



Celestial Care
&
Celestial Caregivers, Inc.

Employee Handbook
Updated 1/25/2019

ATTACHMENTS

Payroll Information

Sample Time Sheet- Celestial

Time Slips for Celestial

Request for Vacation Time/ Time off (Form)

Employee Change of Address (Form)

Celestial- Plan of Care for Client

Incident Report- Client/ Employee

Change of Condition Report

CONGRATULATIONS & WELCOME STATEMENT

Welcome to Celestial Care or Celestial Caregivers (both entities referred throughout as "Celestial"). You have just become a vital member of our team. You were offered a position and we wish you great success in moving through our orientation and training program.

Celestial is a home care organization. Satisfaction of our clients is our top priority. You have an important role to fulfill in providing excellent nursing care and customer service in a caring, respectful and dignified manner.

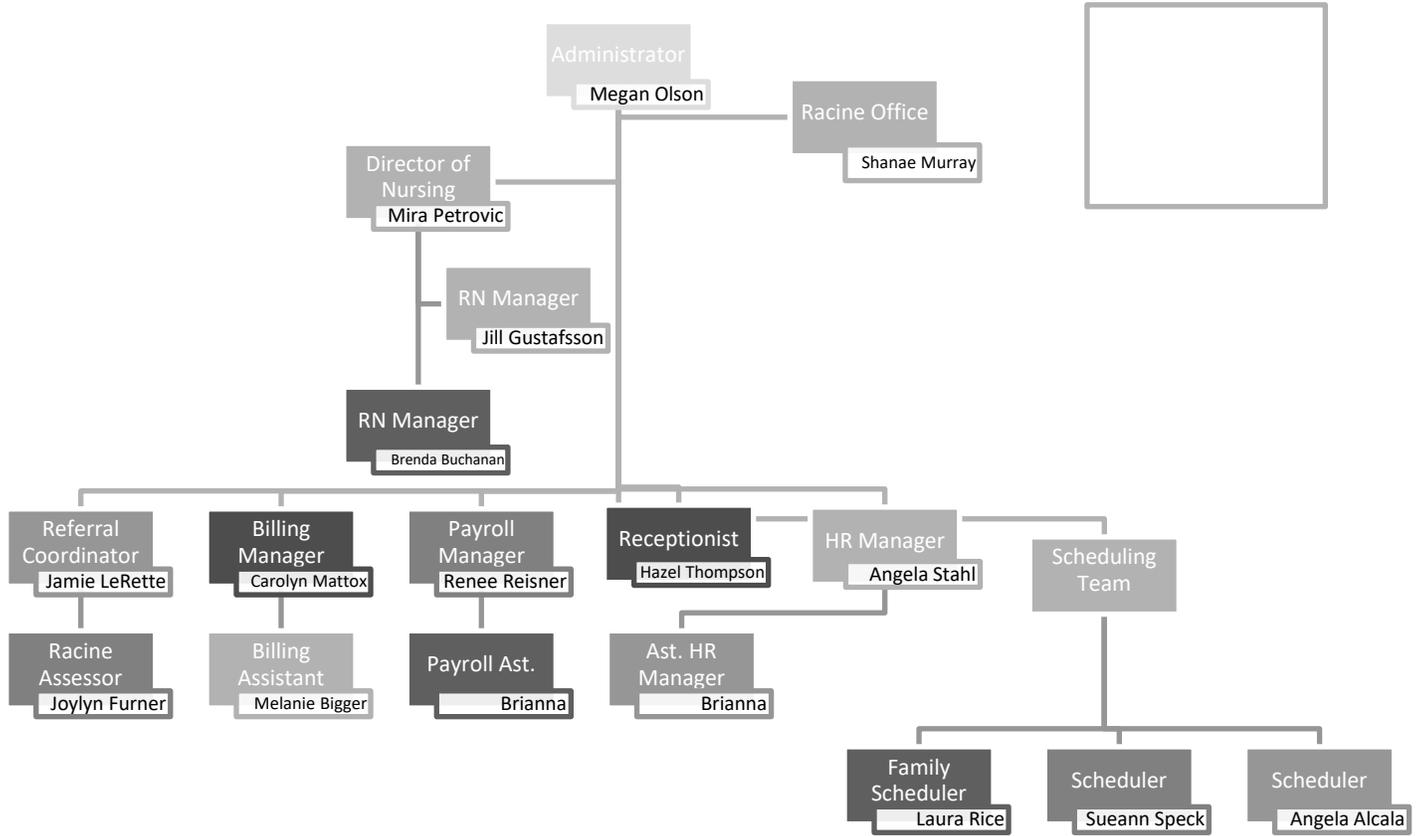
Welcome!

MISSION STATEMENT & HISTORY OF CELESTIAL

Celestial employees enjoy being of service to others in our chosen profession of caring for the sick and afflicted. We have a kind and compassionate nature and maintain a good attitude. We enjoy our profession and are hard working. We meet our daily challenges and strive to better ourselves by looking forward to obtaining more knowledge in our field of work.

Celestial was founded in 2001 by Linda Twelmeyer. She saw a need for a home care company to be focused on the emotional needs as well as physical needs of the individual. She founded this company on Christian values. To that end, Celestial is dedicated to serving all who come to our doors both caregivers and clients alike.

COMPANY ORGANIZATION STRUCTURE



All field employees report directly to the Scheduler.

PURPOSE OF EMPLOYEE ORIENTATION & HANDBOOK

This handbook identifies and outlines the benefits, opportunities and responsibilities you have as an employee of Celestial. As an employee of Celestial, you are responsible for knowing and following the rules set forth below. The information contained in this Employee Handbook does not create any expressed or implied contract, commitment or promise of any type by either the employee or Celestial, nor does it amend the right of either the employee or Celestial to end the employment relationship at any time, with or without cause, and with or without notice.

