be reviewed first by a physician trained in drug and alcohol testing who shall serve as an Independent Medical Officer ("IMO"). The IMO shall notify the Company directly of an employee's negative drug test result. If an employee tests positive for drugs, however, the IMO will contact the employee initially to discuss the test results, and determine whether or not a positive test for illegal controlled substances is valid. The IMO shall also notify the employee that he or she shall have seventy-two (72) hours from the date of the initial test to request a split specimen, through which a split sample of the employee's urine would be tested in a separate, approved laboratory. The Company will only be informed of the results of the drug test: positive or negative. The IMO may disclose the specific drug discovered in the test, but shall not disclose the level of such drugs.

Employees testing positive for controlled substances or alcohol shall be removed from performing their jobs, and may be disciplined up to and including termination.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Any employee taking prescription medication, which may impair the sense, must submit a physician's statement regarding recommended work limitations. An employee who tests positive due to use of a prescription drug must provide proof of the prescription within seven (7) days.

Confidentiality

All information, interviews, reports, statements, memoranda, and test results, written or otherwise received by Angel Care through a substance abuse testing program are considered confidential information, disseminated on a need-to-know basis, and may be used or received in evidence, obtained in discovery, or disclosed in any civil or administrative proceeding. Employees may obtain copies of the results of their drug and alcohol test. Records relating to drug testing will be kept in secure medical files that are separate from employee personnel files.

Questions about this policy?

Contact your Office Manager.

request for a leave of absence will be considered on a case-by-case basis and every effort will be made to accommodate the employee under the circumstances. If you are going to be unavailable for work for a period of time exceeding two (2) weeks, a leave of absence must be requested and the appropriate form completed. Please contact your Office Manager or Staffing Coordinator prior to your last day of work. This will help to insure that your record is up to date for all purposes, including assignments and benefits.

The following list illustrates examples of some potential reasons for a leave of absence request:

- Medical care (which must be verified by a doctor's note), or to care for a sick family member
- Personal time
- Extended vacation time exceeding two (2) weeks
- Other leaves of absence may be granted for reasons including hardship or education

Note: Taking an extended Leave of Absence may affect eligibility for Angel Care benefits.

Doctor's Certificate: Employees must provide their Office Manager or Staffing Coordinator with a doctor's certificate for absences of more than one day due to illness or injury. The doctor's certificate must state that the employee is receiving medical care and should indicate the approximate date the employee will return to work.

If an employee fails to report to work at the end of the approved leave and has not applied for an extension, Angel Care will assume the employee has resigned.

Parenting-Related Absences

Maternity Leave

Leave for pregnancy and childbirth will be allowed on the same terms as other medical leaves of absence. Please speak with the Office Manager in advance for further details. Pregnancy and related conditions will be treated like other temporary disabilities under Angel Care's leave and medical benefit policies.

SMOKE-FREE WORKPLACE

Field Staff Policy

Angel Care is committed to providing a workplace free of exposure to hazardous substances. Therefore, for the health and well being of our employees, clients, and visitors Angel Care maintains a totally smoke-free environment. Smoking is permitted during a lunch break only if there are designated smoking locations at the client's location. You are also required to abide by the smoking policy of the client to which you are assigned. Anyone in violation of this policy while at work will be subject to disciplinary action, up to and including termination.

Office Staff Policy

Angel Care is committed to providing a workplace free of exposure to hazardous substances. Therefore, for the health and well being of our employees, clients, and visitors Angel Care maintains a totally smoke-free environment. Smoking is permitted during a lunch break and on breaks, as allowed for by State law, only in designated smoking locations. You are also required to abide by the smoking policy of the client to which you are assigned, if applicable. Anyone in violation of this policy while at work will be subject to disciplinary action, up to and including termination.

INFORMATION SYSTEMS USAGE

Angel Care may make available to employees a variety of equipment where applicable, in order to help us deliver the best possible service to our clients including:

- Desktop Computers
- Laptop Computers
- Electronic Mail (E-Mail)
- Internet Access
- Fax Machines
- Pagers
- Telephones
- Cellular Telephones
- Voice Mail

In some of these cases, your assignment may involve access to the Internet, the World Wide Web or the client's own system of internal communication. Such access is to be used only for conducting business on behalf of the client, and not for any personal correspondence, conversation or research.

"Information Systems" assist you in carrying out Company business. All Angel Care Information Systems and cellular phones, if applicable, are the property of Angel Care and are to be used only for business purposes. Angel Care's Information Systems are not for personal use. Personal telephone calls are to be made and received only for emergency purposes.

Angel Care Information Systems are Company property and are not private. Thus, any information you input or transmit on an Angel Care Information System can and may be reviewed by the Company without prior notice to you, even if that information is protected by your individual password. Angel Care explicitly reserves the right to access, monitor, review, and copy or delete any information stored or transmitted on any Angel Care Information System at any time as the Company deems appropriate. This may include random, unannounced audits to ensure that the Company's Information Systems are being used in accordance with this policy.

Misuse of the Company's Information Systems will subject an employee to disciplinary action up to and including termination. Examples of misuse of the Company's Information Systems are:

- Unauthorized dissemination of information that is confidential or proprietary to the Company.

Periodic recertification also may be required for requested extensions of medical leave, absences which exceed thirty days, and other appropriate circumstances.

Length of Leave

Each eligible employee may be granted an unpaid family and medical leave, including maternity leave, for a period up to 12 weeks (during any 12 month period). In determining eligibility for leave, a "rolling" 12-month period is used; measuring backward from the date leave is requested.

Payment during Leave

If an employee has personal, sick or vacation time available, this time must be used during the FMLA leave. Once accrued time has been exhausted, FMLA leave is unpaid.

