

**Convenient Home Care Services Inc.**

# **Employee Handbook**



**Convenient Home Care Services Inc.:**  
*Employee Handbook, Company Confidential*



## **TABLE OF CONTENTS**

- 1.1 Personnel Policy
- 1.2 Hiring Procedures
  - Equal Employment Opportunity
  - Employment Compliance Policy
- 1.2b Orientation
- 1.3 Code of Conduct
  - General Policy
  - Employee and Staff Conduct
  - Confidential Information
  - Service and Patient Concerns
  - Integrity of Records
  - Administration Code
  - Reporting Mechanisms
- 1.4 Benefits
  - Workers Compensation / Professional Liability
  - Health Benefits
  - Vacation Plans
  - Holidays
  - Employee Referral Program
- 2.1 Definition of Employment Status
  - Nature of Employment
  - Registered Employee Employment
- 2.2 Hours of Work
- 2.3 Scheduling Time-Off and Unanticipated Absences
- 2.4 Dress Code
- 2.5 Punctuality
- 2.6 Professional Behavior
- 2.7 Worker's Compensation
- 2.8 Wages and salary
- 2.9 Non-Disclosure of Information
- 2.10 Discipline, Company Rules and Termination
- 2.11 General Information



## **OUR COMPANY, MISSION AND COMMITMENT**

### THE COMPANY

Convenient Home Care Services Inc. is a premiere health care organization that employs experienced healthcare professionals to provide their clinical, professional and personal expertise to the patients of Convenient Home Care Services Inc clients.

### THE MISSION

Convenient Home Care Services Inc. is dedicated to developing “partnerships in healthcare” with its clients in a manner that fosters exceptional nursing care, complete documentation of that care, excellent interpersonal interaction and exacting compliance to the statutory and accreditation rules by which our clients are regulated.

### OUR COMMITMENT

Convenient Home Care Services Inc. is committed to the development of an excellent clinical staff for the provision of healthcare services to Convenient Home Care Services Inc. clients. These services are delivered, without exception, in strict compliance with our company mission.

## POLICIES

### 1.1 PERSONNEL POLICY: Convenient Home Care Services Inc. strives.....

- to employ the best-qualified person to perform employment duties as specified by the company.
- to respect the individual rights of each employee and to treat all employees with courtesy, dignity, and consideration.
- to assure each employee the right to discuss freely with an officer of Convenient Home Care Services Inc. any matter concerning either his/her or Convenient Home Care Services Inc's welfare
- to develop competent employees who are committed to the company and understand their specific job functions. Some essential reference/requirements of employment with the company include:

#### FLEXIBILY

- in clinical setting;
- in commute;
- in available hours.

#### GOOD COMMUNICATION SKILLS

- with Convenient Home Care Services Inc. staff members;
- with clients' patients;
- with co-worker/supervisor in employees' assigned facility

#### GOOD CLIENT RELATION SKILLS

- being reliable;
- being loyal;
- being professional.

#### PROFESSIONAL RESPONSIBILITY TO CONVENIENT HOME CARE SERVICES INC.

- arriving at the assigned facility on time and completing the assigned shift;
- communicating client preferences and reporting structure;
- professionally handling employment duties

\*\*The above list is not meant to be completely inclusive; rather, it has been stated to illuminate some important objectives of employment with the company.\*\*

In the current healthcare marketplace, regular contact with a Convenient Home Care Services Inc. staffing coordinator can produce direct benefits for all Convenient Home Care Services Inc. employees. We encourage everyone to keep in touch with your client service managers.

## 1.2 HIRING PROCEDURES:

- Equal Employment Opportunity: It is Convenient Home Care Services Inc's policy to provide equal employment opportunity without regard to race, color, religion, sex, national origin, age, sexual-orientation or handicap. It is Convenient Home Care Services Inc. practice to further the principle of equal employment opportunity.

