



Professional Home Health Care, Inc.



*"Life was meant to be
lived."*

- Eleanor Roosevelt

Professional Home Health Care, Inc.

Employee Handbook

January 2016

Employee Handbook

Welcome to Professional Home Health Care (PHHC)! We are happy that you have chosen to join a progressive, committed staff of professionals in providing quality care to those in need of home health services. We strive to service our clientele in a consistent, respectful, safe and efficient manner, and you will play an important part in achieving that reality.

TRAINING OBJECTIVES

At the conclusion of the training on this employee handbook the participant will be:



- Familiar with the history, vision, mission, philosophy, and core values of PHHC;
- Knowledgeable of finance policies (pay practices, etc.);
- Knowledgeable of PHHC human resource practices;
- Knowledgeable of PHHC expectations of employees,
- And, able to pass the "PHHC Employee Handbook" test.

INTRODUCTION

Important information about the PHHC Employee Handbook.

This Handbook is designed to acquaint employees with PHHC and provide some information about working here. The Handbook is not all inclusive, but is intended to provide employees with a summary of some of PHHC's guidelines. This edition replaces all previously issued editions.

Employment with Professional Home Health Care (PHHC) is at-will. Employees have the right to end their work relationship with PHHC, with or without advance notice for any reason. PHHC has the same right. The language used in this Handbook and any verbal statements made by management are not intended to constitute a contract of employment, express or implied; nor are they a guarantee of employment for a specific duration. No representative of PHHC, other than the President, has the authority to enter into an agreement of employment for any specified period and such agreement must be in writing, signed by the President and the employee.



No employee handbook can anticipate every circumstance or question. After reading the Handbook, employees that have questions should talk with their immediate supervisor or the human resources department. In addition, the need may arise to change the guidelines described in the Handbook. Except for the at-will nature of the employment, PHHC, therefore, reserves the right to interpret them or to change them without prior notice.

Professional Home Health Care, Inc.

Employee Handbook

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I. PHHC - THE COMPANY

A. HISTORY, VISION, AND MISSION

Professional Home Health Care is an experienced, privately-owned health care services agency dedicated to a belief in the worth of every individual, and in every person's right to maximize his or her potential as a human being and productive member of society. For some people, because of a disability or the natural effects of the aging process, homecare services are needed to live with maximum potential and individual dignity. It is Professional's goal to support each person's quality of life through individually tailored services, compassionate and caring staff, and the highest commitment to quality, cost-efficiency, and professionalism.

Professional Home Health Care, Inc. (PHHC) is one of the oldest and largest home health care providers in the state of Colorado. We are a certified, accredited home care agency committed to excellence in home care.



PHHC was founded in 1977 by Lou Ann Dixon and was originally a housecleaning agency for the elderly residents of Boulder County, Colorado. Rochelle Walton purchased PHHC in the early 1980s and over the next decade expanded the company by adding additional services, including nursing services. In 1989, Sheryl Bellinger also became an owner of PHHC. She initiated further expansion of PHHC to other Colorado communities including Denver, Colorado Springs, Longmont and Pueblo.

Every good company has a vision of the future. A vision can be compared to the destination of a journey. For example, in the 1960's the United States had a "vision of sending a man to the moon and returning him safely." Many did not believe it could be done. But every day workers got up and went to work on that vision. One worker said, "I am designing the flight plan to send a man to the moon." Another said, "I am planning the meals for the man to be sent to the moon."

VISION: It is PHHC's vision to be a leader in healthcare delighting customers by exceeding their definition of quality.

MISSION: While our "vision" at PHHC gives us focus, our "mission" gives us our purpose. Our mission helps us understand why the employees of PHHC do what we do. The mission of PHHC is to provide quality services by partnering with our clients, employees, affiliated companies, payers, vendors, and future customers.

GOAL: PHHC's goal is to provide quality home health care at reasonable costs to those who are in need, through the services of well trained, well supervised, consistent and dependable employees.

B. PHILOSOPHY

PHHC places strong emphasis on the importance of providing excellent customer service to our customers. Providing outstanding customer service means consistently meeting and, at every opportunity, exceeding the needs of clients and other customers. PHHC trains its employees to help them learn the importance of excellent service to clients and other customers. The training will help the employee identify customer's needs, how to conduct efficient and effective interactions, and how to deal with difficult and emotional people.

C. ORGANIZATIONAL CHART

Each employee at PHHC has a designated supervisor. A copy of the organizational chart is given to employees at orientation, and employees will be notified of changes in the assignment of their supervisor. Employees should ask the office for a copy of the organizational chart if they have any questions or concerns.

II. GUIDELINES

A. EQUAL EMPLOYMENT OPPORTUNITY

PHHC is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age over 40, race, sex, color, religion, national origin, disability, military status, genetic information or any other applicable status protected by state or local law. This prohibition includes unlawful harassment based on any of these protected classes. Unlawful harassment includes verbal or physical conduct which has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. This policy applies to all employees, including managers, supervisors, co-workers, and non-employees such as customers, clients, vendors, consultants, etc.

ADA and Religious Accommodations

PHHC will make reasonable accommodation for qualified individuals with known disabilities and employees whose work requirements interfere with a religious belief unless doing so would result in an undue hardship to PHHC. Employees needing accommodation are instructed to contact their supervisor or Human Resources.

B. SEXUAL HARRASSMENT POLICY

PHHC strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment.

- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

All employees are expected to conduct themselves in a professional and businesslike manner at all times. Conduct which may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mail.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

C. COMPLAINT PROCEDURE

If you believe there has been a violation of the EEO policy or harassment based on the protected classes outlined above, including sexual harassment, please use the following complaint procedure. PHHC expects employees to make a timely complaint to enable PHHC to investigate and correct any behavior that may be in violation of this policy.

Report the incident to your Care Coordinator or Human Resources who will investigate the matter and take corrective action. Your complaint will be kept as confidential as practicable. If you prefer not to go to either of these individuals with your complaint, you should report the incident to the President.

PHHC prohibits retaliation against any employee for filing a complaint under this policy or for assisting in a complaint investigation. If you believe there has been a violation of our EEO or retaliation standard, please follow the complaint procedure outlined above.

If PHHC determines that an employee's behavior is in violation of this policy, disciplinary action will be taken, up to and including termination of employment.

D. PERSONAL CELL PHONE POLICY

Personal cell phones should NOT be used during client visits, while driving, or in the office unless in an emergency. Telephone calls and text messages are considered one and the same.

- Employees are expected to keep all personal cell phones in the silent or off position while at the office or on duty at a client's home.
- Personal calls are discouraged while on duty, in the office, or in a client's home. Personal calls may be made when absolutely necessary, but must be kept brief.
- Personal calls are not allowed on client phones and must be limited on PHHC phones.

- The use of cell phones is prohibited while driving.
- Personal calls on personal cell phones may be made only during appropriate break times, not during work hours, and with the following considerations:
 - No client is put at risk
 - Customers are not left waiting
 - A respectable voice volume and conversation level are maintained

E. CONFIDENTIALITY



An important aspect of the caregiver/client relationship is trust. The client relies on the caregiver and the support staff to keep medical and personal information confidential. When this trust is violated, it destroys the important threads of the relationship, and may also have serious legal consequences. Confidential information may be found in reports and tests, medical records, observations, information received from other caregivers, and information received from the client's family and friends.