An employee on FMLA leave will be retained on Angel Care's health plan on the same condition as active employees, except that the employee must make arrangements for timely payment of the employee's portion of the premium in order to continue such coverage, and if any premium payment is more than thirty days late, coverage will be lost during the period of the leave. In circumstances where an employee is on paid leave, the appropriate deductions will be made in the same manner as the employee's regular paycheck. Arrangements also may be made with Angel Care for the continuation of certain other benefits during the period of leave. The employee will not be entitled to the accrual of seniority or earn additional employee benefits (e.g., vacation or sick time) during the period of the leave.

During periods of leave, employees are required to report to Angel Care periodically regarding their status and intention to return to work.

In the event that an employee fails to return from leave, consistent with the terms of this policy, the employee will be liable for the employer's share of the insurance premiums unless: (1) the employee's failure to return to work stems from the continuation, recurrence, or onset of a serious health condition of the employee or a family member; or (2) the failure to return stems from circumstances beyond the control of the employee.

More information on FMLA is available by contacting your Office Manager.

Personal Leave Of Absence

Employees who are not eligible for FMLA leave or who have exhausted their FMLA leave may be eligible for a personal leave of absence. Such leave is granted only in extraordinary circumstances at the Company's discretion. This type of leave is unpaid unless the employee has any accrued time available. Vacation, sick or personal time must be taken at the beginning of the approved leave until it is exhausted. The approval and length of the leave will largely depend on the situation, your length of service, attendance, performance, and business requirements. A

FAMILY AND MEDICAL LEAVE ACT (FMLA)

Eligibility for Leave

An employee may be eligible for FMLA if:

- (1) The employee is employed at a worksite where 50 or more employees are employed by Angel Care within a 75-mile radius of that worksite;
- (2) The employee has been employed by Angel Care at least one (1) year; and
- (3) The employee has worked at least 1,250 hours during the twelve months preceding the commencement of a leave of absence.

An eligible employee is entitled to family and medical leave for one or more of the following reasons: (1) birth of a son or daughter, and care for the newborn son or daughter (entitlement expires twelve months after the birth of the child); (2) placement with the employee of a son or daughter for adoption or foster care (entitlement expires twelve months after placement); (3) care for the employee's spouse, child, or parent of the employee who has a serious health condition; or (4) inability of the employee to perform the functions of his or her position due to a serious health condition.

Required Notice and Medical Certification

If the necessity for the leave is foreseeable, an employee must provide Angel Care with thirty days' advance written notice of a request for a leave, but in any case notice is requested as soon as such notice is practicable, within one or two business days of when the need for leave becomes known to the employee. Further, the failure to provide the required notice may result in denial of the leave until proper and timely notice is given by the employee.

An employee requesting leave for any reason must submit a written request "Request for Leave" Form, setting forth: (1) the reasons for the leave; (2) the anticipated start date; and (3) the anticipated duration of the leave. Any requested leave based on a serious health condition, whether it involves the employee or a family member, must be supported by a medical certification. An employee is required to have Angel Care's "Certification of Health Care Provider" completed by the employee's physician or health care provider. The completed certification must be submitted within fifteen days of the requested leave, except in unusual circumstances. Failure to provide the required medical certification may result in denial of all privileges and benefits under this policy and result in denial of reemployment upon completion of the leave.

In all cases of leave for medical reasons, Angel Care reserves the right to request a second medical opinion at Angel Care's expense and further medical opinion, where appropriate.

- Dissemination of information that is confidential or proprietary to the Company without appropriate security measures;
- Unauthorized dissemination of Company information to non-employees or unauthorized employees;
- Viewing or disseminating obscene, pornographic, abusive, slanderous, defamatory, discriminatory, harassing, vulgar, threatening, and/or offensive material;
- Copying or distributing copyrighted materials in violation of copyright laws;
- Unauthorized posting of Company information on the World Wide Web, such as in "chat room" or public message boards;
- Unauthorized use of the Company's name or trademarks;
- Inappropriate personal use;
- Use that violates any other Company policy including Company policies regarding confidentiality, courtesy, solicitation, and harassment.

This list is not intended to be all-inclusive. Employees are representatives of the Company and must exercise due care not to use any Company Information System in a manner that would violate any law or reflect unfavorably on the Company. Angel Care Information Systems are intended to assist you in performing your job. Use them carefully, conservatively and courteously.

FIRST IMPRESSIONS AND PERSONAL APPEARANCE

Angel Care employees are considered company representatives to our clients. Clients have a first impression and judge our company by not only performance but also appearance. A neat and professional appearance contributes to the positive impression we make on all of our clients. All employees of Angel Care are expected to dress and groom in accordance with accepted professional business standards. Please review and abide by the following guidelines:

- Neat and clean scrubs are considered appropriate dress for assignments. Management will speak with anyone who is not dressed or groomed appropriately. Any employee who violates this standard will be subject to appropriate disciplinary action.
- An employee is not allowed to wear any body piercing jewelry in other than a small pair of stub earrings. If you have tattoos, they cannot be visible or must be concealed to the best of your ability.
- Allow yourself extra time to become familiar with the worksite by arriving early.
- Introduce yourself to the person to whom you are to report.
- When you finish your work, notify your supervisor immediately. Ask if there is more work you can do. If none is given, use your free time constructively. Don't read newspapers, magazines or engage other staff members in idle conversation.
- Keep the client's business confidential. Be careful not to discuss current or previous assignments while you are on the job.
- Bring your time report with you and ensure it is initiated at the end of each shift and signed on the last day of the week you are scheduled to work.

At the end of the assignment, ask the supervisor whether you will be needed for a longer time. If you are to continue, please contact the Angel Care office. If the assignment is to continue and you are not able to continue, call your Angel Care office immediately. We will find a replacement. Clients do not always know the exact length of time your help will be needed. In order to keep Angel Care aware of your availability, please call your Staffing Coordinator or Office Manager one week prior to the scheduled end of an assignment.

or the employee may request an excuse from jury duty if, in Angel Care's judgment, the employee's absence would create serious operational difficulties.