All recruiting, hiring, and employment decisions shall be made on the basis of individual merit and objective job qualifications. Job training determined by the management to be necessary shall be provided on a non-discriminatory basis.

- Employment Compliance Policy
  - a. Application for employment: prior to making an offer of registered employment, Convenient Home Care Services Inc. requires all candidates to provide to the company with the following current information ( some of this information will be provided to Convenient Home Care Services Inc. after a conditional offer of employment has been made):
    - Copy of resume;
    - Completed application for employment;
    - Completed Agreement of Standards Statement;
    - W-4 form;
    - I-9 form;
    - Copy of all state nursing licenses and/or certifications;
    - Copy of annual TB test results;
    - Copy of Hep-B vaccination dates or declination statement;
    - Copy of current BLS / ACLS certification(s) or other specialty certifications as necessary;
    - Completed Skills Competency Assessment;
    - Completed physician's statement (include lab results);
    - Medical Questionnaire;
    - Completed licensure verification form;
    - Completed reference requests;
    - Criminal background check;
    - 10 panel drug screening.
  - b. Personal Interview: Every qualified applicant for registered employment will receive a personal interview by a member of the company's professional recruitment team.

- c. Qualifying Examination: Depending on an applicant's specialty, certain applicants for registered employment will be tested, either before or after the applicant's in-person interview. Multiple exams can be given and taken by any applicant for registered employment, if the applicant has demonstrated or requested placement in specialty assignments.
- d. Qualifying Offer of Employment: At this point of the interview process, if the company's recruiter reasonably believes that the applicant for registered employment could be a good Convenient Home Care Services Inc., a conditional offer of employment may be extended to the applicant.
- e. Review of Completion of Employment File: The Company's professional recruiter checks three (3) professional references. Three (3) supervisory references are requested and two (2) are mandatory checks, licensure verification(s) and good standing with the State agencies where the applicant has practiced within the past five (5) years. Medical Questionnaire is reviewed, examination scores are reviewed a second time, all employment records are reviewed to ensure that they are complete and in full compliance with company policy.
- f. Employee Information: After an applicant has been conditionally hired for the registered employment, he/she must provide necessary information required for personnel and official uses. This information shall include: age, marital status, number of exemptions for federal withholding tax, etc. this information will be part of the employee's personnel file and will be regarded and kept confidential.
- g. Offer of Assignment(s): Once all hiring condition precedents have been met, the registered employee MAY BE offered assignments to serve in Convenient Home Care Services Inc. client facilities and /or residences. The company retains complete discretion over all assignment decisions. If an assignment is accepted, the registered employee is obligated to arrive on time and fully complete their assigned shift. Convenient Home Care Services Inc. expects all assignments to be professionally completed.
- h. Employment Records (JACHO): Convenient Home Care Services Inc. strives to meet and/or exceed the same compliance standards required (by states or accreditation agencies (e.g. JCAHO)) of our clients for the operation of their facilities. Therefore, the company has incorporated quality assurance policies and procedures that conform with or exceed those standards. These policies require all registered employees to provide any and all information to Convenient Home Care Services Inc. that the company may deem necessary to enforce this policy.

## 1.2b ORIENTATION

- Orientation: Every registered employee receives a full orientation to Convenient Home Care Services Inc. Orientation shall include a discussion of this orientation guide and any questions that the registered employee may desire to ask.
- Facility Specific Orientation: Convenient Home Care Services Inc. works with clients to have its nurses properly prepared to deliver nursing services in accordance with its clients' policies and procedures. This may be accomplished in a number of ways:
  - Convenient Home Care Services Inc. maintains a client library of policies and procedures that are delivered to Convenient Home Care Services Inc. employees prior to commencing an assignment;
  - Any nurse assigned to a client's home or facility for the first time may be requested to arrive an hour or two prior to his/her shift in order to be oriented by the client's staff;
  - Convenient Home Care Services Inc. clinicians that have been previously assigned to mentor any employees assigned to a client's home or nursing center for the first time;
  - Convenient Home Care Services Inc. clinical managers can work with the client to orient newly assigned nurses to the facility.