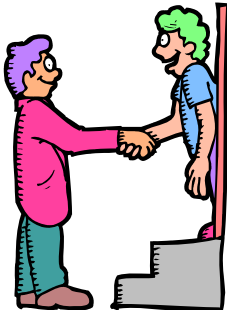
This confidentiality is an ethical and legal requirement and it applies to lawyers, counselors, accountants, as well as all home care personnel. It is appropriate, of course, for field staff to share such private information with their supervisor or the client's case manager. Employees may meet friends or relatives who, because of true concern, may ask about the health of clients. That makes it very difficult to honor the rules of confidentiality, but it is essential to do so, no matter what the circumstances. It is wrong to tell your friends, family, or anyone else anything you know about a client. This rule even includes not giving out the name and address of the client.

Confidentiality is a key right of clients.

Confidentiality of client information is the general rule, and release of this type of information without consent of the client (even to family members) could subject the care provider to legal actions by the client. Release of the information to others can have serious legal and financial consequences.

It is also important to maintain confidentiality about PHHC . If you're upset about a company policy or angry with a coworker or supervisor, tell your supervisor or Care Coordinator.

F. FALSE CLAIMS LAWS



The federal False Claims Act and other federal and state laws prohibit submission of a knowingly false or fraudulent claim for payment to the United States or state government. These laws also prohibit knowingly making or using a false statement to get a claim paid or approved. Violation of these laws can lead to significant civil and criminal penalties. The federal laws referenced are sections 3729 through 3733 of title 31, United States Code and Chapter 38 of title 31. Each state may have its own separate False Claims Act as well.

The federal False Claims Act and similar state laws include a “whistleblower” provision that provides protection for an employee who investigates an allegedly false claim or assists with testimony or otherwise in a false claim prosecution.

These laws entitle whistleblowers to protection against workplace retaliation including employment reinstatement and back pay. A whistleblower with actual knowledge of an allegedly false claim also is permitted to file a lawsuit on behalf of the government to enforce the False Claims Act.

Professional Home Health Care, Inc. maintains detailed policies and procedures for preventing, detecting, and eliminating fraud, waste, and abuse. These policies include compliance education, auditing and monitoring, enforcement of compliance standards, and a process for employee reporting of suspected non-compliance or false claim related activity. To review the details of these policies and procedures, please contact PHHC’s Compliance Officer.

G. COMPLIANCE PROGRAM

1. Purpose

The Compliance Program is designed to minimize Professional Home Health Care’s exposure to dishonest acts, fraud, gross misconduct and criminal acts performed by individuals within and outside PHHC. The following guidelines will be implemented for handling situations relating to these acts.

2. Prevention Programs

The following program will be implemented to EDUCATE employees to help reduce the pressures that lead to fraudulent acts:

- The Board of Directors, President, and managers will be responsible for cultivating an environment in which the employee understands the importance of honest behavior, and the consequences of dishonest behavior.
- New hires will attend training during orientation designed to educate new employees concerning dishonest acts, fraud and abuse, and how to report fraudulent acts. The session will also be used to communicate appropriate and inappropriate behavior. New employees will be informed that violators will be disciplined and possibly terminated. New

employees will be informed that violators will be disciplined and possibly terminated. New employees will read and sign the acknowledgment of receipt of the Employee Handbook, which contains information on the compliance plan, the Code of Ethics, Standards of Conduct, and various employment issues.

- An open door policy will be maintained so that employees can communicate fraudulent activity.

3. Reporting

In situations in which fraudulent acts are reported, the following procedures will be observed:

- The President will coordinate the investigation and will determine what actions should be taken. The President, with appropriate management, will seek legal counsel if necessary, and determine the scope the investigation will take. The following guidelines will be observed in each investigation.
 - Only individuals who need to have access to the information relating to the investigation will receive such information.
 - Information relating to the investigation will be adequately secured by the individuals involved in the investigation. Measures may include locks, controlled areas, passwords, and other security devices.
 - Appropriate procedures will be developed and implemented to guard against allegations of false imprisonment, defamation, assault, attempted assault, extortion, blackmail, malice, malicious prosecution, invasion of privacy, and violation of expectation of privacy.
- Information regarding incidents and investigations will be communicated by the President to other Managers who need to know of the incident.
- The President will be responsible for determining if law enforcement officials should be contacted. PHHC will provide reasonable assistance to law enforcement officials and regulatory agencies.

4. Action / Discipline

When sufficient evidence shows that specific federal or state laws have been violated, PHHC will seek prosecution of the person or persons involved to the fullest extent of the law. Individuals who are guilty of fraudulent acts will be disciplined immediately, including termination when appropriate. Reasons for termination will not be made publicly available.

5. Resolution

Once the investigation has been completed and actions have been taken, appropriate measures will be taken to return to normal operations. If the person has been terminated, necessary replacements will be found. Good screening policies should be used to assure the hiring of honest employees.

6. Analysis

After the incident has been resolved, a thorough investigation will be performed to determine how and why the fraud occurred. The investigation will include all departments and individuals associated with the fraud. A report of the findings should be made, and measures to prevent future occurrences will be implemented.

- If possible, individual interviews will occur with persons involved in the fraud incident. Motives, pressures, and opportunities that allowed the fraud to take place will be determined. A report will be made and measures to prevent future occurrences will be implemented.
- An analysis of the controls that were compromised or missing will be made. If the persons who violated the controls are still employees of PHHC, they will be properly reprimanded for their actions.
- The analysis may include people in management, compliance, human resources, and accounting. Each department will be responsible for determining what actions could have been taken to help reduce the likelihood of the occurrence.

7. Publication

Information to inform employees what kind of problems can take place, and the steps to take if they have information relating to possible fraudulent activities may be published periodically.

8. Implementation of Controls

The President will be responsible for conducting audits to expose the existence of the same type of fraud if it should occur in the future.

9. Testing for Compliance and Training

The President will be responsible for putting test controls in place to make sure that compliance is being observed, and will develop a program to ensure that controls will be complied with in the future.

10. Training

Management will be responsible to ensure that the President has the proper training to perform the duties of his position.

11. Proactive Fraud Auditing

The President will use appropriate techniques to proactively audit for fraud, addressing high-risk areas.

H. RIGHTS OF THE EMPLOYEE

Employees of Professional Home Health Care have rights, just as our clients have rights. Rights of PHHC employees include but are not limited to:

- a. a safe working environment
- b. not to be illegally discriminated against or harassed
- c. to be paid at least minimum wage, unless an exception is allowed by law
- d. to take a leave of absence (if meets qualifying criteria)
- e. privacy of personal matters
- f. to decline caring for a client if that care is in conflict with their personal cultural values or religious beliefs.

III. FINANCE

A. PAY PRACTICES

1. Work Day Definition

For administrative employees, the normal workday begins at 8 a.m. and ends at 5 p.m., with an hour for lunch. For field staff, their schedule varies based on the needs of the clients.



2. Work Week Definition

The normal 40-hour workweek begins on Sunday, 12:00 a.m. and ends Saturday, 11:59 p.m.

3. Non-Exempt Overtime

From time to time, your supervisor may require you to work overtime. In these instances, you are given as much advance notice as practical.

For nonexempt employees, hours worked in excess of 12 hours in a day, 12 consecutive hours without regard to the starting and ending time of the workday, or 40 hours per workweek, whichever results in the greater payment of wages, are paid at one and one-half (1 1/2) times the employee's regular hourly rate. When a nonexempt employee has daily overtime and weekly overtime hours, the payment of daily overtime counts toward the payment of the weekly overtime.