Time Off To Vote

Angel Care encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their non-working hours, employees need to speak with their Office Manager to discuss other accommodations. Employees in this situation should request time off to vote from their Office Manager at least one working day prior to the Election Day. Advance notice is required so that the necessary time off can be scheduled accordingly to provide the least disruption to the normal working day.

Military Leave

Employees who are required to serve a period of time in a reserve component of the U.S. Armed Forces are allowed an unpaid leave of absence. All employees, regardless of length of service are entitled to reserve duty leave. There will be no loss of seniority-based benefits during military leave. An employee requesting military leave must complete a written "Request for Leave" form as soon as the need for leave becomes known. A copy of the orders to go to the reserves must accompany the request for the leave.

Continuation of coverage under the Company's health care plan during military leave depends on the length of the leave. For leaves of absence less than 31 days in duration the Company will continue to pay its share of the health care premium contribution, and the employee will be responsible for his/her own share. For leaves of absence greater than 31 days in duration, the Company will continue to pay its share of the health care premium contribution, and the employee will be responsible for his/her own share. For leaves of absence greater than 91 days, a covered employee may elect to continue health plan coverage at his/her own expense for a period of up to 24 months.

TIME OFF

Angel Care provides a variety of ways in which employees can take time off in order to maintain a work/life balance. The following describes each aspect of our paid and unpaid time off policies.

Vacation Time

Employees may be eligible to accrue vacation hours based on the number of hours worked in a designated period. Please contact the Office Manager to find out if you are eligible.

Holidays

Angel Care offices will be closed for the following 6 holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Eligible full time employees will receive holiday pay for those days. Holiday hours are not counted towards overtime calculations.

Even though the office may be closed, employees may still be required to work if scheduled for a client assignment.

Bereavement Leave

Angel Care provides time off to employees that experience a death in their family. Regular full-time employees are eligible for up to three unpaid days of leave due to a death within their immediate family (spouse, child, parent, brother, sister, grandparent, grandchild, aunt, uncle and in-law), or a similar personal emergency. If this occurs, the employee should notify his or her Office Manager. Additional time off will be granted at the sole discretion of the Office Manager. An employee may, with Office Manager's approval use any available accrued vacation for additional time off if necessary.

Jury Duty

Angel Care encourages employees to fulfill their civic responsibilities by serving jury duty when required. If an employee is called to serve on jury duty, their Office Manager should be notified, and a copy of the employee's Jury Duty notice must be on file with the Office Manager so that arrangements may be made to accommodate the absence. Employees who report to jury duty and are not selected to serve on the panel are expected to report back to work. Either Angel Care

In order to present a uniform, professional appearance in the Angel Care offices, the following is the dress code that is required in all Angel Care offices.

Do's	Don'ts
<ul style="list-style-type: none"> • Jackets, blazers • Polo shirts, button-down shirts, nice knit crew-necked shirts, turtlenecks • Sweaters • Black or colored denim (not too faded or worn) • Dress pants • Scrubs • Loafers, boots, walking shoes, dress shoes 	<ul style="list-style-type: none"> • Sneakers or gym shoes unless clean and white (worn only with scrubs) • Promotional t-shirts or sweatshirts (i.e. no athletic team logos, slogans, etc.) • Blue jeans • Pants or jeans with holes or decals • Extremely tight fitting or low-cut blouses • Extremely tight or short skirts

FIRST AID

Federal law (OSHA) requires that Angel Care keep records of all illnesses and accidents which occur during the workday. State Workers' Compensation laws also require that any injuries on the job be reported, no matter how minor. In the case of an emergency or if you are hurt or become ill, please contact your manager or the most available person for assistance. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits. OSHA also provides for your right to know about any health hazards, which might be present on the job. Should you have any questions or concerns regarding health hazards or First Aid, contact the Office Manager.

SAFETY AND SECURITY

Angel Care considers both safety and security a key concern and focus. It is critical that every employee takes responsibility concerning safety and security. It is our policy that accident prevention shall be considered of primary importance in all phases of our operation and administration. It is the intention of Angel Care's management to provide safe and healthy working conditions and to establish and insist upon safe practices at all times by all employees. Federal and State Occupational Safety and Health Acts and good safety practice require that all employers provide safe and healthy working conditions for all of their employees. Angel Care is committed to ensuring that our employees are assigned to work that is free of unsafe working conditions and/or hazards. Our primary goal is to achieve the greatest degree of freedom from accidents and to provide a safe and healthy working environment. The precautionary measures in this guide require every employee's complete cooperation. Failure to follow Angel Care's safety guidelines and/or failure to heed any client's job-site safety rules may result in disciplinary action up to and including termination.

All Angel Care employees must comply with the following requirements:

- Learn and understand the safe practices for the general work area and for your job.
- Comply with the client's safe work practices and personal protective equipment requirements for your job.
- Report all unsafe work conditions to your on-site supervisor and Angel Care Staffing Coordinator or Office Manager immediately.
- Notify your Office Manager or Staffing Coordinator of any changes in your job duties that differ from the ones you were sent to perform at the client location.

Under Angel Care's Safety and Security policy all employees have the following rights and responsibilities:

- To be advised of occupational safety and health hazards and to receive training about safe work conditions, practices and personal protective equipment. Job-site safety training will generally be handled by the client to whom you have been assigned.
- To provide information to Angel Care about safety hazards or concerns, and to request information or make safety suggestions without fear of reprisal.