HUMAN RESOURCES SECTION

EQUAL OPPORTUNITY EMPLOYMENT

Celestial was founded based on a policy of non-discrimination against race, sex, age, color, creed, religion, national origin, veteran status, physical or mental disability, marital status, sexual orientation, arrest or conviction record, membership in the National Guard, State Defense Force or any reserve component of the military forces of the United States, use or non-use of lawful products during nonworking hours, or any other protected status as required by law. This policy applies to all employment decisions -- including but not limited to those relating to recruiting, hiring, wages, training, promotions, layoffs, termination, insurance, and social programs.

Our employment efforts have always been focused on skill, sincerity, desire to work, honesty, and ambition. Our Equal Opportunity Employment statement is:

Celestial is an equal opportunity employer and fully subscribes to the principles of Equal Employment Opportunity. It is the policy of this company to provide employment, compensation and other benefits related to employment based on qualifications, without regard to race, color, creed, religion, national origin, age, sex, veteran status, physical or mental disability, marital status, sexual orientation, or any other legally protected status. As an equal opportunity employer, Celestial complies fully with all federal and state laws relating to the employment discrimination, and the information requested on this application will not be used for any purpose prohibited by law. Disabled applicants may request needed accommodations from the Human Resources Department.

AT-WILL EMPLOYMENT

Employment with Celestial is on an "at-will" basis. This means that the employment relationship may be ended at the choice of either party, with or without notice, or with or without cause at any time.

PROBATIONARY EMPLOYMENT

All employees (including office personnel) are considered on a probationary period for the first 90 days of employment. The probationary period allows time for the newly-hired employee and Celestial to determine whether employment with Celestial is a right fit. Celestial reserves the right to terminate employment for any reason during and after this probationary period. Successful completion of the probationary period does not affect the at-will employment status and it does not imply or entitle any particular employment rights or guarantees, including continued employment with the Celestial.

CRIMINAL BACKGROUND CHECKS

Pre-employment background checks are conducted on all staff. Convictions are not an automatic bar to employment. However, failure to provide complete and accurate information, at the time of hire, relating to criminal convictions will result in immediate termination. All employees must notify Celestial within three (3) days of an arrest or conviction that occurs after the date of hire.

It is our policy that you, the caregiver, will notify the office as soon as possible, but no later than the person's next working day if any of the following occurs, per Wisconsin Department of Health Services 120.7:

- The employee has been convicted of any crime, or:
- The employee has been, or is being investigated for any other act, offense, or omission, including an investigation related to the abuse or neglect, or threat of abuse or neglect, to a child or other consumer/client or an investigation related to misappropriation of a consumer/client property, or:
- The employee has a governmental finding substantiated against them of abuse or neglect of a consumer/client or of misappropriation of a consumer's/client's property, or:
- The person has had been denied a license or had their license restricted or otherwise limited.

REQUIRED TRAINING & CREDENTIALS

Caregivers need to attend Celestial's orientation program and all in-services.

All employees need to fulfill annual in-service education requirements, which qualifies them to work in the home care field. If your in-service requirement is not met you will be placed on an administrative leave until you are able to make up the material.

SEXUAL HARASSMENT AND OTHER PROHIBITED HARASSMENT

Celestial does not condone nor will it tolerate sexual harassment or harassment based on any protected status by another employee, client, outside vendor, or other business contact. Sexual Harassment is a form of sex discrimination which is prohibited by Title VII of the Civil Rights Act of 1964. Celestial is firmly committed to compliance with this law.

Sexual harassment does not refer to the normal, friendly, and appropriate interaction of men and women in the workplace. It refers to deliberate or repeated unsolicited verbal comments, gestures, or physical contact based on gender which are unwelcome. Examples of the types of behavior which will be considered prohibited harassment, whether under the law or under Company policy include:

- Physically or mentally abusive behavior towards another
- Racial, ethnic, religious, or gender-based insults or slurs
- Unwelcome sexual advances or touching
- Requests for sexual favors as a condition of employment or affecting any personnel decision such as hiring, promotion, compensation or transfer
- Display of sexually explicit or otherwise offensive posters, calendars, materials or slogans
- Referring to another employee by any derogatory sexual, racial or ethnic term
- Making sexual gestures with hands or body movements
- Intentionally standing too close to or brushing up against another employee
- Inappropriately staring at another employee or touching his or her person or clothing
- Asking personal or offensive questions about another employee's sexual practices
- Repeatedly asking out an employee who has stated that he or she is not interested
- Using vulgar, obscene or offensive language
- Any form of stalking, including unwelcome repeated phone calls, emails or text messages
- Posting about another employee on a website, whether private or public, that violate this policy (because, for example, they are sexually or racially derogatory or inappropriate)

Any employee who engages in such harassment, as well as any employee who retaliates against another employee because the employee made a report of harassment, or because an employee participated in an investigation regarding a claim of harassment, is subject to immediate discipline, up to and including discharge.

If you believe you have been harassed, we suggest that if you feel comfortable doing so, you first speak to the person who has engaged in the inappropriate behavior and inform him/her that you do not like the conduct and wish it to cease. The offensive conduct may have been thoughtless or based on a mistaken belief that it was welcome. If the inappropriate behavior does not stop or you are uncomfortable speaking to the offender directly, then you should notify a member of management (your supervisor, manager, or human resources) as soon as possible. We cannot remedy the situation if we do not know that it exists.

Any employee who believes he or she has been subjected to harassment, prohibited discrimination, or retaliation should report the matter immediately to his or her supervisor, manager, human resources manager or an officer of the Company. Your complaint will be promptly investigated and will be kept confidential within the boundaries of the investigation and the law. It is the joint responsibility of management, supervisors, and all employees that these prohibited activities do not occur.

ACCESS TO PERSONNEL FILES

You may review the records in your personnel file up to two times per year as provided by state law. If you wish to review your personnel file, please contact the Human Resources Department to request an appointment.