For purposes of calculating overtime payments, only hours actually worked are counted. Consequently, hours paid but not worked, e.g., vacation, are not counted.

- Only non-exempt job classifications are eligible to receive overtime pay.

- 40 hours per week is paid at the regular hourly rate. Time worked in excess of 40 hours per workweek is paid at time-and-one half the normal hourly rate.
- Only hours actually worked will be counted as time worked for purposes of determining overtime.
- Compensatory time off in lieu of overtime worked within the same workweek may be granted with written approval from the supervisor.
- Overtime is recorded on time cards, and must be approved in writing in advance by the supervisor.
- This is not to be construed as a guarantee of any minimum hours of work per day or per week.

4. Training Time

Training time that is required and authorized by PHHC will be paid at the employee's regular administrative rate of pay.

5. Pay Day



Payday is scheduled every Monday. Paychecks may be picked up after 8:00 am on Mondays by the employee in the appropriate branch office. If an employee does not pick up his/her check by the second day after payday it may be mailed to the employee's last address on record.

Direct deposit may be offered by PHHC and is a privilege that can be lost if you fail to follow PHHC rules. (i.e. not charting same shift, not completing CEUs monthly, not correcting discrepancies in your charting in a timely manner, failing to bring in necessary personnel paperwork, etc.).

If the regular payday occurs on a PHHC holiday your paycheck will be available after 3PM on the Friday prior to the holiday.

PHHC does not advance pay to employees.

6. Time Cards

Each employee is responsible for submitting a time card in writing or electronically (as directed by PHHC) and any paperwork or electronic data entry required by your specific job to your supervisor for approval on the appropriate day. Electronic timecards are submitted daily. Administrative staff must submit written time cards the day following the end of the pay period; field staff must submit time cards on a daily basis.

Under no circumstances should an employee complete another person's timecard or permit anyone else (client, friend, co-worker, etc.) to complete their own timecard.

Do not falsify any information on time cards. Violation of these guidelines will not be tolerated. Action will include discipline, which may include suspension or termination.

For field employees, the accurate and timely recording of time worked is critical for billing clients. Incomplete, incorrect, or unreadable electronic or written time cards will be returned to the employee for correction and may delay payment. Field employees must obtain the client's signature on their timecards or follow the electronic process to verify attendance at the client's home.



For office staff, the accuracy of timecards may be verified by security camera, computer log-ins, supervisor reports, or other methods.

These records are the only ones used by PHHC to calculate employee pay and paid time off balances. It is very important that they are accurate and complete. Nonexempt employees are expected to submit accurate and complete time records reflecting all hours worked. Employees who also choose to keep their own personal time records must provide them to PHHC if they find a discrepancy between PHHC's records and their records. Employees should contact their supervisors with any questions about how their pay is calculated. Employees must promptly notify their supervisors of any mistakes in their time records or pay. Employees also must notify one of these individuals if they perceive that anyone is interfering with their ability to record their time accurately and completely. All reports will be investigated and appropriate corrective action will be taken. PHHC will not tolerate retaliation against employees for making a report or participating in an investigation.

a) Salary for Exempt Employees

It is our guideline to comply with the salary basis requirements of the FLSA. Therefore, we prohibit all company managers from making any improper deductions from the salaries of exempt employees.

Deductions from salaries that are permissible:

- **Personal absences.** Employers may deduct for absences for personal reasons other than sickness or disability.
- **Absences for illness or injury.** Employers may deduct for full day absences due to illness or injury if bona fide sick pay/disability plans are in place.
- **Absences for FMLA Leave.** Employers may deduct for full day absences taken as FMLA leave and partial day absences for hours taken as intermittent or reduced FMLA leave.
- **Offsets.** Employers may offset employees' pay for amounts received by the employee for jury fees, witness fees, or military pay.
- **Infractions of safety rules.** Employers may deduct for penalties imposed when salaried employees violate safety rules of major significance.
- **Infractions of workplace conduct rules.** Employers may suspend exempt employees without pay for full days for infractions of written workplace conduct rules. This deduction is meant to cover only suspensions for "serious workplace misconduct" such as sexual harassment, drug and

alcohol violations, or client endangerment from failure to document care during the same shift.

- **First or last weeks of employment.** Employers may make partial week payments during an employee's first or last weeks of employment.

7. Travel Time

Travel time is paid when authorized by PHHC and/or required by law. Travel time is included in the base pay of some PHHC employees; others are paid travel time separately when authorized on an hourly basis. All employees are paid at their regular hourly rate of pay for authorized travel time. Travel time must be approved and documented on time cards. Unauthorized or unpaid travel time will not be paid by PHHC.

Travel Time Eligibility Guidelines

Job Category	Visit Travel Time	Administrative Travel Time
Salaried Position	Included in base pay	Included in base pay
PRN (per visit)	Included in base pay	Paid hourly from Administrative Timecard
Hourly	Paid hourly from Visit Timecard	Paid hourly from Administrative Timecard

Definitions and Guidelines:

"Administrative pay" is allowed to field staff when they have been authorized and required to attend meetings, etc. "Commute" time is not included in this definition.

Ordinary travel time from home to work at the beginning of the day, or from work to home at the end of the day is not counted as hours worked, and therefore, travel time will not be paid.

Extra travel time, beyond the employee's regular commute time, will be paid if the employee travels from his/her home to a location that is not at his usual workplace (i.e. travel to another branch for a meeting).

For hourly employees, extra travel time beyond on the employee's regular commute to meetings in a location away from their branch office (i.e. at another branch, at an off-site meeting location) is considered time worked, and therefore, will be paid.

Travel time should be documented with the client visit that the employee is **GOING TO**, except the first visit of the day, which is considered "ordinary" travel or commuter time to work and is not paid.

Travel time will not be paid if there is more than a one hour time period between scheduled client visits, except in some private pay or personal care cases.

8. Mileage

PHHC reimburses some business mileage for some employees according to the current company rate. Please see your supervisor to see if you qualify for mileage and for clarification of circumstances of when mileage is or is not reimbursed by PHHC.

IV. HUMAN RESOURCES

A. EMPLOYMENT GUIDELINES

1. Orientation



All employees will be scheduled for and will complete an orientation appropriate to their level of education, experience, and expected job responsibilities. This orientation will include but is not limited to information (either written, verbal, or video) on company history, philosophy, goals and objectives, the organizational structure, personnel policies, client care policies and procedures, and safety.

All employees will receive a PHHC's Employee Handbook, PHHC's Safety Manual, PHHC's Drug and Alcohol Policy, and About PHHC Manual, that include personnel policy information and safety information related to their job-specific tasks. Aides (CNA, PCP) will also receive the Horizon Homecare Telephony handout.

2. Employee Definitions

Full-time: employees assigned to full-time status that are regularly scheduled to work at least 40 hours a week and assigned to participate in PHHC health benefits plans. Full-time employees currently are eligible to participate in Company benefit programs on the 1st of the month following the date of hire based on the requirements of each plan.

Part-time: **employees are normally scheduled to work less than 40 hours per week.** Part-time employees are currently ineligible, except as required by law, for Company benefits.

Administrative: An employee who works in the office.

Field Staff: An employee whose primary job is caring for clients in their homes.

Exempt: An employee who is exempt from overtime pay.