5. Frequent tardiness for scheduled shifts causes disruption to the client and will result in disciplinary action up to and including termination of employment.
6. As previously stated, any type of work-site injury must be reported immediately to Angel Care's staff. When necessary the employee will be directed by the Angel Care staff to report to the emergency room (after hours) or the Corporate Health Department at the nearest designated hospital. Employees must report to Angel Care's office within 24 hours of the incident (or as soon as medically able) in order to complete the required paperwork.
7. Please note that Angel Care cannot control client cancellations of shifts assigned. We make every attempt to contact our employees as quickly as possible. If we have a cancellation policy with the client, then the employee will receive 2 hours of pay if cancelled less than 2 hours prior to the start of the scheduled shift.

Notification Procedures

Employees who are unable to report to work must notify their Staffing Coordinator at least 4 business hours before their regular starting time. Unless an employee is physically unable to make the telephone call, notification by a friend or relative does not satisfy this notification requirement. Employees who are absent for more than one day are required to call their Staffing Coordinator for each day of the absence. Employees who are absent without giving notification to the Staffing Coordinator are subject to disciplinary action up to and including termination. As previously stated, a no show/no call will not be tolerated.

Availability for Assignments

All employees must notify Angel Care of any change in address and telephone number for up to one year from last assignment. Upon completion of each Angel Care assignment, employees must notify Angel Care upon completion of the work assignment and are expected to call Angel Care within 48 hours of completing the work assignment. It is the employee's responsibility to maintain contact with Angel Care on a weekly basis thereafter to advise as to availability status. If consistent contact is not maintained on a regular basis, Angel Care will consider the individual available for work and to have voluntarily resigned from employment and further assignments may not be offered. In addition, if a claim for unemployment benefits is filed, failure to contact Angel Care may affect benefit eligibility.

YOUR WORK SCHEDULE

Absences & Availability

In order to maintain a productive work environment, satisfied clients and to keep Angel Care running smoothly and efficiently, employees must be reliable in reporting to work when assignments are given. Angel Care clients rely and depend on us. Attendance is also one of the basic criteria that is taken into account in performance evaluations. Excessive absenteeism and tardiness can become disruptive not only to Angel Care, but especially to our clients. Any excessive pattern of absence or tardiness is subject to disciplinary action and will be addressed accordingly as necessary.

We understand there may be occasions where an employee may not be able to accept an assignment offered to them. However, if significant restrictions are placed on your availability or your willingness to accept assignments, it will eliminate a substantial number of opportunities for future assignments. If management determines that continued refusals to accept assignments are without good cause or are an excessive pattern, we will take disciplinary action up to and including termination.

Employees are expected to be on the job, on time, each day they are scheduled to work. Wherever possible, employees should schedule all medical and personal appointments outside of work hours. Frequent absences, late arrivals, and early departures are grounds for disciplinary action, up to and including termination. It is critical to our success that the following guidelines are followed:

1. All Angel Care employees must contact Angel Care when canceling scheduled assignments no later than 4 business hours prior to start time of shift (i.e., if you are scheduled on Wednesday 7a-3p, you need to cancel prior to 1p on Tuesday). A no call/no show for a scheduled shift causes disruption to the client and is grounds for disciplinary action up to and including termination.
2. Switching shifts with other Angel Care employees without prior authorization from Angel Care is not permitted and is grounds for disciplinary action up to and including termination.
3. An employee who is absent for medical reasons for 2 or more consecutive shifts (days) must provide a doctor's authorization to return to work prior to any future scheduling of shifts.
4. Angel Care employees are authorized to schedule shifts with work site managers without prior authorization of Angel Care's staff. In this situation, the employee must notify the office as soon as possible to ensure the current schedule reflects the change.

General Safety Rules

To reduce the risk of accidents in the workplace, the following general safety rules and procedures are preventative measures to be observed by all personnel.

The observance of these safety rules and procedures will help you perform your job safely and help maintain safe working conditions. All employees should familiarize themselves with these safety rules, which are company policy. Your compliance with the General Safety Rules listed below will assist us in achieving our objective of ensuring a safe work environment. These rules are the minimum guidelines for working safely. It is your duty to be aware and apply safe work habits while on the job.

If you are asked to perform duties that are different from what was described to you at the job-site, call your Office Manager or Staffing Coordinator immediately. Employees should not change duties without Angel Care's knowledge and approval.

Employee Safety Participation and Responsibility

It is every employee's responsibility to follow Angel Care's safety rules and procedures, as well as all of the client's job-site safety rules and procedures. These include:

- Knowing your job responsibilities and always following job-site safety rules and safe work practices.
- Recognizing the hazards that may be present on the job and taking precautions to ensure the safety of yourself and others.
- Informing the client and Angel Care of observed safety hazards and offering recommendations to improve safety.
- Actively participating and cooperating in the overall safety program of Angel Care and the client.
- Using all personal protective equipment provided by Angel Care and/or the client.
- In the event of an injury, reporting it immediately to the worksite supervisor and then to your Angel Care Office Manager or Staffing Coordinator (no later than 8 hours from time of occurrence).
- Using the worksite first-aid facilities when available and practical.

All Angel Care employees are encouraged to provide first-hand information to the Office Manager or Staffing Coordinator about any safety concerns they may have relating to the job-sites to which they have been assigned.

Office Safety Rules

- Understand job expectations and follow client safety rules, procedures and instructions. If you do not know the safest way to do the job, ask your job-site supervisor.
- Ergonomics -Adjust work stations to your personal needs (Chair, keyboard, etc.)
- Be familiar with emergency exits and evacuation procedures.
- Do not stand on chairs, tables, boxes or desks to obtain articles that may be out of reach; instead always ask for assistance.
- Use handrails to give support and balance when ascending or descending steps or stairs. Walk; do not run, in halls, rooms, passageways or on steps/stairs. Always keep to the right and approach corridor intersections carefully. Open doors slowly using the handle or push plate. Do not enter rooms or stairways that are not properly lit.
- Practice good housekeeping by keeping your work area clean and orderly. Keep aisles and passageways open and uncluttered.
- Report all unsafe conditions to your job-site supervisor immediately. This includes spills, broken furniture, broken glass and defective office equipment.