EMPLOYEE REFERENCES & INQUIRES

Any inquiry concerning any present or former employee of the Company from another employer or any third-party should be immediately directed to the Human Resources Department. Employees cannot give any information or correspond to any request for a reference concerning any current or former employee of the Company. This policy applies not only to

employment references, but also to credit references, requests related to mortgage or loan applications, and any other information relating to current/former employees' employment at Celestial.

If you require income verification, any written verifications need to be requested at least 48 hours prior to the time when they are needed and should be directed to Human Resources. Any missed appointments, loss of benefits, etc. as a result of failing to comply with this policy are not the fault of Celestial.

RAISES

Eligible employees may be awarded an annual merit raise but the Company cannot guarantee them due to the availability of funding and the terms of our contracts. Raise awards are based on an employee's ability, skill, knowledge, past performance, work record and Celestial's funding (among other considerations).

CRITICAL SUCCESS FACTORS

In order to succeed at Celestial, the Company expects (at a minimum) that all employees will:

- Exhibit a positive attitude, including respect, friendliness and willingness to assist the client in completing job duties.
- Display personal initiative to complete work without constant supervision through reliable work attendance and by taking responsibility to address work related problems.
- Listen carefully to each client's needs and wants.
- Follow confidentiality requirements relating to personal health information
- Demonstrate skill in assessing an emergency.
- Take all appropriate safety precautions to minimize risk of injury to client, self and co-workers.
- Participate in continuing education to learn job tasks and responsibilities.
- Use a flexible attitude while working with residents.
- Promote social and emotional support as needed and according to the plan of care. These actions include but are not limited to prompt response to calls for assistance, sensitivity to client's needs for both privacy and socialization, encouragement and direct assistance to participate in activities, and appointment reminders.
- Have a working phone at all times and ensure that Celestial's home office has the correct number.
- Interact and communicate with the client and client's family in a manner that shows respect and promotes confidence in your ability to meet their expectations.
- Refer families or clients to call Celestial's home office when appropriate.
- Always treat the client with the upmost respect -- if the client becomes aggressive, refuses service, or has a change in their care giving schedule, the caregiver must notify the Celestial office immediately.
- Inform Celestial about any client changes, unusual events, suspicions of abuse, or condition/behavior that has changed promptly.

Failure to follow Celestial's Critical Success Factors will result in immediate discipline, up to and including termination.

RULES OF CONDUCT

As an employee, you represent Celestial in the client's home and in the facilities. By being polite, kind, and considerate with the clients, the public, and co-workers you derive more job satisfaction, and a pleasant environment is created for everyone.

You should remember that you are a guest in a client's home and are expected to act accordingly. To assure orderly operations and provide the best possible work environment, Celestial expects employees to follow rules of conduct that will protect the interests and safety of all employees and Celestial.

It is not possible to list all the forms of behavior that are considered unacceptable in the work place, but the following are examples of infractions of rules of conduct that may result in disciplinary action, including suspension or termination of employment. The following list is subject to change by Celestial management at any time and is by no means exhaustive:

1. Mistreatment or gross neglect of patients or employees.
2. Fighting, swearing, or abusive language while at work.
3. Falsifying timesheets.
4. Use of cell phones while at work.
5. Inappropriate use or abuse of computer systems, telephone communications, internet, electronic mail or voicemail.
6. Any harassing or discriminatory remarks/attitudes/behavior in any form toward clients or fellow employees.
7. Unsatisfactory work performance or service.
8. Inefficient performance of duties, incompetence or neglect of duties.

9. Damage, loss, or destruction Celestial, client's or other employee's property due to willful or careless acts. (If a caregiver breaks/damages client property caregiver is responsible to replace/pay for it.)
10. Theft or dishonesty.
11. Falsification of personnel records, including, but not limited to, timesheets.
12. Refusal to perform work as directed.
13. Insubordination.
14. Absence without proper notification to supervisor and/or unexcused absence.
15. Smoking in unauthorized areas.
16. Reporting to work under the influence of alcohol or drugs.
17. Use of alcohol or drugs during working time.
18. Purchasing alcohol or cigarettes for a client.
19. Bringing family, children or anyone else to your scheduled shift.

DISCIPLINARY PROCESS

Depending on the type of problem or rule infraction, your supervisor may begin corrective disciplinary action at any of the steps listed below:

1. Verbal Warning: Early stage counseling is often the first step of formal discipline. If a verbal warning does not correct the problem, further and more serious corrective action will be taken. Verbal warnings are documented and placed in the employee's personnel file.

2. Written Warning: This step of discipline will be used if a verbal warning is ineffective or the problem is of a nature that more serious discipline is initially appropriate.

3. Final Warning: Issued when previous counseling steps have failed or if the initial offense is serious enough that any further job performance or behavior issues will result in termination. The Company may suspend an employee without pay at this level if it feels that this is appropriate. An employee receiving a final warning is on probationary status and any further problems, even if unrelated, may result in immediate discharge.

4. Discharge: The final action taken when previous counseling has been ineffective or the employee's actions are so serious that immediate discharge is appropriate.

Celestial reserves the right to determine what level of discipline is invoked in response to violations of Company rules, performance or behavior problems. Nothing in this policy may be construed to mean that every employee is guaranteed progressive discipline prior to discharge. In every case, the severity of the situation will be judged by Company management to determine the appropriate level of discipline.

USE OF CELL PHONES AT WORK

Cell phones are not to be used at all while on the job. If Celestial discovers that you were texting or answering your phone while on the job your employment will be terminated immediately.

DRESS CODE

Celestial expects that employees will take pride in their appearance by coming to work clean and neat. Dress in scrubs with your name tag visible at all times (unless you care for a family, in which case street clothes are acceptable). Due to the nature of the services Celestial provides, strong perfumes, long nails, large jewelry, scarves and hats are unacceptable. Employees may wear modest jewelry (for earrings, only studs or small hoop earrings are allowed) and fingernails cannot exceed a 1/4 of an inch in length. Employees must always wear closed back shoes. Any questions regarding Celestial's dress code should be directed to the HR Manager.