## 1.3 CODE OF CONDUCT

- General Policy

Convenient Home Care Services Inc. is committed to achieving high standards of business and personnel ethics for the company, employees and staff. Through performance in accordance with these standards, the company and all its employees will merit and enjoy the respect of its clients, the public, the business community, and regulatory authorities.

It is the personal responsibility of all employees to acquaint themselves with the legal and policy standards and restrictions applicable to their assigned duties and responsibilities, and to conduct themselves accordingly. Over and above the strictly legal aspects involved, all personnel are expected to observe high standards of business and personal ethics in the discharge of their assigned responsibilities. All healthcare professionals working for Convenient Home Care Services Inc. are expected to adhere to the Code of Conduct for the institution in which they work in addition to Convenient Home Care Services Inc's Code of Conduct.

- Employee and Staff Conduct

Each employee and staff member must avoid any action, relationship or situation, which could jeopardize or impair the confidence or respect in which Convenient Home Care Services Inc. is held by its clients and the public.

Employees shall comply fully with all applicable statutes and regulations. Willful and knowing disregard of the law may result in severe penalties. In its many business activities, Convenient Home Care Services Inc. engages in vigorous, fair and ethical competition. Discussions and agreements with competitors concerning pricing or other competitive policies and practices are strictly prohibited.

- Confidential Information

Employees frequently have access to confidential information concerning Convenient Home Care Services Inc. and other employees and members of staff. Safeguarding confidential information is essential to the conduct of our business. Caution and discretion must be exercised in the use of such information, which should be shared only with those who have a clear and legitimate need and right to know.

No employee shall disclose confidential information of any type to anyone except persons who need to know in the performance of their job as is required by a government agency or third party. Information regarding a member of Convenient Home Care Services Inc.'s staff may not be released to third parties, government, or other organizations, without the consent of the person involved.

- Service and Patient Concerns

The mission of Convenient Home Care Services Inc. is to provide high quality services to all our existing and prospective clients. The company endeavors to give prompt, courteous and accurate response to inquiries and complaints received. When adjustments are warranted due to billing or administrative errors, employees will make them promptly and courteously. Equally important, we seek to continuously improve policies, procedures, services and products that contribute to client satisfaction.

Convenient Home Care Services Inc. is committed to promoting consideration of all values and preferences and protecting the rights of all.

- Integrity of Records and Compliance with Accounting Procedures

Accuracy and reliability in the preparation of all records is mandated by law. It is of critical importance to the corporate decision-making process and to the proper discharge of Convenient Home Care Services Inc's financial, legal and reporting obligations. All bills rendered must accurately reflect the services provided, and shall properly and accurately record those services. All business records, expense accounts, vouchers, payroll and service records and other reports are to be prepared with care and honesty. False or misleading entries are not permitted. All corporate funds or assets are to be recorded in accordance with applicable corporate procedures. Compliance with accounting procedures and internal control procedures is required at all times. It is the responsibility of all employees to insure that both the letter and spirit of corporate accounting and internal control procedures are strictly adhered to at all times.

### Administration of the Code

The statements set forth in this Code of Conduct are intended as guidelines for the employees. Employees are encouraged to seek guidance regarding the application or interpretation of this Code of Conduct and are expected to cooperate fully in any investigation of a potential violation. Routine questions of interpretation regarding the Code shall be directed to the Corporate Compliance Officer. If any employee believes the Code, or particularly the Compliance Plan may have been violated, the employee promptly shall report the potential violation to senior management. Violation of the Code of Conduct and the Compliance Plan may be disciplined by Convenient Home Care Services Inc. up to and including dismissal. However, the Code of Conduct and the Compliance Plan do not set forth all the reasons or situations in which employees may be disciplined.