Job Assignment Responsibilities

When you are offered an assignment with a specific client, you will also be given a job description. If you arrive at the job assignment and the job description has changed, call your Angel Care Office Manager or Staffing Coordinator immediately.

Every employee needs to be aware of the following:

- No employee is expected to undertake a job until he or she has received on-site instructions on how to do it properly and has been authorized to perform that job.
- No employee should undertake a job task that appears to be unsafe for any reason.
- You are expected to report to Angel Care all unsafe conditions encountered during your work.

Proper Lifting Procedures

- Stand in good alignment and with a wide base of support (spread your legs slightly apart).
- Use the stronger and larger muscles of your body. They are the shoulders, upper arms, thighs, and hips.
- Keep objects close to your body when you lift, move or carry them.

YOUR BENEFITS

A number of programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law. Other benefit programs are provided at the discretion of Angel Care and may be altered from time to time as circumstances and needs require. Angel Care reserves the right to add to, delete or change in any way any benefits or the terms and conditions of any benefit (such as but not limited to benefit eligibility periods, coverage and insurance premium payments). Any changes made will be communicated to employees. Benefits eligibility is dependent upon a variety of factors. The Office Manager can identify the benefits for which you are eligible. When applicable, new employees will receive coverage booklets and plan summaries upon eligibility.

eligible for reimbursement for any authorized expenses, you must submit an expense report accompanied by receipts with the necessary approvals. Requests for reimbursement should be made as soon as possible.

Other

Angel Care offers a variety of other programs and benefits beyond those required by law. Where applicable, some of these require employee contributions to participate. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participating in these programs. If you have any questions concerning why deductions were made from your paycheck or how they were calculated, please contact your Office Manager or Staffing Coordinator.

- Avoid unnecessary bending and reaching. If possible, have the height of the bed and the overhead table level with your waist when giving care. Adjust the bed and table to the proper height.
- To prevent unnecessary twisting, face the area in which you are working.
- Push, slide, or pull heavy objects whenever possible rather than lift them.
- Use both hands and arms when you lift, move, or carry heavy objects.
- Turn your whole body when you change the direction of your movement.
- Work with smooth and even movements. Avoid sudden or jerky motions.
- Get help from a co-worker to move heavy objects or residents/patients.

Wheel Chair Safety Instructions

It is important that the person using a wheelchair learn thoroughly the safe methods of performing basic daily activities. It is also important for attendants to be familiar with proper assisting procedures. Safety is the primary consideration in all techniques. Consult your physician, nurse or physical therapist to determine methods most suitable for your individual abilities. Wheelchairs do not conform to Federal Standards for automobile seating and should not be used as a seat in a motor vehicle.

USE OF WHEEL LOCKS

Engage the locks against the tires on both large wheels before entering or leaving the chair. Casters should be in the forward position before transferring.

FORWARD STABILITY

DO NOT move forward on the seat while leaning forward out of the chair. If it is absolutely necessary to do so, make sure the front casters are in the forward position. If an object is picked up from the floor, go past the object and then back up so the casters will swing to the forward position. This gives the wheelchair a longer wheelbase and provides greater stability.

LATERAL STABILITY

Do not reach further than the length of your arm. Do not lean out of the wheelchair as this could cause tipping.

WHEN TRANSFERRING

Do not step on the footplates as this could cause tipping. Depending on the style of front rigging, either fold up the footplates or detach them to the side.

RAMPS

Know your own capabilities and limitations in terms of strength and endurance before attempting to go up a ramp. You and your attendant should first consult techniques on ramp negotiation. Four basic safety rules to be considered before attempting a ramp:

1. SURFACE OF RAMP: Is it too slick?
2. DEGREE OF INCLINE: Is it too steep to attempt alone?
3. LENGTH OF RAMP: Is it too long for your endurance?
4. Are there any obstacles on the ramp that would necessitate an attendant's assistance?

Assistance is recommended when GOING UP or GOING DOWN steep inclines. In order to prevent loss of steering control, or the possibility of tipping over backwards, an attendant is recommended when going up inclines greater than 10% (1 foot elevations on a 10 foot ramp). If it becomes necessary to stop when going up an incline, special care must be taken to avoid any abrupt or sudden forward movement when you resume propelling the chair. As the wheelchair is leaning backward, such force could easily tip the chair over. Always keep the wheelchair under control when going down a ramp. Speed may be controlled by grasping the handrails as you descend. DO NOT use the wheel locks to slow your descent. Attempting to use wheel locks as slowing brakes could result in accidental locking, veering or tipping to one side, or suddenly stopping. Avoid changing direction when going down, as a directional change on an incline could introduce instability.

Injuries on the job

1. Report the injury immediately to your job-site supervisor.
2. Call your Angel Care Office Manager or Staffing Coordinator without delay (within 8 hours of occurrence.) She/he will get the necessary accident information from you.
3. Seek the medical treatment you need. Let your supervisor or Angel Care Office Manager or Staffing Coordinator know if you need assistance getting to professional help.
4. Above all, do not treat yourself! Prompt, professional care is the best investment for your recovery.
5. In some states, you may be asked for information about your injury by the physician or medical facility. In others, this information may be obtained from you at the job-site, or by having you fill out Angel Care's Employee Injury Report Form. Your cooperation is very important in gathering this vital information.

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of overtime. Your Office Manager must approve all overtime in advance. Employees who work overtime with prior approval may be subject to disciplinary action up to and including termination. Non-exempt field or office staff who work on a company holiday, will be paid one and one half times their regular hourly wage for hours worked regardless of the actual number of hours worked in that week. Angel Care has the sole and exclusive right to decide who will receive particular overtime assignments and when.