Non-exempt: An employee who is eligible for overtime pay. Non-exempt employees are eligible for paid overtime at one and one-half times their regular rate of pay for all hours worked in excess of 40 hours per workweek or as required by state law.

3. Exit Interviews

When possible, PHHC will conduct an exit interview for employees leaving PHHC, regardless of separation reason. Information gained in the exit interview can provide PHHC with insight regarding employee/Company relationships.

4. Personnel Records

PHHC Personnel records are the property solely of PHHC. There may be changes that will affect an employee's benefits, or which are necessary to keep personnel records up-dated with current information. It is the employee's responsibility to provide this information to their supervisor to be added to their file (e.g., name change, address change, phone number change, marital status, W4 status, other relevant information).

5. Social Security Card

As a new employee, your information will be entered by the Payroll Department into PHHC's payroll system. To do that, a copy of your Social Security Card is required. Your PHHC supervisor or the PHHC staff member doing your orientation will request to see your Social Security Card and to make a copy of it to send to the PHHC Payroll Department.

You will not be assigned to work for PHHC until a copy of your Social Security Card has been received and verified.

6. Performance Reviews

PHHC endeavors to conduct employee reviews. Please contact and advise your supervisor or Human Resources if more than one year has passed since receiving formal feedback.

After completing six and twelve months of employment, and annually thereafter, an employee may be given a performance review. All employees, regardless of status or duration of employment, are required to meet and maintain company standards for job performance and behavior. The above statements do not constitute a guarantee of work for any period of time.

7. Separation of Employment

We request that employees who wish to resign their positions notify their supervisor in writing of their anticipated departure date at least two weeks in advance.

On or before your last day of work, you may be asked to prepare an Exit Interview Questionnaire and go over the "check out" procedures at separation (conversion of insurance, return of property, delivery of final paycheck, etc.) with your immediate supervisor.

All Company property must be returned to your supervisor, or you will be charged for the cost of equipment.

If you take Paid Time Off and do not return to work, the effective date of termination is the last day worked.

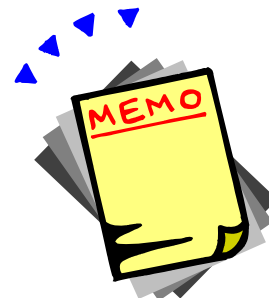
8. Rehire

Employees considered for rehire with PHHC will need to meet satisfactory performance and attendance standards. Employees separated from employment through no fault of their own in the judgment of PHHC may also be considered for rehire.

When an employee resigns from employment with PHHC, the employee's active status ceases, and all paperwork (exit checklist, exit interview, payroll notification, etc.) must be completed as of the termination date. However, if the employee is eligible for rehire, based on satisfactory prior performance, s/he may apply for reemployment. New paperwork may be required, depending on the length of absence. All paperwork and documentation will be placed in original employee file.

9. Terminated Due to No Work Assignments

If an employee does not work for PHHC during a period of 60 consecutive days, the employee will be considered "inactive" and may be terminated from our employment, unless the absence is due to an approved leave of absence. If performance has been satisfactory, the employee may be eligible for rehire at a later date when PHHC's needs and the employee's availability match.



10. Job Standards



Each job has a set of standards that help to define the functions of the job, as well as the factors that "make a difference" in the way the functions are performed. These standards are measurable factors that will help employees know how to perform their job. Job standards will ensure quality within the jobs, and are subject to change in order to meet the changing customers' needs. Job standards are outlined in the PHHC job descriptions. Employees are expected to meet, or exceed, these standards. These standards will be used to determine an employee's level of performance.

B. EMPLOYEE CONDUCT

1. Discipline and Discharge

Occasionally performance or other behavior falls short of our standards and/or expectations. When this occurs, management takes action, which, in its opinion, seems appropriate.

Disciplinary actions can range from an informal discussion with the employee about the matter to immediate discharge. Action taken by management in an individual case does not establish a precedent for other circumstances.

Employees must at all times comply with PHHC expectations and legal regulations as determined by various agencies (including, but not limited to Medicare/Medicaid, Conditions of Participation, Workers' Compensation Act, State and Federal agencies) for work, performance and conduct. Failure to do so may result in any or all of the following actions, as PHHC deems appropriate.

- Termination
- Suspension
- Verbal or written warning
- Counseling
- Your actions reported to the regulating company

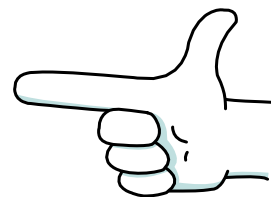
The fact that PHHC has or has not utilized any of these actions does not set any precedent and should not be relied upon in future disciplinary situations by an employee.

An employee who violates federal Medicare/Medicaid regulations may have violated the Fraud and Abuse Act. The employee will be questioned and his/her actions investigated at the corporate level. An employee who conducts fraudulent acts will be disciplined by PHHC and may be reported to Federal agencies that will determine if their acts are of a criminal nature.

2. Standards of Conduct

The following will be considered violations of PHHC Standards of Conduct. This list is not all inclusive and other inappropriate behavior may also violate Standards of Conduct:

1. Failure to comply with all rules, guidelines and regulations set forth by various agencies, including, but not limited to Medicare/Medicaid, OSHA, Workers' Compensation Act, Conditions of Participation, State and Federal agencies.
2. Failure to observe safety rules and regulations, or environmental rules and regulations.
3. Performing fraudulent activities or behaviors.
4. Failure to report fraudulent activities or questionable activities to PHHC's compliance officer.



5. Falsification of Company records, including employment application or time cards, client records, workers' compensation information, and/or other company records.
6. Disregarding instructions of or insubordination or refusal to comply with instructions from supervisor or other proper authority.
7. Failure to perform assigned duties, including necessary housekeeping to eliminate tripping, slipping, or falling hazards.
8. Inefficient or careless performance of duties, including failure to maintain proper standards of workmanship or productivity.
9. Theft, fraud, or violation of criminal laws on PHHC's premises or at the client's home.
10. Threatening, harassment, intimidating, coercing of employees or customers, using abusive language, or otherwise interfering with the work performance of fellow employees.
11. Immoral or indecent conduct on PHHC premises or at the client's home.
12. Verbal or physical conduct constituting sexual harassment on PHHC premises or at the client's home.
13. Excessive absenteeism or tardiness, even if unavoidable. Failure to inform supervisor promptly by telephone or other means when unable to report to work.
14. Misuse or abuse of sick leave.
15. Leaving department or job during work hours without permission.
16. Failure to observe department work schedules, including lunch and break periods.
17. Misrepresentation of the reasons for a leave of absence or for other time off from work.
18. Failure to return to work upon expiration of an authorized leave or vacation.
19. Excessive personal use of Company telephone or other business equipment.
20. Failure of employees to carry current automobile insurance.
21. Engaging in such other practices as may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of PHHC, its employees, and its clients.
22. Engaging in any illegal activity, or in any other conduct unbecoming to the individual or PHHC, whether on or off Company premises or client homes.
23. Theft, use, or misuse of company property, documents, forms, manuals, information, etc.
24. Deliberate or careless damage to, or excessive loss of, Company or client property or equipment.
25. Possession of firearms or any dangerous weapon.
26. Gambling, lottery, or other game of chance on Company or client property at any time.

27. Encouraging, soliciting, recruiting, or inducing clients or other employees to leave PHHC.
28. Violation of any policy enumerated in this employment handbook.