POSSESSION OF WEAPONS AT WORK

Employees may not possess guns, knives, or other weapons on Company property or at a client's home, unless they are concealed and locked in an employee's personal vehicle.

SOCIAL MEDIA

When using social media -- including blogs, journals, and diaries and also including information or postings on social services including but not limited to Facebook, Twitter, Instagram, and LinkedIn -- you should consider the risks and rewards involved. Any conduct or posting on such a site that adversely affects your job performance or the performance of fellow Celestial employees, as well as conduct or postings that involve or adversely affect Celestial's clients, contacts, suppliers, and others

working on behalf of Celestial's legitimate business interests may result in disciplinary action, up to and including termination. Inappropriate remarks of a sort that would violate Celestial's Electronic Communications or Harassment Policy -- including but not limited to discriminatory remarks, harassment, and threats of violence or similarly inappropriate conduct -- will not be tolerated and may also lead to disciplinary action, up to and including termination.

We encourage you to treat current employees with fairness and courtesy, and to resolve workplace complaints or disputes through face-to-face communications. If you nevertheless do decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating, that involves or disparages the client's Celestial serves, or that might constitute harassment or bullying. Examples of such conduct could include offensive posts meant to intentionally harm someone's reputation or that could contribute to a hostile work environment by, for example, violating this handbook's policy against harassment. Your use of social media must also comply with all other Celestial policies, including those governing confidentiality and conflict of interest.

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Never post any information or rumors about Celestial, our employees or our clients that you know to be false.

Never represent yourself as a spokesperson for Celestial, and make clear in postings relating to Celestial that you are a Celestial employee and that your views do not represent that of the Company, its employees or its clients. It is best to include a disclaimer, such as "The postings on this site are my own and do not necessarily reflect the views of Celestial."

Do not speak to the media on Celestial's behalf, either in conjunction with your use of social media or otherwise, without contacting Celestial's administrator. All requests from media or interviews and/or information should be forwarded to Celestial's administrator.

DRUG AND ALCOHOL POLICY

Celestial is committed to providing and maintaining a safe and healthy environment. Celestial also has an obligation to clients to provide the highest quality of services. To the extent that drug or alcohol abuse threatens our ability to maintain such an environment or provide proper care for our clients, Celestial is committed to addressing such abuse in an appropriate and effective manner. This policy sets for the standards under which employees may be required to submit to drug and/or alcohol testing.

DEFINITION OF LEGAL AND ILLEGAL DRUGS

Legal drugs include legally obtained drugs, both prescribed and over-the-counter, which are being used for their prescribed or manufactured purpose. Illegal drugs include all controlled substances unlawfully obtained and prescription drugs not being used for their prescribed purposes.

DEFINITION OF "UNDER THE INFLUENCE" AND IMPAIRMENT

"Under the influence" shall be defined as an employee affected by the ingestion of any mind-altering drug (including prescription medication) in an observable and detectable manner that directly or indirectly impairs the employee's job performance, in the judgment of his or her supervisor. "Impairment" includes but is not limited to slurred speech, unsteady gait, significant mood change and impaired attention. Any illegal substance in an employee's system at the time of testing is considered to be "under the influence" no matter when the illegal substance was used and is considered a violation of this policy (i.e., some substances may remain in an employee's system for more than 30 days after use.)

GENERAL POLICY

Employees must report to work free of illegal drugs, intoxicants, alcohol, narcotics, or any other controlled substance which leads to drowsiness or have other side effects that pose a safety hazard unless prior approval has been obtained by Celestial. Employees may be disciplined, up to and including termination of employment, for possession, manufacture, distribution, dispensation, consumption, testing positive, being under the influence of, or use of any drugs, drug paraphernalia, intoxicants, alcohol, narcotics, or any other controlled substance, on or about Celestial property or while on Celestial business at any time.

TESTING

Celestial may require an employee to undergo a drug and/or alcohol test when Celestial has reasonable suspicion that the employee is in violation of this rule and policy and/or as part of a random testing program. The employee will be required to take the test immediately at the Celestial offices or will be referred to a specimen testing site where the employee will be required to provide a urine specimen for drug testing purposes. Positive test results will be reviewed by a physician and a telephone interview will be conducted with the test donor to determine if anything other than illegal drug use caused the specimen to be positive. Immediate termination will follow if an employee's test results are positive. Refusal to cooperate in this program, including attempts to adulterate or substitute a specimen, may result in discipline, up to and including termination.

RESPONSIBILITY

Employees must notify Celestial within three (3) days of any criminal drug statute conviction for a violation occurring in the workplace. Within thirty (30) days of being notified of an employee's criminal drug statute conviction occurring in the workplace, and depending on the seriousness of the offense, Celestial will, at its discretion, take potential disciplinary action and/or refer the employee to a drug or alcohol counseling rehabilitation program, at the employee's expense.

USE OF CELESTIAL EQUIPMENT & CLIENT SUPPLIES

Celestial is committed to providing its employees sufficient equipment and supplies for all staff to perform the required work volume with optimal accuracy, precision, efficiency, timeliness, and safety.

Equipment and supplies are essential in accomplishing job duties, and it is often expensive and may be difficult to replace particular equipment. When using Celestial's property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

You must notify your supervisor if any equipment, supplies, machines or tools appear to be damaged, defective or in need of repair. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Your supervisor can answer any questions about maintenance and care of equipment used on the job. The improper, careless, negligent, destructive or unsafe use or operation of equipment/supplies can result in disciplinary action, up to and including termination of employment.

Any items received by a client need to be returned on the last day you work with a client (i.e. keys). If you do not return the items that belong to the client, you will be responsible to pay for the missing items that you have not returned.