### Reporting Mechanisms

One of the key ingredients of an effective compliance program is the development of a system, which employees can use to report questionable behavior without fear of retaliation. Some examples of behavior that should be reported include the following:

- A serious breach of employee confidentiality by a co-worker
- Accepting bribes or kickback from a vendor
- Unethical or illegal activities by any co-worker

Employees are expected to bring these types of issues or concerns to their immediate. If an employee feels that their concerns are not properly resolved or if the problem involves their supervisor, employees must contact the next level of management.

## 1.4 BENEFITS

Workers Compensation Insurance and Professional Liability Insurance: Each and every Convenient Home Care Services Inc. registered employee is automatically and immediately covered by the Convenient Home Care Services Inc's corporate insurance policies.

Health Benefits: Registered employees may be eligible to participate in the company sponsored group health insurance program available at the time of the registered employee's eligibility. Information about the plan and eligibility requirements can be provided by your recruiter. Participation in this plan is optional.

Holidays: Convenient Home Care Services Inc. recognizes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Employees who work on holidays will be compensated at time and half.

## **EMPLOYEE INFORMATION**

### 2.1 DEFINITION OF EMPLOYMENT STATUS:

Nature of Employment: All employment with Convenient Home Care Services Inc. is at will. Employment with Convenient Home Care Services Inc. is voluntary entered into, and the employee is free to terminate the employment relationship (resign) at will at any time, with or without cause. Similarly, Convenient Home Care Services Inc. is free to terminate the employment relationship at will at any time, with or without cause.

Registered Employee Employment: Employment whereby Convenient Home Care Services Inc. will attempt to provide employee with assignments that meet employee's specific availability. The employee has not guaranteed their services to Convenient Home Care Services Inc. and Convenient Home Care Services Inc. has offered no guarantee of any work to said employee.

### 2.2 HOURS OF WORK

**Work Week:** All employees are paid one (1) time per week. Checks are mailed from Convenient Home Care Services Inc. corporate office each Friday. The Convenient Home Care Services Inc. workweek begins on Monday and ends on Sunday. Some Convenient Home Care Services Inc. clients may operate under a different workweek schedule. Your Convenient Home Care Services Inc. Manager will advise you when such an exception exists.

**Work Day:** Hours are determined by the client to whom the employee is assigned in consideration with the preferences of Convenient Home Care Services Inc. employees. Each employee is paid only for the hours that the employee works.

Generally, clients request for the following shifts:

1. 7:00am – 3:00pm
2. 3:00pm – 11:00pm
3. 11:00pm – 7:00am
4. 7:00am – 7:00pm
5. 7:00pm – 7:00am
6. 8:00am – 4:30pm

Some clients may also have additional scheduling variations. These variations are often requested for specialty areas of hospitals.

**Note:** When required by the client, an employee may be MANDATED to take various unpaid breaks during their shift. A Convenient Home Care Services Inc. Services Manager will make you aware of these ad-hoc requests. Please do keep Convenient Home Care Services Inc. apprised of any scheduling requests by the client.

**Overtime:** Employees who work over forty (40) hours per week will be paid for those hours in excess of forty (40) at time and a half.

Timesheets and How to Get Paid: The Convenient Home Care Services Inc. registered employee timesheet is the mechanism used by the company to determine the pay that a registered employee will receive. Registered employees are scheduled to be paid weekly for the previous week's work. Employees will complete the Convenient Home Care Inc. timesheet on a weekly basis. The timesheets are due in our office on MONDAY by 10:00am. Employees will complete the timesheet and have the client sign the timesheet. Once the timesheet has been signed, fax it to Convenient Home Care Services Inc's office.

### 2.3 SCHEDULING AND TIME-OFF AND UNANTICIPATED ABSENCES

**General Rule:** It is very important that the registered employee give as much notice as possible to the company when the registered employee cannot go to work.