3. Professional Boundaries

Professional boundaries are the spaces between the power of PHHC staff and the vulnerability of the PHHC clients. The power of the PHHC employee comes from the professional position, the access to private knowledge about the client and the client's need for care. Staff must recognize and acknowledge that they are often in a position of power as a PHHC caregiver. Boundary violations can result when there is confusion between the needs of the PHHC employee and those of the client. Such violations are characterized by excessive personal disclosure by the PHHC employee, secrecy or even a reversal of roles. Boundary violations can cause distress for the client, which may not be recognized or felt by the client until harmful consequences occur.

It is the responsibility of staff members to be aware of the potential for the power imbalance and to maintain professional boundaries to protect themselves and our clients. Failure to meet this responsibility may lead to formal disciplinary action. Examples of crossing professional boundaries include but are not limited to:

- Failure to notify a PHHC supervisor regarding a client offering to give the employee any gifts or money.
- Requesting and/or accepting a loan of money or property from a client.
- Taking children, family members, friends, or significant others to a client's home while on a company visit or inviting a client over to your home.
- Initiating, signing, distributing, or posting of any literature, handbills, or petitions on Company or client property during working time unless specifically authorized by management. Use of Company or client material, time, or equipment for the manufacture or production of an article for unauthorized purposes or personal use.
- Becoming personally or physically involved with clients or their family members.
- Engaging in unauthorized social media activities involving PHHC or its clients.

4. Appearance

The personal appearance of PHHC employees contributes to the professional image PHHC projects in the community. Employees are expected to maintain appropriate dress for their position and personal cleanliness at all times. A dress code has been established to assist our employees in contributing to a professional image, which has been developed for both field and administrative employees. A copy of the dress code follows. Please use good judgment in your personal grooming. Field employees must have badges available for identification whenever calling on a client.

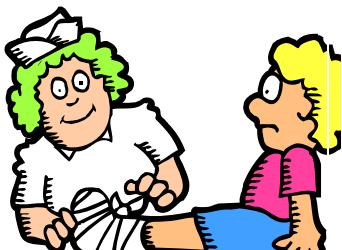
If, in Management's opinion, an employee reports to work improperly dressed, the employee may be sent home to change clothing. This will be unpaid time off.



a) Field Staff Dress Code

Personal appearance is governed by the requirements of safety, comfort, and suited to the job performed.

- Identification badge should be worn in the field when appropriate so clients are able to identify employees making home visits, i.e. new client.



- Bathing, shampooing, use of deodorant, and oral hygiene should occur daily. Perfumes or aftershaves and scented grooming products (i.e. perfumed deodorants and hair sprays) should be very mild, if used at all. Many clients cannot tolerate these kinds of fragrances. Hair should be neatly groomed and

controlled during client care.

- Fingernails should be clean and well cared for. Lengthy, artificial nails are inappropriate and could be dangerous when performing client care.
- Jewelry should be limited. Excessive jewelry, especially rings, can harbor bacteria and may present infection control concerns. Facial rings are unacceptable when working with clients.
- Shoes should be slip-resistant, clean and comfortable, with NO open toes.
- Shirts or tops should be clean, and should not display any obscene, crude, political, alcohol, drugs, tobacco, or sexually suggestive printed messages. Tank tops or scanty clothing are not allowed.
- Slacks or jeans should be clean and in good repair. Shorts should be no shorter than "walking shorts length".
- Cut-offs, miniskirts and spandex shorts are unacceptable. A lengthy top must cover spandex pants.
- Some clients may consider tattoos offensive; employees may be asked to cover them.

b) Office Staff Dress Code

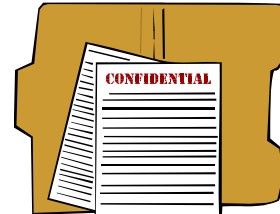
- Bathing, shampooing, use of deodorant, and oral hygiene should occur daily. Perfumes or aftershaves and scented grooming products (i.e. perfumed deodorants and hair sprays) should be very mild, if used at all. Hair should be neatly groomed.
- Fingernails should be clean and well cared for.
- Jewelry should be appropriate for the office setting.
- Facial rings are unacceptable.
- Shoes should be clean and comfortable.
- Sport shirts and other casual tee shirts do not project a professional image and should not be worn in the office.
- Jeans of any color, cutoffs, miniskirts, casual shorts, sweat pants and shirts are inappropriate office wear.
- Some customers may consider tattoos offensive; employees may be asked to cover them.
- Low-cut or overly revealing clothing is inappropriate.



Remember, you are acting in a *professional* role, and your appearance should convey *professionalism*.

5. Confidentiality

Some employees have access to confidential information with regard to current and/or potential customers, clients, or another employee, as well as proprietary, corporate and legal information. It is expected that such information be maintained in a confidential manner. Divulging confidential information will not be tolerated and will lead to disciplinary action, up to and including termination.



Examples:

- When calling the office from one home to report about another client, ensure confidentiality.
- Don't discuss company policy.
- Keep all information about all clients (including paperwork, client's phone number and address) confidential, even if it doesn't seem to be personal in nature.
- Be knowledgeable about each client's Advance Directives, and what procedure to follow for each of your clients.
- Don't discuss the client with others who are not involved with his/her care.

6. Personal Phone Number

We recommend that you have our clients reach you through the PHHC office. We do **not** recommend giving out your personal phone number to clients.

7. Client Care Plans

It is **VERY** important that you read or listen to the client care plan before your first visit with the client.

The care plan can include:

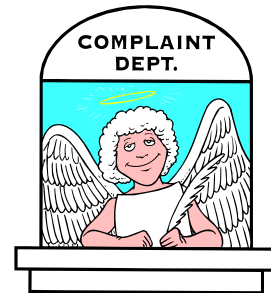
- Information on obtaining entrance into the home
- Client preferences
- Details on the care you will be providing

If you have any questions about the care you will be providing, please call the Care Coordinator, Personal Care Coordinator, or Care Manager **BEFORE** you see the client.

8. Problem Resolution

Problems and concerns are a natural part of any organization.

PHHC views these as opportunities to improve and encourages employee participation in resolution. In the course of your work, you may have a concern or may hear of one from a client or another employee. If a problem arises, there are several ways an issue can be addressed. PHHC has designed three different processes to assist employees in resolving concerns:



a) When a client or another employee has a comment or concern

The employee is urged to use basic customer service skills to resolve the issue if possible.

Steps toward resolution are:



Hear them out
Empathize
Apologize
Take responsibility for action

Additional skills include using the Service Steps, which are listed below:

- Acknowledge the person
- Clarify the situation
- Meet or exceed the need
- Confirm Satisfaction

b) When an employee has a comment or concern

The Comment Process can also be used to resolve concerns. This process has proven to be especially useful if the employee is unable to resolve a concern.

It is very important that all client complaints and how they were resolved be documented on a Comment Form. Written "comments" should be given to your supervisor.

c) If Customer Service Skills or the Comment Process fail to resolve an employee's concern, he/she may file a grievance in the following manner:

- The employee discusses the matter with his/her immediate supervisor, and an opinion/decision is made by the supervisor within five working days.
- If the problem is not resolved, a review by the next level of supervision may be requested. A decision will be made within five working days.
- If the problem is not resolved, the problem must be submitted by the employee to the President.