Additionally, you must return all Celestial property to Celestial's office upon termination, including but not limited to:

- Name badge
- Consumer care plans
- Completed timesheets
- Blank timesheets

SCHEDULING POLICIES

SCHEDULING

The scheduling of a shift is done by the Schedulers in Celestial's office. You must communicate with the Schedulers if you need a change in your schedule, or your client requests the change in their schedule.

Calling in your availability weekly is essential to getting scheduled and maintaining your status on Celestial's active list of employees. If you do not promptly respond to a call or text scheduling you for work, absent emergency situations, it will be considered a voluntary quit of your employment with Celestial.

LATE ARRIVALS

If you are going to be more than 10 minutes late for a shift, you must call the office and report your anticipated arrival time. If you are late to six shifts during any 12-month period, your employment will be terminated.

NO CALL/NO SHOW

For purposes of this handbook, a "No Call/No Show" is defined as:

1. Failing to report to a shift and not calling Celestial's office at least 12 hours ahead of the shift to inform the office of the issue. Texting or leaving a voice message is not considered sufficient notice -- you must speak with someone on the phone.
2. Leaving early from your assigned shift without notice to the client and to Celestial's office.
3. If involved in a last-minute emergency situation, not calling and notifying the office immediately.
4. Abandonment of shift without management approval or without a visual confirmation that your replacement has arrived.

If you commit a No Call/No Show, as defined above, you will be deemed to have voluntarily quit your employment at Celestial.

EARLY DEPARTURES

If a client tells you to leave early, your work is done, or they don't let you in you must first contact Celestial's office before leaving the premises. You must always call the office before leaving, if you do not, it may constitute client neglect, and will result in discipline, up to and including termination.

REQUESTING TIME OFF

Employees may request time off through Celestial's ____ by submitting a Vacation Request Form. You can pick up a Vacation Request form in the office by the time slips. All requests for vacation must be received by the office two weeks prior to your requested vacation for them to be approved. Celestial retains the right to deny any employee's vacation request (regardless the timing of submission) due to its scheduling needs or other business demands.

REQUESTING REMOVAL FROM A CLIENT

Employees requesting removal from a client need to notify the office two weeks prior to the end date of their assignment. Celestial typically will only accept reasons related to travel if you must travel more than 25 miles one way to get to an assignment. If you request to be removed from a particular client, be advised you have requested a voluntary reduction in the hours you are working. For Wisconsin Unemployment Insurance purposes, a reduction in hours may be considered a quit by the Wisconsin Unemployment Compensation Division.

COMMUNICATION POLICY

Effective communication is key for a successful work environment. Incidents need to be reported to the office the SAME day of the incident, call us from your shift. (ie. fall, breathing difficulties...). If you have a concern about a client, do not wait, **call the office immediately**.

TEXTING

Texting during work hours is only permitted when you are responding to a text message from Celestial. Never text requesting off of a shift or to report a late arrival – you must call Celestial's office.

REMOVED FROM A CLIENT

Celestial reserves the right to remove a caregiver from a particular client for any reason deemed necessary.

MILITARY DUTY

If you are a member of the National Guard, Armed Forces Reserve, or Civil Air Patrol, and are required to participate in an annual two-week training period or are ordered to duty, you will be allowed unpaid time off for this purpose. Employees will be required to supply a copy of the military orders to verify the type and duration of leave.

JURY DUTY

If you are called upon to serve on a jury or subpoenaed to appear in court (excluding personal proceedings such as divorce hearings or traffic violations), your supervisor or manager should be notified immediately and given a copy of the summons or subpoena. This is a civic obligation, and Celestial supports employees in their responsibility to serve as jurors.

INSUBORDINATION

Insubordination will not be tolerated at any time while conducting company business. Insubordination includes but is not limited to; criticizing or challenging a superior's orders, interfering with management, showing disrespect toward a supervisor, using threats, coercion, physical violence, abusive language, or ignoring instructions. Incidents of insubordination will warrant disciplinary action, leading up to termination.

GRIEVANCES AND COMPLAINTS

Written incident reports, your written grievances /complaints must be submitted in a timely manner to the office Administrator. They're will be handled and investigated by Celestial on a case-by-case basis.

PROFESSIONAL COMMUNICATION WITH A CLIENT

Do not share personal information with the client, or issues that are to be addressed to the office. Refer to the Complaints Policy above. Your client should not have your cell phone number unless requested. They should not call you with concerns or time changes but should contact the office. If you have been removed from a client or stopped working for a client - It is against company policy for you to have any further contact with the client. Contact the office if you would like more hours, not the client or the case management agency. Boundaries are to be respected at all times. You are there as a professional and professionalism is expected in all communications with the client.

SEVERE WEATHER EMERGENCIES

In severe weather emergencies, employees have the following options:

- Attempt to service the clients; or
- Work out an arrangement with your Home Care Coordinator to make up the hours after notifying Celestial of your inability to report to duty. Please note work missed due to weather, must be "made up"/rescheduled in the same calendar week, and not all shifts may be possible to reschedule due to client needs.

You must report to Celestial, as soon as reasonably possible, if you will not be able to service a client due to a weather emergency.

BREAKS/LUNCH

A fifteen-minute, paid break is allowed if you work six continuous hours on a day. Meal breaks are not paid unless you stay at clients. Should you leave your workplace, you must document the time you left and returned. Certain clients are not to be left unattended and would require the caregiver to bring a packed lunch.

SLEEPING ON SHIFTS

No one is allowed to sleep on shift unless specified by the office. No employee should conduct themselves in any manner that could be mistaken for sleeping. Examples: eyes closed, head down on table, laying down on household furniture, or floor, etc. Any employee witnessed or reported doing such actions will receive discipline, up to and including possible termination.

BED BUGS

If you take a shift where you are aware of a bug infestation, please be aware you are entering that home at your own risk and should take proper precautions. If you wish to be removed from that shift, please be aware that is your right. Our company will not pay to have your home sprayed, cleaned or anything along the lines of removing pests.

