

A Watchful Eye Home Care Agency, LLC.

ORIENTATION

Orientation sessions are always scheduled through A Watchful Eye Home Care Agency, LLC.

SCOPE OF SERVICE: The Company assigns you to work with and in different areas and levels. Skilled providers and unskilled providers are assigned to do what they have the discipline to perform. All skilled providers will be required to work in their areas and will be assigned with clients to do dressing changes, intravenous lines, injections and other skilled services. Unskilled personnel are assigned to provide activities-of daily living which may include light house-keeping, personal laundry, toileting continence care, transfers, ambulation, companionship, medication prompts, feeding, bathing, dressing, independence training, cognitive impairment support, safety supervision if requested, meal preparation, Menu planning, errands, shopping, and transportation assistance. **No employee shall transport a client in their personal vehicle. If an employee chooses to do so they accept all responsible for any incidents that may occur in their vehicle.** All unskilled providers must report cases requiring skilled personnel to enable the office to correct the situation. No unskilled personnel may perform or be used to do skilled nursing.

TIME: All Employees are to use the LTSS system daily to record your work time with the client. Failure to use the system properly including missing clock ins or outs will result in delay of pay. You will be provided with the agency provider number to use to clock in and out. **Employees are not to use their personal cell phones to clock in or out. Please do not share your social security number with the client. It is your responsibility to clock in and out. It is illegal to have someone else perform this task for you and could result in immediate termination.** If you are a contractor and use a time slip print legibly and complete it correctly. Use blue or black ball- point pen. A different time slip must be used for each Client that you work with, during a pay period. Make sure that your time slip is signed by the client before leaving the facility/Home.

YOUR STATUS: You are a provider and are employed on an as needed basis; you are paid on a bi-weekly basis, through this office by client for services done.

WAGES AND HOURS: You will be assigned to variety of cases depending upon the work available, client requests and your preferences for there is neither guarantee of hours and or availability of work. Your wages are paid to you through this Agency by the clients and are set according to state laws. You may not change your hours without contacting the agency. You may not work privately or through another Agency/Facility for any client to whom you are



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assigned. You are responsible for keeping your own record for your wages and ensuring that you accurately clock in and out to receive accurate pay.

ATTIRE: Please dress appropriately in uniform with work badge. Wear appropriate shoes. No excessive jewelry. No tight or exposing clothing.

CRIMINAL BACKGROUND CHECK: It is the policy for the agency to conduct a criminal background on every applicant. Every applicant seeking employment must undergo a statewide background check before being considered for employment with the agency. Employees will be required to complete a training criminal history record information security awareness training before being hired.

REGULATIONS: It is your responsibility to provide A Watchful Eye Care Agency LLC. genuine proof of authorization to work, papers and other documentations needed for assignments. You are responsible to provide proof of Renewals before any expiration dates. Ex: CPR/First Aide, Nursing License, PPD, Work Authorization, Driver License etc. You are required to read this document and the rules and regulations provided to you and this manual. Failure to follow our policy may result in disciplinary action leading to dismissal.

LATENESS: It is a job requirement and professional courtesy to be prompt. Unexpected lateness places a burden on facilities, patients and your co-workers. If a situation arises and you believe you will be late for more than 10 minutes on an assignment, notify A Watchful Eye Care Agency LLC. immediately not the client. We will intercede on your behalf and inform the client of your anticipated time of arrival. A Watchful Eye Care Agency LLC. requires at least two-hour notice for lateness unless an emergency arises in which there was no way you could have known you would be late. We always want to extend the same courtesy to our co-workers that we want to receive in return.

CANCELLATIONS: A Watchful Eye Care Agency LLC. requires six hours notification prior to the start of your shift. You must call A Watchful Eye Care Agency LLC. and not the facility. Only commit yourself to what you believe you can do. Remember health care professional are a small community, it is your reputation too. Facilities and your co-workers do not forget individuals who cancel. If someone who already has an assignment is to pick up the slack or extra patient(s), they will not receive the level of care required.

LATENESS AND NO CALL NO SHOW: Arriving more than 10 minutes late at a facility for a schedule assignment without informing A Watchful Eye Care Agency will result in the subtraction of 2-4 hours from the hours work depending on the facilities' regulation. This rule also goes for you. If the facility cancelled your schedule assignment less than two hours, you will be compensated for two to four hours depending on that facilities' regulation.