9. Smoking

PHHC provides a healthful, comfortable, and productive work environment for all employees. Therefore, smoking is not allowed in any company facility, within 20 feet of an entrance to a PHHC facility, in a PHHC owned vehicle, or in any client's home.

10. Use of Company Supplies & Equipment

a) Systems

PHHC's computer network, access to Internet, e-mail and voice mail systems are business tools intended for employees to use in performing their job duties. Therefore, all documents and files are the property of PHHC. All information regarding access to PHHC's computer resources, such as user identifications, modem phone numbers, access codes, and passwords are confidential Company information and may not be disclosed to non-Company personnel.

All computer files, documents, and software created or stored on PHHC's computer systems are subject to review and inspection at any time. Employees should not assume that any such information is confidential, including e-mail either sent or received.

Computer equipment should not be removed from PHHC premises without written approval from a department head. Upon separation of employment, all communication tools should be returned to PHHC.

b) Personal Use of the Internet

Some employees need to access information through the Internet in order to do their job. Use of the Internet is for business purposes during the time employees are working. Personal use of the Internet should not be on business time, but

rather before or after work or during breaks or lunch periods. Regardless, PHHC prohibits the display, transmittal, or downloading of material that is in violation of Company guidelines or otherwise is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful at any time.

c) Software and Copyright

PHHC fully supports copyright laws. Employees may not copy or use any software, images, music, or other intellectual property (such as books or videos) unless the employee has the legal right to do so. Employees must comply with all licenses regulating the use of any software and may not disseminate or copy any such software without authorization. Employees may not use unauthorized copies of software on personal computers housed in Company facilities.

d) Unauthorized Use

Employees may not attempt to gain access to another employee's personal file of e-mail messages or send a message under someone else's name without the latter's express permission. Employees are strictly prohibited from using PHHC communication systems in ways that management deems to be inappropriate. If you have any questions whether your behavior would constitute unauthorized use, contact your immediate supervisor before engaging in such conduct.

e) E-mail

E-mail is to be used for business purposes. While personal e-mail is permitted, it is to be kept to a minimum. Personal e-mail should be brief and sent or received as seldom as possible. PHHC prohibits the display, transmittal, or downloading of material that is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful at any time. No one may solicit, promote, or advertise any outside organization, product, or service through the use of e-mail or anywhere else on Company premises at any time. Management may monitor e-mail from time to time.

Employees are prohibited from unauthorized use of encryption keys or the passwords of other employees to gain access to another employee's e-mail messages.

f) Voice Mail

PHHC voice mail system is intended for transmitting business-related information. Although PHHC does not monitor voice messages as a routine matter, PHHC reserves the right to access and disclose all messages sent over the voice mail systems for any purpose. Employees must use judgment and discretion in their personal use of voice mail and must keep such use to a minimum.

g) Telephones/Cell Phones/Mobile Devices

Employee work hours are valuable and should be used for business. Excessive personal phone calls can significantly disrupt business operations. Employees should use their break or lunch period for personal phone calls.

Confidential information should not be discussed on a cell phone or mobile device. Phones and mobile devices with cameras should not be used in a way that violates other Company guidelines such as, but not limited to, EEO/Sexual Harassment and Confidential Information.

For safety reasons, employees should avoid the use of cell phones and mobile devices to make calls while driving. Employees must park whenever they need to use a cell phone. Generally, stopping on the shoulder of the road is not acceptable. Employees are prohibited from using a cell phone or other device to text while operating a motor vehicle. Texting is permitted only where the vehicle is at rest in a shoulder lane or lawfully parked.

PHHC telephone lines should not be used for personal long distance calls.

11. Attendance

All employees are expected to be on time and punctual for showing up to work. In addition, regular attendance is considered an essential function and is necessary for the efficient operation of the business.

Reliable attendance by PHHC's employees contributes to quality service to its customers.

If employees are absent or unavoidably late, they must speak to their supervisor personally each day they are gone. Calls should be made as early as possible, but at least four hours prior to the start time of a client visit. If the scheduler is not available, the employee must speak with a supervisor in the office. Do NOT leave these types of messages on voicemail. Office staff who will be absent from work must speak with his/her supervisor by 8:00 a.m. on the day of the unforeseen absence.

a) Foreseen/Arranged Absences

Absences that can be foreseen should be approved by the appropriate supervisor in writing at least two weeks or more in advance of the scheduled time off from work.

Your supervisor must authorize absences during any portion of the workday in advance. For non-exempt employees, time lost during the week may be made up by the employee in the same workweek only with the supervisor's approval, or Personal Time Off can be used, if available.

Whenever possible, doctor and/or dentist appointments, banking and other personal business should be made outside the normal working hours.

b) Absence Without Notice

Field staff employees have a particular responsibility to their clients, and an employee's unplanned absence may cause inconvenience and, in some cases, a safety issue for the client. Unplanned absences are not acceptable, and may result in discipline, up to dismissal. Failure to call in when absent for - one, two or three - consecutive days will result in termination.

Consequences

Unsatisfactory attendance or failure to call in to report an absence in advance will not be tolerated and disciplinary action may occur, up to and including termination.

"No-call/no-show" absences are grounds for termination.

c) Absence Without Pay

A request to take time off without pay (if the employee does not have available Personal Time Off) must be submitted to and approved by your direct supervisor in advance. A Leave of Absence Form must be completed and submitted to your supervisor for approval.

d) Absence Due to Inclement Weather

Except for an extremely unusual condition, PHHC does not close due to inclement weather conditions, and therefore, employees are expected to report to work during inclement weather conditions.

Non-exempt full-time employees who miss work because they are unable to report to work due to weather conditions may:

- (1) Use available PTOs
- (2) Make up their missed time within the same work week with their supervisor's approval, if work schedules and conditions permit
- (3) Take the time off as unpaid time off

Exempt employees who miss a full day must use PTO. If PTO is not available, the time off is unpaid.

12. Schedule Changes

All schedule changes must be *called in to the Scheduler or Care Manager*. While you may work out schedule changes directly with your client, the schedule must be changed in the computer system.

13. Vacation/Scheduled Time Off

In order to meet the needs of our clients and provide quality care in your absence it is important that we have as much notice as possible when you need time off from work. Please schedule vacations and time off in advance. The following steps need to be taken to request time off:

- At least *two weeks' notice* is required for us to be able to guarantee coverage for your client visits.
- A request *in writing stating the days you will be off and the day you will return* to work should be given to the Care Coordinator, Personal Care Coordinator, Scheduler, or Care Manager.

14. Nurse Liability Insurance

All nurses are to maintain personal Nurse Liability Insurance. Field RNs and LPNs are also required to carry, and provide proof, of their own personal liability insurance.

15. 12 Basic PHHC Expectations

- a. Show up on time and remain for the full scheduled time.
- b. Request Time Off at least 2 weeks in advance.
- c. Professional attire while at work.
- d. Schedule changes (days or hours) only with office approval.
- e. Time sheets electronic and / or paper are accurate and submitted on time.
- f. Complete care plan tasks according to the plan of care.
- g. Any requests for tasks not on the care plan must be called into the office.
- h. Maintain confidentiality of the client and office matters.
- i. Do not discuss pay rates with client.
- j. No unapproved use of the client's phone.
- k. Report incidents or complaints when they occur.
- l. Comply with job requirements (TB, HBV, mandatory in-service, updated CNA certification).