INSERVICES AND CHECKS

You are required, by the State, to attend In-services and we have twelve hours allocated yearly for training. If you miss any trainings, your direct deposit check will be changed to paper check for pick up, until the In-service is completed.

FOLLOWING YOUR SCHEDULE

You are **not** allowed to work past your scheduled shift, if you do you have permission to stay – **YOU DO NOT STAY!** We cannot bill for services that are not scheduled. If you going to work past your shift, call the office immediately to get permission to stay.

PAYCHECKS & THE PAYROLL PROCESS

Accurately recording time worked is the responsibility of every employee. Timesheets are an official business record/document. It is the employees' responsibility to sign their timesheets to certify the accuracy of all time recorded. The consumer will also sign the timesheet to verify accuracy.

Do NOT ever ask a consumer to sign a blank timesheet or to sign timesheets in advance of services performed. Doing so is a violation of Celestial's timekeeping policy and will result in discipline, up to and including termination.

Guidelines for Timesheet Completion

Client Name –Print the first and last name of your client – it should be on the plan of care or the printed schedule. (And you can always ask your client how to spell their name.) Do not combine multiple clients on the same timeslip. If you have three clients per week, you need to turn in three separate timeslips.

Caregiver Name –Print your first and last name.

Dates –Please do not leave the dates of service blank. Also, **do not combine multiple weeks on one timeslip.**

Time In / Time Out – Put down your start and end times. Use hours and minutes. Remember to circle if the time is AM or PM. (Note: Noon = 12:00PM. Midnight = 12:00AM.) **Do NOT go over your scheduled hours without prior approval.**

Mark Your Services -- Don't forget to mark the services that you provided to your client during each visit. Use the care plan as a guide on what services should be checked. Take the last five minutes of each visit for documentation purposes -- don't rely on your memory or wait until the end of the week!

Client Signature – **Have the client sign the timeslip on your last visit**, even if you're scheduled for multiple visits during the week. (They should also initial each visit.) If the client is physically unable to sign (or refuses to sign), speak to a scheduler. **TIMESLIPS MISSING CLIENT SIGNATURES WILL BE REJECTED.**

Employee Signature – Don't forget to sign your timeslips! **TIMESLIPS MISSING CAREGIVER SIGNATURES WILL BE REJECTED. DO NOT WRITE OVER (OR WHITE OUT) ANY DATA. Only cross-outs are allowed.** If necessary, start another timeslip. **You may not change your time on your timeslip after the client has signed it.**

Do NOT leave your timeslip at the client's house -- keep it with you until you're finished with that client for the week.

Special Instructions for Overnight Clients: The day begins and ends at 12 AM. So, if you work from 9PM on one day until 9AM on the next, you need to mark your timeslip as 9PM to 12AM on the first day, and 12AM to 9AM on the next. If your shift starts on Saturday and crosses into Sunday, please start a new slip at midnight.

TIMESLIPS ARE DUE IN THE OFFICE BY 5PM on SUNDAY FOLLOWING THE WEEK YOU WORKED. Any late time slips received will not be paid-out until the following week. All timeslips are due weekly, and there will be no processing of timeslips after 30 days of service.

Drop them off at the Milwaukee office from 8AM-4PM, Racine office is open Mon, Wed, and Fri from 10AM-2PM.

Mailing your time sheets is acceptable if you mail to the Milwaukee office.

Or you can fax your timesheets to 414-231-9027, for both Racine and Milwaukee employees. Calling to confirm your fax was received is required. Again, they are due Sunday at 5PM.

You can also email your time sheets to payroll@celestialcareinc.com.

The work week runs from Sunday through Saturday. Time slips are to be completed daily. Employees should use a separate slip for each client. It is your responsibility to make sure time slips are filled out correctly and signed by the client.

Payday is every Friday, unless otherwise informed due to a holiday. Checks can be picked up at the office from 8:00AM until 4:00PM. All remaining checks will be mailed Friday evening. If you wish, you may also send another individual to pick-up your paycheck, but you must notify the office beforehand and they must show proper identification to receive the check on your behalf.

FEES FOR STOP PAYMENTS: **\$35 for a change in your direct deposit.**
 \$50 for a stop payment on a check.

MISCELLANEOUS PAYROLL INFORMATION

If you need to change the number of exemptions that you are claiming, please fill out a new W-2 form which can be obtained from Payroll. Orientation at a job may require an earlier start time, which will be paid for by Celestial.

Wage garnishments are court ordered deductions taken from your paycheck to provide payments for your outstanding debts. You do not have to authorize garnishment deductions. If there is a garnishment against your income, please feel free to contact Payroll to obtain more information on the source and status of the garnishment.

We do not pay overtime for any individual whose duties require that he or she resides or sleeps at the place of his or her employment or who otherwise spends a substantial amount of time on call and not engaged in the performance of active duties. The duties must require that the worker sleeps or resides on the premises and to perform duties as part of the job. If you want to know if you are eligible for over-time call your scheduler.

Do not work while your client is in the hospital. Do not write on your time sheet that you worked while your client was in the hospital. CALL YOUR SCHEDULER!

HOLIDAY PAY

If you are offered a shift or scheduled to work on any of the holidays listed below, please make sure to confirm whether or not you will be receiving holiday pay (which is 1-1/2 times your pay rate).

Holiday pay is provided for shifts on:

New Year's Eve (PM Shifts)	New Year's Day (AM & PM Shifts)
Memorial Day (AM & PM Shifts)	Labor Day (AM & PM Shifts)
Independence Day (AM & PM Shifts)	Christmas Eve (PM shifts)
Thanksgiving Day (AM & PM Shifts)	
Christmas Day (AM & PM Shifts)	

POLICY ON PAY STUB COPIES

Pay stubs are given at the time the check is given. The company pays once to give the employee this paperwork. Any additional copies of paystubs which are requested must:

- 1) Be requested 48 hours in advance to the office, in writing.
- 2) Cost the person requesting the \$1/page
- 3) The cost of requested copies will be paid to the office in cash.