Time Sheets

Your weekly pay is based on your completed and approved Time Sheet(s). **Failure to have the client site supervisor sign your time sheet for each shift will cause your pay to be delayed. Until a SIGNED timesheet is turned in, your pay for that shift cannot be processed for payment.**

Time Sheets are to be completed on either the last day of the assignment(s) which is less than one week in duration; or every Friday for assignments of one week or longer; or on Sunday, if the assignment includes a weekend. To ensure you are paid promptly, you must turn in your time sheet to the Angel Care office by the close of business each Monday for the previous week worked. **YOU ARE PAID ON THE BASIS OF THE SIGNED AND COMPLETED TIME SHEET YOU SUBMIT FOR EACH WEEK YOU WORK.** Please contact the Office Manager or Staffing Coordinator at your branch for specific phone and fax numbers. Be sure to use a new time report for each week and for each client location. Send in original time reports upon completion to receive your wages promptly. You may also fax them to the number on the top of the time report; however, this may delay receiving your pay in a timely manner if it is unreadable. Any time sheet corrections will be addressed by the Office Manager or Staffing Coordinator at your branch.

Employees who are involved with private patient clients may have the ability to call in from the patient's home in order to update their time sheets. In this case, a time sheet is not applicable.

Expense Reimbursement

If you are asked to transport a patient(s) in your own personal car, or if you travel to an approved sales call you are entitled to be reimbursed for mileage. Home health visits are not eligible for mileage reimbursement. Angel Care will reimburse business mileage at the current going rate as determined by the IRS. In accordance with State law, an employee's travel such as responding to an emergency call back to work outside normal work hours or at the employer's special request to perform a particular and unusual assignment or as part of the employee's primary duty or in substitution of ordinary duties during normal hours, is compensable work time. In order to be

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Payroll Deductions

The law requires that Angel Care make certain deductions from every employee's compensation. Among these is applicable withholding for federal and state income taxes. Amounts withheld vary according to earnings, marital status, and the number of exemptions claimed.

Upon employment, employees are required to complete a W-4 form (federal taxes) to convey this information to the company. Angel Care must also deduct Social Security taxes on each employee's earnings up to a limit specified by the government called the Social Security "wage base." Angel Care pays the government an additional amount of Social Security taxes equal to that paid by each employee. The employee must authorize additional payroll deductions for employee benefits, if applicable. The W-2 form you receive at the end of the year indicates how much of your earnings were deducted for tax purposes. In order to make a change to your current exemption status, complete new Federal and State W-4 forms which are both available at your branch office. Also, any change in name or address must be completed with a copy of appropriate documentation (i.e., marriage certificate for name change) and submitted to the Office Manager or Staffing Coordinator at your branch.

Garnishments

In some circumstances Angel Care may be obligated to execute any court-ordered wage assignment or garnishment against an employee's wages. In these situations the employee would be notified by Payroll in advance.

Direct Deposit

Angel Care encourages all of its employees to utilize Direct Deposit. To enroll, you must complete a Direct Deposit Form and attach a copy of a voided check, or the applicable account numbers. On payday, you will have access to your pay stub via the company intranet.

Overtime

Any non-exempt field or office staff eligible for overtime will be paid one and one half (1-1/2) times the regular hourly wage for any time actually worked over the state defined overtime laws. Any approved time off does not count towards the calculation of overtime (i.e. for overtime purposes an 8-hour vacation day cannot be used in calculating the total hours worked for that particular week). In addition, paid company holidays will not be counted towards the calculation

6. We will promptly coordinate the remaining claims procedure with our insurance carrier or claims administrator. You may call us with any questions you have about payments or returning to work.

In the event of workplace injury, Angel Care wants its employees to receive the best medical care without delay. Any delay in reporting an injury is critical, therefore report all accidents (even if medical treatment is not necessary) immediately to the job-site supervisor and Angel Care Office Manager or Staffing Coordinator.

ELDER ABUSE

Elder Abuse Training

- Physical Abuse - Any physical pain or injury which is willfully inflicted upon an elder by a person who has care or custody of, or who stands in a position of trust with that elder, constitutes physical abuse. This includes, but is not limited to, direct beatings, sexual assault, unreasonable physical restraint and prolonged deprivation of food or water.
- Financial Abuse - Any theft or misuse of an elder's money or property, by a person in a position of trust with an elder, constitutes financial abuse.
- Neglect - The failure of any person having the care or custody of an elder to provide that degree of care which a reasonable person in a like position would provide constitutes neglect. This includes, but is not limited to:
 1. Failure to assist in personal hygiene or the provision of clothing for an elder.
 2. Failure to provide medical care for the physical and mental health needs of an elder. This does not include instances in which an elder refuses treatment.
 3. Failure to protect an elder from health and safety hazards.
- Self-Neglect - Failure to provide for self through inattention or dissipation. The identification of this type of case depends on assessing the elder's ability to choose a lifestyle versus a recent change in the elder's ability to manage.
- Psychological/Emotional Abuse - The willful infliction of mental suffering, by a person in a position of trust with an elder, constitutes psychological/emotional abuses. Examples of such abuse are: verbal assaults, threats, instilling fear, humiliation, intimidation, or isolation of an elder.
- Abandonment- Abandonment constitutes the desertion or willful forsaking of an elder by any person having the care and custody of that elder, under circumstances in which a reasonable person would continue to provide care of custody.

The following indicators, by themselves, do not necessarily signify abuse or neglect. They may be clues, however, and thus helpful in assessment of abuse.