**Unanticipated Absence:** Employee will notify the company at least three 3 hours prior to starting time. When notifying Convenient Home Care Services Inc, if the call is placed after regular hours, the employee will be able to speak with the on-call supervisor.

2.4 DRESS CODE: All registered employees are expected to present themselves as healthcare professionals. Any special dress requirements will be addressed with the registered employee on an ad-hoc basis.

2.5 PUNCTUALITY: Punctuality is critical. Once a registered employee has accepted a scheduled assignment(s), the schedule must be strictly followed. The registered employee must arrive at the agreed upon time and complete the scheduled shift. If on occasion the registered employee will arrive late to their assigned facility, the registered employee is required to call the company office and notify a Client Service Manager.

2.6 PROFESSIONAL BEHAVIOR: In addition to the Statutory Rules and Regulations, Practices Acts and various Nursing Association rules for the profession, there are defined standards of Profession, which must be followed as a Convenient Home Care Services Inc. registered employee:

- Convenient Home Care Services Inc. registered employees must treat people with compassion and kindness.
- Convenient Home Care Services Inc. registered employees must treat people courteously and respectfully.
- Convenient Home Care Services Inc. must never use foul language, raise their voices in anger or exhibit aggressive behavior toward others.
- Convenient Home Care Services Inc. registered employees must respect the beliefs and opinions of others.

- Convenient Home Care Services Inc. must strive to be non-judgmental of others.

2.7 WORKERS' COMPENSATION: The procedure of a work related injury is as follows:

- The employee shall seek immediate medical attention;
- The employee shall report the incident to a Convenient Home Care Services Inc. representative within 24 hours of seeking medical attention;
- The employee shall be required to complete a Convenient Home Care Services Inc. incident report;
- All bills for medical care must be sent to Convenient Home Care Services Inc. when received by the employee;
- The employee should not pay the physician directly.

2.8 WAGES AND SALARY: It is the company's policy to pay the wages that are highly competitive. Convenient Home Care Services Inc. and the employee will keep all salary and performance evaluation information strictly confidential.

2.9 NON-DISCLOSURE OF INFORMATION: The protection of confidential business information, trade secrets and patient information is vital to the interests and success of Convenient Home Care Services Inc. such confidential information includes, but is not limited to the following examples.

Compensation/ salary information  
 Benefits information  
 Client/facility lists:  
 Performance appraisal information:  
 Client /facility lists:  
 Patient Information.

2.10 DISCIPLINE, COMPANY RULES AND TERMINATION: Consistent with the Standards of Conduct that each registered employee agrees, in writing to observe. Below is a list of rules that should help to guide your conduct. . Violation of the following rules will be the subject to termination of employment at the sole discretion of Convenient Home Care Services Inc.

- Unacceptable job performance, which may be identified through Q&A reporting.
- Suspension, revocation or other legal impairment to employee's professional license.
- Insubordination; or immoral conduct of any kind.
- Theft or dishonesty.
- Falsifying application for employment; or falsifying time records.
- Behavior inconsistent with company policy; or fighting or fighting or horse playing.

- Intimidation or coercion of the other employees.
- Revealing or discussing confidential information with non-employees.
- Revealing or discussing confidential patient information of any kind unless required by law.
- Illegal possession of controlled substances.
- Using company /facility time for personal use.