FRAUD

If you are accused of fraud, we will conduct an investigation and place employment on inactive while following the State of Wisconsin's guidelines and report as part of our organizations protocol.

Fraud, Waste & Abuse (FWA)

Fraud means an intentional deception or misrepresentation that the individual or entity knows to be false or does not believe to be true, and that the individual or entity makes, knowing that the deception could result in some unauthorized benefit to himself/herself or to some other person or entity.

Waste is the over utilization of services and/or inefficient use of resources resulting in unnecessary costs. Waste is generally not considered to be caused by criminally negligent actions but rather a misuse of resources.

Abuse includes actions that may result in: unnecessary costs to programs, improper payment, payment for services that fail to meet professionally recognized standards of care, services that are medically unnecessary, provider practices that are inconsistent with sound fiscal, business or medical practices and result in unnecessary costs in reimbursement. Abuse also involved payment for items or services when there is no legal entitlement to that payment and the provider has not knowingly and/or intentionally misrepresented facts to obtain payment; and includes member practices that result in unnecessary costs to the programs.

Some examples of potential FWA violations:

- Falsifying/altering claims
- Incorrect coding
- Double billing
- Billing for services not provided
- Kickback/Stark Violations

- Member eligibility fraud/residency
- Fraudulent enrollment practices
- Misrepresentation of medical condition
- Billing for services not furnished or drugs not provided
- Billing expired drugs
- Dispensing without a prescription
- Billing for brand when generics are dispensed
- Altering scripts or data to obtain a higher payment amount
- Loaning Forward Health Card to others to obtain benefits

NEGLECT

STATE OF WI ADMINISTRATIVE CODE

Neglect means an intentional omission or intentional course of conduct by a caregiver or a nonclient resident, including but not limited to restraint, isolation or confinement, that is contrary to the entity's policies and procedures, is not part of the client's treatment plan and, through substantial carelessness or negligence, does any of the following:

- a) Causes or could reasonably be expected to cause pain or injury to a client or the death of a client.
- b) Substantially disregards a client's rights under either chapter 50 or 51, Stats., or a caregiver's duties and obligations to a client.
- c) Causes or could reasonably be expected to cause mental or emotional damage to a client, including harm to the client's psychological or intellectual functioning that is exhibited by anxiety, depression, withdrawal, regression, outward aggressive behavior, agitation, fear of harm or death, or a combination of these behaviors.

This paragraph does not apply to permissible restraint, isolation or confinement implemented by order of a court or as permitted by statute

NEGLECT is the intentional carelessness, negligence, or disregard of policy, or care plan, which causes, or could be reasonably expected to cause pain, injury, or death.

The major difference between abuse and neglect is that in a case of abuse, harm was intended; in neglect the caregiver does not intend to harm the client.

INCIDENT REPORTING

An incident is anything that is not consistent with the daily care of the patient.

An incident is also any event that has the potential to cause harm to the patient.

Examples of Incidents –

- Falls
- Injuries of any types
- Missed doses or refusal of a patient to take medications
- Patient taking the wrong medication or adverse reaction to the medication
- Repeated refusal of a patient to complete daily cares such as baths, eating etc.
- Any complaints of abuse physical, emotional or sexual abuse by the patient
- Complaints by the patient of the care they receive from caregivers
- Anything unusual that has the potential for harm

WHEN IN DOUBT CONTACT CELESTIAL IMMEDIATELY!

When to Report an Incident –

All incidents must be reported as soon as possible, no later than the end of your shift. If there is a fall or injury it must be reported immediately to the office, first by phone during or after your shift, then the form filled out and turned in.

What information should you have available?

- Note all details
- Exact time of the incident
- Details of what lead up to the incident
- In the case of falls or injuries not what the area looked like, was the floor wet, did the patient lose balance, was there an equipment malfunction
- If there is an injury be prepared to give details, size of the injury, where the injury is located, was there blood etc.
- **REPORTING ALL INCIDENCES ON PAPER FORM IS MANDATORY, WITHIN 24 HOURS.**

CARE PLANS FOR CLIENTS

You will receive a care plan for each of your clients. When you are done with any client, their care plan **MUST** be returned to the office immediately.

HOME CARE PROCESS

Information in the client's Home

For a majority of Celestial's clients there will be a folder in the home containing important information, such as:

- Care plan detailing shift responsibilities
- Emergency phone numbers
- Office contact information
- Extra timesheets

SAFETY

It is the responsibility of all employees to use standard precautions while performing cares. Employees must always wear appropriate footwear, such as rubber soled tennis shoes (no open toed shoes or high heeled shoes) when on duty, wear disposable gloves when providing personal cares, and use gait belts and other safety equipment as needed and directed to maintain their own safety as well as the client's.

A maxim of two boxes of gloves will be provided to an employee each month, if he/she is required to provide personal cares.

If required gait belts will be provided for cares to a client, only one will be provided to the caregiver. If you lose the gait belt you will be charged \$20 to replace the item.

Employees must also support the rules and regulations designed for accident prevention in accordance with the Federal Occupational Safety and Health Act (OSHA) and Hazard Materials Communications Program. Safety consciousness is everyone's' responsibility and will assure each employee a safe working environment.

- Where safety equipment is required and provided, it must be used.
- Aisles, pathways, and exits must be kept clear at all times.
- Operate only the equipment that you have been trained on and are directed to use.
- Whenever adjusting or repairing a piece of equipment, turn it off.
- When lifting materials, be careful and lift in a safe manner. Always lift equipment, etc., using your leg muscles, not your back muscles.
- Pay attention to warning signs and tags such as "do not operate" or other instructions that are intended to protect you.
- Employees who have the potential of exposure to blood-borne pathogens as a result of the job duties will be trained on the necessary precautions to avoid exposure. Protective equipment is available in all areas where there may be risk of contamination.