Possible Indicators of Physical Abuse:

- Cuts, lacerations, puncture wounds
- Bruises, welts, discoloration
- Any injury incompatible with history

YOUR COMPENSATION

It is Angel Care's intent to pay wages and salaries in a motivational, competitive, consistent, fair and equitable manner. Wages will vary based on a number of factors, including but not limited to seniority or merit, qualifications and work experience. It is important to understand that total compensation from Angel Care may come in two forms. First is in the form of your paycheck, or your "direct" pay. Second is your "indirect" pay that may come in the form of employee benefits. These benefits, if available, help provide various forms of services and protections that you may otherwise have to finance out of your direct pay. Together your direct compensation and the employee benefits comprise the total compensation package.

Compensation information is private and should be kept confidential. It is considered a violation of company policy to discuss your salary or the salary of anyone else working for Angel Care.

Basis for Determining Pay

Your pay may be influenced by the following:

- The nature and scope of the job including overall level of responsibility, required skills and experience necessary to perform the essential functions of the job.
- Fair Market Value for comparable jobs including external competitive benchmarking.
- Angel Care makes every attempt to pay a competitive wage for the same type of client and same geographic area.
- Individual core competencies as well as performance on the job.
- Depending upon the client needs, there may be a shift differential for p.m., nights and weekend shifts.

It is also important to understand that your pay may vary from assignment to assignment. The Office Manager or Staffing Coordinator will inform you how much each assignment will pay prior to accepting the assignment.

Payroll Periods

Angel Care employees are paid weekly every Friday. Angel Care's work week starts at 12:00 a.m. Monday and ends at 11:59 p.m. Sunday. Each paycheck will include earnings for work performed through the end of the previous payroll period.

Updating Records

It is critical to your pay and benefits that all employee information be updated at all times. If a change of any of the following occurs, please notify the Office Manager immediately.

- Name
- Address
- Phone Number
- Emergency Contact
- Benefits
- Number of Dependents
- Marital Status
- Change of Beneficiary
- Tax Exemptions

EMPLOYMENT OF RELATIVES

Angel Care recognizes that immediate family members often represent an excellent recruitment source. Angel Care will permit the employment of qualified relatives of employees as long as such employment does not, in the opinion of the Company, create actual or perceived conflicts of interest, disruptions in the workplace or other performance problems. The Company will exercise sound business judgment in the placement of related employees in accordance with the following guidelines. Employees who become related while employed are treated in accordance with these guidelines. That is, if, in the opinion of the Company, a conflict, disruption or other performance problem arises as a result of the relationship, one of the employees may be transferred or disciplinary action up to and including termination may be imposed.

Non-Fraternalization

Angel Care understands that on occasion, personal romantic relationships may develop at work. Romantic relationships among employees can sometimes raise issues of equity, fairness and favoritism regarding the involved employees' work responsibilities, salary, and/or career progress. It is the responsibility of both parties to such a relationship to notify their immediate supervisor of a relationship. If, in the opinion of Angel Care management, a conflict, disruption, or other performance problem arises as a result of such relationships, one of the involved employees may be transferred and/or disciplinary action up to and including termination may be imposed. The Company reserves the right to modify these policies as business situations may require.

- Any injury which has not been properly cared for (injuries are sometimes hidden on areas of the body normally covered by clothing)
- Poor skin condition or poor skin hygiene
- Absence of hair and/or hemorrhaging below scalp
- Dehydration and/or malnourished without illness-related cause
- Loss of weight
- Burns: may be caused by cigarettes, caustics, acids, friction from ropes or chains, or contact with other objects
- Soiled clothing or bed

Possible Indicators of Psychological/Emotional Abuse

- Helplessness
- Hesitation to talk openly
- Implausible stories
- Confusion or disorientation
- Anger
- Fear
- Withdrawal
- Depression
- Denial
- Agitation

Possible Indicators of Financial Abuse

- Unusual or inappropriate activity in bank accounts
- Signatures on checks, etc., that do not resemble the older person's signature, or signed when older person cannot write
- Power of attorney given, or recent changes or creation of will, when the person is incapable of making such decisions
- Unusual concern by caregiver that an excessive amount of money is being expended on the care of the older person
- Numerous unpaid bills, overdue rent, when someone is supposed to be paying the bills for a dependent elder
- Placement in nursing home or residential care facility which is not commensurate with alleged size of estate

SOLICITATIONS & DISTRIBUTIONS

Solicitations of any kind during work hours and in working areas are not permitted. This includes non-company literature, selling merchandise, or otherwise soliciting money or contributions. Individuals not employed by Angel Care are also prohibited from soliciting or distributing literature on company property.

ACCEPTANCE OF GIFTS

Angel Care recognizes that there are times when a client or family member may wish to extend or offer a gift or tip in appreciation of good service. It is not appropriate to accept such gifts unless for a specific occasion such as a birthday or holiday. Perishable or consumable gifts are allowed so long as they have no monetary value. Under no circumstances may you solicit a gift or tip.

EMPLOYEE FILES

Confidentiality

The Office Manager maintains a personnel file for each employee that is the property of Angel Care. The information contained in your personnel file is confidential. Only those individuals authorized (i.e. such as the Office Manager and Staffing Coordinator) to view an employee file will be allowed to do so.

Employee Access

Angel Care abides by state law with respect to disclosure of personnel files. Upon an employee's written request, Angel Care will provide the employee an opportunity to review any personnel documents that are intended to be used in determining that employee's qualifications for employment, promotion, transfer, additional compensation, discharge or other disciplinary action. Employees may review their file in a location determined by the Office Manager and during normal working hours. The employee is not permitted to remove any part of their record. An employee may obtain a copy of the information or part of the information contained in the record upon request.