C. EMPLOYEE BENEFITS

1. All Employees are Eligible for the following benefits, with no eligibility requirements:

a) Liability Insurance

PHHC provides liability insurance for all employees while working for and providing services for PHHC. Liability insurance protects PHHC and the employee against malpractice suits.

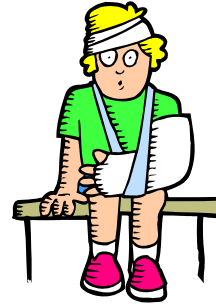


b) Social Security

Each pay period a portion of your salary, designed to match an amount provided by PHHC, is set aside for Social Security benefits. This program provides you and your family with security for retirement benefits, disability payments, financial assistance for dependents or disabled persons, lump sum death payments, Medicare, and survivor's benefits.

c) Workers' Compensation

PHHC carries insurance at no cost to the employee to cover the cost of a work-related injury or illness. Workers' Compensation benefits help pay for your treatment and may include a part of your income you may lose while recovering. See the Safety Manual for details on this subject.



d) Unemployment Insurance

PHHC contributes a percentage of employee's wages to the state to provide unemployment benefits if an employee becomes unemployed through no fault of their own. Eligibility for benefits is an individual determination made by the appropriate state agency.

2. All Employees are currently Eligible for the following benefits, with eligibility requirements:

a) 401 K Plan

Employees that are 21 years of age or older become eligible to participate in PHHC's 401 k plan after working 1,000 hours within either a calendar year or your anniversary year. Enrollment is available twice a year on January 1st and July 1st after you have completed the eligibility requirements. You will receive a letter a few weeks prior to the enrollment date if you are eligible. PHHC does not match any contributions. Withdrawal of funds from the 401 k plan is only allowed when you leave employment with PHHC or you reach retirement age. There is a hardship provision for early withdrawal of funds, but additional documentation and approval from the plan administrator is required.

3. Full-time Employees are currently Eligible for the following benefits after meeting the individual requirements

a) Health Insurance

Health insurance is available the 1st day of the month following the date of hire. PHHC currently pays a portion of the premium and the employee is responsible for the remainder of the premium through weekly payroll deductions. Upon hire you will receive a health care packet that explains the options available to you as well as your portion of the cost.

b) Section 125

You have the option to enroll in the Section 125 plan that will allow your healthcare deductions to be taken out before taxes, which makes a substantial difference in net pay. Annual enrollment in this plan is required.

c) Life Insurance

Each full-time employee is currently eligible to receive \$25,000 in life and accidental death, and dismemberment insurance for the length of his/her full-time employment at no cost to the employee. Enrollment is automatic when an employee is hired at full-time status. Cancellation is automatic when an employee leaves full-time status.

D. EMPLOYMENT TRAINING & DEVELOPMENT

Certain jobs may require a pre-determined number of in-service hours, as defined by the job description (e.g. CNA's must complete 12 in-service hours annually). All other employees may be required to complete at least 8-12 in-service hours per year, prorated from hire date of employment, depending on the employee's job title. Attendance at or participation in this training will be documented and made a part of the employee's personnel file.

The Branch office will schedule training or continuing education programs to be made available to all staff and will be related to the responsibilities and maintenance of skills necessary for the provision of care. The topics are based on identified needs, state regulations, and/or accreditation requirements. Employees will be paid for in-service hours only if authorized by PHHC.

1. Horizon Homecare Telephony

Telephony is a computer program which allows PHHC aides to record the provision of services and tasks into PHHC's computer database from the client's home telephone. At PHHC, the aides (CNAs and PCPs) use this system to document their visits.



As part of the aide's orientation, CNAs and PCPs will be trained on how to follow PHHC's Telephony Process listed below.

1. Call the evening before to check your assignments for the next day.
2. When you arrive at your first client visit, call the PHHC Telephony phone # using the client's home phone.
3. Provide the care assigned for this client.
4. Call the PHHC Telephony system again just before you leave the client's home (again using the client's phone) to record the departure time and the care provided.
5. Go to the next client and repeat this process.
6. By the end of the day, your visits are completed and so is the required documentation.

Consequences

PHHC requires all visits by aides to be documented through the PHHC Telephony system using the client's home telephone at the arrival and departure of the visit. Employees who do not use the Telephony system as directed will be disciplined.

- If this is a first oral warning, a first written warning will be given if the Telephony system is used incorrectly again.
- If this is a second written warning, the employee's pay will be reduced by \$.25/hour, if paid hourly, or \$.25/visit if paid per visit if the Telephony system is not used as directed a third time.
- If the employee has already be warned verbally and in writing, and then had his/her pay reduced, his/her pay may be reduced by another \$.25 if the employee continues to not use, use incorrectly, or misuse the PHHC Telephony system. If he/she continues to use the Telephony system improperly, he/she may be terminated at the discretion of the supervisor.

E. TIME OFF

1. Holidays



The following is a list of holidays PHHC currently acknowledges and when the office is closed for full-time staff, if the holiday occurs on a weekday.

New Year's Day
Independence Day (July 4)
Thanksgiving Day

Memorial Day
Labor Day
Christmas Day

Employees on any type of leave of absence are not eligible for holiday pay.

When an hourly non-exempt employee is assigned by their supervisor to work on a PHHC holiday, the employee will receive holiday pay. Holiday hours worked

will be paid at time and one-half for hourly non-exempt employees. Holiday time will not be counted as hours worked in the computation of overtime.

Time not worked on holidays must be taken as a holiday, if holiday time is available. In order to receive pay for a holiday on which you did not work, a PTO Form must be completed according to time-off guidelines.



2. Leave of Absence - Personal

A Leave of Absence without pay for personal reasons, but not covered by Family and Medical Leave Act, may be granted to employees who have completed 90 days of continuous employment when it does not interfere with the operation of PHHC.

- The maximum amount of personal leave allowed is 30 days per year.
- All accrued PTO must be used at the beginning of the granted leave of absence. Unpaid time off cannot be taken until all paid time off accruals have been exhausted.
- During a leave of absence, the employee is responsible for paying the entire premium for benefits normally provided during full-time employment.
- Time off during the Leave of Absence period does not count as time worked for purposes of accrual of paid time off or eligibility requirements for benefits, including health insurance, dental insurance, life insurance, and pension plan.

A Leave of Absence form must be completed and approved in advance by your supervisor. The date of return must be put on the form; an employee who fails to return on that date of return may be terminated.

The granting of a leave of absence does not guarantee that a position will be available at the end of the leave. Upon the employee's return, Management will attempt to give the employee a job for which he/she is qualified.

If a similar or comparable position is not available, the employee may be placed on a preferential hiring list for up to six months.

A Leave of Absence is without pay when earned PTO exhausted. As with other types of unpaid leaves, PTO will not accrue during the unpaid leave. Holidays are not granted on unpaid leave.

3. Family & Medical Leave

a) Family and Medical Leave (FMLA Leave)

PHHC provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- Incapacity due to pregnancy, prenatal medical care, or child birth.
- To care for the employee's child after birth, or placement for adoption or foster care.
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition.
- Serious health condition that makes the employee unable to perform the employee's job.

b) Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status in the Armed Forces, National Guard, or Reserves may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*

*The FMLA definitions of "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition."

c) Benefits and Protections

During FMLA leave, PHHC maintains the employee's health coverage under any group health plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee will be required to reimburse PHHC for payment of insurance premiums during leave.