## 2.11 GENERAL INFORMATION

- Office Hours: Convenient Home Care Services Inc's offices are open Monday through Friday from 8:00am to 6:00pm.
- On-Call Service: Convenient Home Care Services Inc. has a phone-service available to receive calls twenty –four (24) hours per day. After regular business hours, you will be able to contact Convenient Home Care Services Inc On-Call Supervisor directly.
- Telephone Usage: Clients telephone lines are not for personal except for urgent and important reasons. Your family and friends can call Convenient Home Care Services Inc. at any time, and Convenient Home Care Services Inc. will get a message to him.
- Solicitation: There will be no solicitation of fellow workers in the assigned facility during work hours.
- Grievance Procedure: Any employee who feels that he/she has been the victim of discrimination because of race, color, religion, national origin, sex, age, handicap, or a victim of sexual harassment within the assigned facility or with a client should contact Convenient Home Care Services Inc.
- Physical Exam: All employees must receive an annual physical examination and will remain BLS and if required ACLS active.
- Licensure: Employees are required to maintain a license in good standing in the state of Massachusetts.
- Revisions: This Registered Employee Orientation Guide may be revised from time to time as Convenient Home Care Services Inc. deems necessary and appropriate. Any revised editions of this Orientation Guide will be delivered to all employees.

## **Patient Safety Goals - 2006/2007**

Convenient Home Care Services Inc. is committed to improving safety for patients and residents in healthcare organizations as well as homes of clients. The Joint Commission has developed Patient Safety Goals for 2006. These goals are directly related to safety, addressing issues such as medication use, infection control, transfusions, fire safety, medical equipment, emergency management, and security.

### Goal 1

Improve accuracy of Patient Identification.

- Requirement 1A

Use at least two patient identifiers (neither to be the patient's room number) when administering medications or blood products; taking blood samples and other specimens for clinical testing or providing any other treatment procedures.

### Goal 2

Improve the effectiveness of communication among caregivers.

- Requirement 2A

For verbal or telephone orders or telephonic reporting of critical test results, verify the complete order or test result by having the person receiving the order or test result "read back" the complete order or test result.

- Requirement 2B

Standardize a list of abbreviations, acronyms, and symbols that are not to be used through the organization.

- Requirement 2C

Measure, assess, and if appropriate, take action to improve the timelessness of reporting, and the timelessness of receipt by the responsible licensed caregiver, of critical test results and values.

### Goal 3

Improve the Safety of using medications.

- Requirement 3A

Remove concentrated electrolytes (including, but not limited to, potassium chloride, potassium phosphate, sodium chloride >0.9%) from patient care.

- Requirement 3B

Standardize and limit the number of drug concentrations available in the organization.

- Requirement 3C

Identify and, at a minimum, annually review a list of look-alike/sound-alike drugs used in the organization, and take action to prevent errors involving the interchange of these drugs.

#### Goal 4

Eliminate wrong sites, wrong patients, and wrong procedure.

- Requirement 4A

Create and use a pre-operative verification process such as checklist, to confirm that appropriate documents are available.

- Requirement 4B

Implement a process to mark the surgical or procedure site and involve the patient in the marking process.

#### Goal 5

Improve safety of using infusion pumps.

##### Requirement 5A

Ensure free-flow protection on all general-use and PCAs (patient controlled analgesia) intravenous pumps used in the organization.

#### Goal 6

Improve effectiveness of clinical alarm

- Requirement 6A

Implement regular preventive maintenance and testing of alarm systems.

- Requirement 6B

Ensure that the alarms are activated with appropriate settings and are sufficiently audible with respect to distance and competing noises within the environment.

#### Goal 7

Reduce the risk of health care-associated infections.

- Requirement 7A

Comply with current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines.

- Requirement 7B

Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-associated infection.

## Goal 8

Accurately and completely reconcile medications across the continuum of care.

- Requirement 8A

Develop a process for obtaining and documenting a complete list of the patient's current medications upon the patient's admission to the organization and with the involvement of the patient if possible. This process includes a comparison of the medications that the organization provides to those on the list.

- Requirement 8B

A complete list of the patient's medications is communicated to the next provider of service when it refers or transfers a patient to another setting, service, practitioner, or level of care within or outside the organization.

## Goal 9

Reduce the risk of patient harm resulting from falls.

- Requirement 9A

Assess and periodically reassess each patient's risk for falling, including the potential risk associated with the patient's medication regimen, and take action to address any identified risks



**Convenient Home Care Services Inc.**

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