- Lack of amenities, such as TV, personal grooming items, appropriate clothing, that the estate can well afford
- Missing personal belongings such as art, silverware, or jewelry
- Deliberate isolation, by a housekeeper, of an older adult from friends and family, resulting in the caregiver alone having total control

Possible Indicators of Neglect by the Caregiver

- Dirt, fecal/urine smell, or other health and safety hazards in elder's living environment.
- Rashes, sores, lice on elder
- Elder is inadequately clothed
- Elder is malnourished or dehydrated
- Elder has an untreated medical condition

Possible Indicators of Self Neglect

- Inability to manage personal finances, e.g. hoarding, squandering, giving money away or failure to pay bills
- Inability to manage activities of daily living, including personal care, shopping, meal preparation, housework, etc.
- Suicidal acts, wanderings, refusing medical attention, isolation, substance abuse
- Lack of toilet facilities, utilities or animal infested living quarters (dangerous conditions)
- Rashes, sores, fecal/urine smell, inadequate clothing, malnourished, dehydration, etc.
- Changes in intellectual functioning, e.g. confusion, inappropriate or no response, disorientation to time and place, memory failure, incoherence, etc.
- Not keeping medical appointments for serious illness

Possible Indicators of Neglect From the Caregiver

- The elder may not be given the opportunity to speak for him or herself, or see others, without the presence of the caregiver (suspected abuser)
- Attitudes of indifference or anger toward the dependent person, or the obvious absence of assistance
- Family member or caregiver blames the elder (e.g. accusation that incontinence is a deliberate act)
- Aggressive behavior (threats, insults, harassment) by caregiver toward the elder
- Previous history of abuse to others
- Problems with alcohol or drugs

confidential relationship with the client, measures must be taken to protect that trust.

- o Witnesses - Reporters of abuse must describe statements made by others as accurately as possible; what actions were taken, by whom, when, where, etc. Information should be included on how witnesses may be contacted.
- o Photographs - It may be necessary to photograph wounds or injuries, the condition of a room, a bed, etc. A hospital emergency room or the police department can be asked to photograph emergency situations. Cases where legal action is intended should have photographs as evidence.

- Inappropriate display of affection by the caregiver
- Flirtations, coyness, etc as possible indicators of inappropriate sexual relationship
- Social isolation of family, or isolation or restriction of activity of the older adult within the family unit by the caregiver
- Conflicting accounts of incidents by family, supporters, or victim
- Unwillingness or reluctance by the caregiver to comply with service providers in planning for care or implementation
- Inappropriate or unwarranted defensiveness by caregiver

Mandatory Report of Physical Abuse

- the victim reports that abuse has occurred
- you observe the incident
- when an injury or condition reasonably leads one to suspect that abuse has occurred

The law requires mandated reporters to make a verbal report immediately, or as soon as possible, followed by a written report within two (2) working days.

Who must report:

Any elder or dependent adult care custodian, health practitioner or employee of a county adult protective services agency or local law enforcement agency

Where to report:

Suspected cases of elder abuse should be reported to the [county adult protective services agency](#) or [local law enforcement agency](#) or if the abuse occurred in a long-term care facility (i.e. nursing home, community care facility for the elderly, adult day health care center) to the local long-term care [ombudsman](#) or [local law enforcement agency](#).

Penalty for not reporting:

Failure to report is a misdemeanor punishable by up to six months in jail and a \$1000 fine.

Confidentiality:

The client has a right to privacy and confidentiality concerning anything discussed with the worker. The competent client has the right to refuse any unwanted intrusion into her or his life.

Other Information

- No person required to report elder abuse will bear criminal liability for reporting suspected abuse.

- No person will bear liability for reporting suspected abuse, unless the person knows the report is false.
- When two or more persons are required to report a case, they may reach an agreement to have one of them make the report.
- The duty to report is individual.
- No supervisor or administrator may impede or prohibit reporting.
- The identities of those filing reports are confidential.
- A victim of abuse may refuse or withdraw consent to any investigation or provision of services which are initiated as a result of the report, unless a violation of the Penal Code has been alleged.
- In court proceedings or administrative hearings, neither the physician-patient privilege nor the psychotherapist-patient privilege applies to specific elder abuse information required to be reported.

Anyone may report any type of abuse; elder care custodians, medical practitioners, non-medical practitioners and employees of elder protective agencies (see Who must report section) must report physical abuse.

Principles of working with Elder Abuse

There is often great reluctance and/or fear on the part of the elder to report abuse. Threats of placement in a nursing home or shame that a family member may be involved often prevent the elder from seeking help. Therefore, sensitivity to these issues must guide those wishing to offer assistance in suspected abuse cases.

Rights of Elders

- The elder has the right to determine her/his affairs to the full extent of her/his ability.
- The elder has the right to receive protective services in the least restrictive environment possible to achieve freedom, safety, and least disruption of lifestyle.
- The elder's freedom to choose is of higher priority than the elder's safety. That is, if the elder is competent to choose, that choice may include living self-destructively, as long as the elder commits no crimes and harms no one.
- When interests compete, the elder has the right to make decisions until s/he voluntarily delegates responsibility to another, or the court grants this responsibility to another.
- The elder has the right to confidentiality: Information regarding the client's affairs should only be shared between agencies as authorized by the client. Written client consent forms are suggested.
- Information about the client's affairs should only be shared with other professionals as it pertains to the provision of services.

Worker Responsibilities

It is important to report a case of suspected abuse. If abuse is suspected, check it out, ask questions. Although you may not be sure a case actually involves elder abuse, it is best to contact the agency in your area that receives reports about elder abuse and let the professionals make the determination.

Documentation

Anyone who comes upon a situation of suspected abuse, including friends, neighbors, community workers, home health aids, etc., is strongly encouraged to report her/his findings.

- Symptoms and conditions of suspected abuse should be defined clearly, specifically, and objectively, avoiding feeling words.
- Records - Agency representatives need to keep detailed records of suspected abuse, whether legal action is intended or not. Patterns and histories of clients may become crucial at a later date. If your professional status assumes a