Upon return from FMLA leave, most employees are restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Certain highly compensated employees (key employees) may have limited reinstatement rights.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave. As with other types of unpaid leaves, paid leave will not accrue during the unpaid leave. Holidays, funeral leave, or employer's jury duty pay are not granted on unpaid leave. PTO does not accrue during FMLA.

d) Eligibility Requirements

Employees are eligible if they have worked for this Company for at least 12 months, for 1,250 hours over the previous 12 months, and if they work at a work site with at least 50 employees within 75 miles.

e) Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents a qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive full calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

f) Use of Leave

The maximum time allowed for FMLA leave is either 12 weeks in the 12-month period as defined by PHHC, or 26 weeks as explained above. PHHC uses the 12-month period measured forward from the first day of an employee's leave.

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt PHHC's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Employees taking intermittent or reduced schedule leave based on planned medical treatment and those taking intermittent or reduced schedule family leave with PHHC's agreement may be required to temporarily transfer to another job with equivalent pay and benefits that better accommodates that type of leave.

g) Substitution of Paid Leave for Unpaid Leave

PHHC requires employees to use accrued paid leave while taking FMLA leave. Paid leave used at the same time as FMLA leave must be taken in compliance with PHHC's normal paid leave policies. If an employee's leave of absence

does not constitute paid leave as defined in PHHC's paid leave policies, the employee cannot use accrued paid leave, but can take unpaid leave. FMLA leave is without pay when paid leave benefits are exhausted.

h) Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with PHHC's normal call-in procedures.

Employees must provide sufficient information for PHHC to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities; the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform PHHC if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Employees also may be required to provide a certification and periodic recertification supporting the need for leave. PHHC may require second and third medical opinions at PHHC's expense. Documentation confirming family relationship, adoption, or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with PHHC's attendance guideline. Employees on leave must contact the Human Resources Manager at least two days before their first day of return.

i) PHHC's Responsibilities

PHHC will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, PHHC will provide a reason for the ineligibility.

PHHC will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If PHHC determines that the leave is not FMLA-protected, PHHC will notify the employee.

j) Unlawful Acts

FMLA makes it unlawful for PHHC to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA.
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

k) Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against PHHC.

FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

4. Family Care Act Leave

PHHC provides up to 12 weeks of unpaid leave to eligible employees to care for their partners in a civil union or domestic partnership, who have serious health conditions. Generally, leave under the Family Care Act is administered consistent with FMLA regulations. Contact your supervisor or Human Resources if you need family care leave.

5. Military Leave

Employees granted a military leave of absence are re-employed and paid in accordance with the laws governing veteran's re-employment rights.



6. Domestic Abuse Leave

Employees subject to domestic abuse may be eligible for a leave of absence. Please see the Human Resources Department for more information.

7. Voting

Voting is an important responsibility we all assume as citizens. We encourage employees to exercise their voting rights in all municipal, state, and federal elections.

Under most circumstances, it is possible for employees to vote either before or after work. If it is necessary for employees to arrive late or leave work early to vote in any election, employees should arrange with their supervisor/manager no later than the day prior to Election Day.

8. Paid Time Off (PTO) for Full-Time Employees

Paid Time Off (PTO) represents paid time awarded to employees with full-time status to be used for holidays, sick time, personal time, jury duty, and/or vacation days.

a) Eligibility

Full-time employees are eligible to accrue Paid Time Off beginning the first of the month following date of hire. Part-time employees do not receive PTO. The amount of PTO granted is based on calendar years of service.

PTO may be taken in one-hour increments. PTO must be used, if necessary to maintain full-time status.

b) How to Request PTO

An employee must request approval for paid time off in advance when possible. Requests for PTO are to be submitted in writing (via the PHHC PTO form or in an e-mail) and approved in advance by his/her supervisor. "PTO" is then written on the timecard to report approved time taken off from work, or the PTO form is attached to the timecard.

When PTO must be taken due to unanticipated time off (i.e. illness) the PTO is reported on the timecard and written as "PTO".

c) Accumulation (Banking) Provision

PTOs that are not immediately used by an employee are accrued. When the accrued balance reaches 80 hours, accruing of PTO will stop until some of those 80 hours are used for time off. After the employee has taken some time off and the PTO balance drops below 80 hours, accruing of PTO will start again. PHHC does not make cash payouts for PTO, other than at termination.

d) Termination Provisions

Payment of any earned, unused PTO's will be made to the employee in the final paycheck.

Full Time Employee PTO Schedule

Year	PTOs		Holidays* (Paid only if holiday falls on a weekday).
	Yearly PTO Accrual (sick, personal, vacation)	Hours Accrued Per Pay Period	
Year 1	11 days	1.69 hr/pp	Prorated up to 6 days per year*
Year 2	12 days	1.84 hr/pp	Prorated up to 6 days per year*
Year 3	13 days	2.00 hr/pp	Prorated up to 6 days per year*

Year 4	14 days	2.16 hr/pp	Prorated up to 6 days per year*
Year 5	15 days	2.31 hr/pp	Prorated up to 6 days per year*
Year 6	16 days	2.46 hr/pp	Prorated up to 6 days per year*
Year 7 and thereafter	17 days	2.62 hr/pp	Prorated up to 6 days per year*

9. Jury Duty

For non-exempt employees you will receive full pay up to \$50 per day for the first three days of jury duty if you are scheduled to work. Jury duty beyond three days is without pay from PHHC. However, beginning with the fourth day and thereafter, the juror is paid \$50.00 per day by the State of Colorado for state, district, or county courts. You are expected to report to work if you are excused from jury duty during normal work hours.

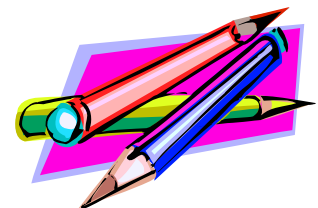
For exempt employees you will receive full pay for the first three days of jury duty if you are scheduled to work. On the fourth day of jury duty the juror is paid \$50.00 per day by the State of Colorado for state district or county courts. You are expected to report to work if you are excused from jury duty during normal work hours.

To receive payment for jury duty you must submit the juror summons and proof that you were called to serve on that day. If you fail to provide adequate documentation for jury duty you will not be paid for time served.

F. GENERAL INFORMATION & GUIDELINES

1. Breaks

Administrative employees may take one ten-minute break in the morning and one ten-minute break in the afternoon if it does not interfere with the work process.



2. Comment Process

PHHC currently has a Comment Process to provide a method of feedback from employees and clients. Comments, suggestions, compliments, or questions can be written on a Comment form, and given to the supervisor.

3. Housekeeping

Each employee is responsible for the appearance of his or her work area. Employees are asked to maintain a clean and safe work area.

4. Lunch Period

A standard one-hour lunch period has been established for non-exempt administrative employees. Non-exempt employees who work five or more continuous hours per day must take a one-half hour (minimum) to one-hour unpaid lunch break as determined by their supervisor. Each department should coordinate its employee's lunch periods so that there is adequate coverage during the lunch hour.

5. Visitors

Visitors are welcome, but their presence can be a distraction to other employees. The presence of personal visitors may present safety and liability problems for the visitor, employees, and PHHC.

For these reasons your visitors should be seen in the reception area. Your supervisor must approve all tours of our facilities conducted for personal visitors. Please inform any visitor to check in at the front office. Refer any unauthorized person in the area to your supervisor.



Welcome to PHHC!