BACK SAFETY

Your back is a sophisticated piece of machinery made up of numerous muscles, bones, nerves, and supporting tissue.

While lifting:

- Don't bend over an object you are lifting. Bend your knees, squatting in front of the object to reach it.
- Lift the object slowly and carefully, using your leg and arm muscles to lift, not pulling with your back.
- Keep your head up and look straight ahead while lifting.
- While lifting, keep the object as close to your body as possible.
- Keep abdominal muscles tight while making the lift.
- Use the same techniques when you are putting an object down.
- If the object is too heavy to lift do not lift.

Exercise plays an important role in keeping your back strong and flexible. A properly exercised back is less likely to be injured.

JOB DUTIES

Personal Care

See Attachment page 28

Supportive Care

See Attachment page 29

TRANSPORTATION

It is the responsibility of the caregiver to have a well-maintained vehicle. A valid driver's license is imperative along with auto insurance to transport a client. A driving record will also be required from the Dept. of Transportation to become a transporter. In order to become a transporter, you have to fill out a release form for us to have access to your driving history. You also have to let our HR Manager review your vehicle. You must have a valid driver's license and car insurance. Even if just one item is missing from this list you cannot transport a client. Once you are an approved driver you will receive a phone call and letter giving you permission to drive the client. **IF YOU DRIVE THE CLIENT AND DO NOT HAVE PERMISSION FROM THE OFFICE IT WILL NOT FALL UNDER OUR INSURANCE BUT WILL BE YOUR RESPONSIBILITY, AND ANY FEES (INCLUDING LEGAL) ASSOCIATED WITH THE TRANSPORTATION WILL ALSO BE YOUR SOLE RESPONSIBILITY.**

A PCW/Caregiver should not feel pressured to take a client out if they are not comfortable doing so. Clients being transported in employee's cars need to be able to get in to the car and seat belts need to be secured. The client's equipment needs to be stored securely in the car (wheelchair, oxygen etc.). The caregiver is to stay with the client at all times. Never leave the client alone in the car.

Mileage will only be paid if the trip was pre-arranged through a member of management. Requests for travel reimbursement must be submitted in writing two weeks prior to proposed arrangement. Transportation to doctor's visits will follow the same guidelines. When approved the mileage will only be paid from clients pick up location to approved destination and back to drop off location. **Caregivers need to report back to the office at the end of the shift that the client has arrived back to their home in safety. If running late due to traffic, please wait to report to the office until you are parked and safe from traffic.**

SHOPPING FOR CLIENTS

- No caregiver is to use the client's credit cards or check/debit card.
- Shopping should happen only ONE time per week, quick runs to the store for alcohol or cigarettes are not appropriate.
- Only cash, grocery gift cards or quest cards are allowed to be used for food/grocery shopping.

All receipts from shopping are to be put in a folder that is in the client's home that is divided into quarterly sections. All receipts must be accounted for!

CONTRACTED PARTNERS

My Choice Family Care
Community Care
Iris, Inc.
Care Wisconsin
John Hancock
Homelink
Molina
ICARE
MHS
Network Health

Community Care's Mission & Vision Statement

Community Care demonstrates and manages innovative, flexible, community-based programs to care for at-risk adults in order to optimize their quality of life and optimize the allocation of community resources.

Community Care, Inc. will be nationally recognized for extraordinary, innovative and effective community based long term care and health services.

Community Care's Standard of Conduct

- Employees are expected to fulfill Community Care's values of remaining client-focused and ensuring that the rights of each program member and client are protected; providing high quality and cost-effective care; demonstrating respect for the disabled and frail elderly; promoting trust with members, clients, employees and contractors through honest and fairness in work.
- Employees are expected to comply with all laws, regulations and policies that govern the programs and services provided.
- Employees are expected to protect program member confidentiality and keeping other agency information confidential and not release information without proper authorization.
- Employees are expected to make Community Care a safe work place by observing safety policies and practicing safe work habits, including proper use of equipment and supplies.

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- Employees are expected to act in good faith and observe the highest moral and ethical standards in any situation where they represent Community Care.
- Employees are expected to not use their employment or information obtained as an employee for personal gain.
- Employees are expected to communicate and report any instance of wrongdoing which is contrary to these standards of conduct.

Community Care's Member Rights

- Members have the right to be treated with dignity, respect and fairness at all times.
- Members have the right to get full information about services covered and costs related to enrollment in Community Care.
- Members have the right to have access to medical services, including timely access to emergency service care when and where they have the need without Community Care approval.
- Members have several rights in regard to their health care providers, including the right:
 - To choose a primary care physician that works within the PACE program and to choose from our network of specialists;
 - To request a qualified specialist for women's health services for preventive or routine care;
 - To have timely access to their primary care providers and referrals to medical specialists when medically necessary;
 - To be told of any continuing treatments, the name of the provider and time and place of the appointment.
- Members have the right to fully participate in decisions about their health and to make informed choices, including the right:
 - To be fully informed of their health status;
 - To have treatment choices explained;
 - To be told about any medical risks
 - To be given notice of any transfer to another treatment setting and the reason
 - To be informed about any medications prescribed and their possible side effects;
 - To disenroll from the program at any time.
- Members have the right to privacy and confidentiality of their medical records and personal information, including the right:
 - To communicate with any member of their interdisciplinary care team or other health care providers in privacy and to have their confidentiality protected;
 - To review, copy and change their own medical records or personal information;
 - To request limits on how we use and share their personal information;
 - To request a listing of ways we have shared their personal information.
- Members have the right to information and assistance, including the right:
 - To have someone help them if they have a language or communication barrier so they can understand all information given to them;
 - To receive qualified interpreter services at no cost to the members. (Members have the right to not have to rely on their children, other relatives or friends as interpreters.)
- Members have the right to file grievances and appeals, including the right:
 - To a full explanation of the grievance and appeals processes;
 - To have access to a fair and timely process for solving differences between them and Community Care;
 - To be encouraged to voice grievances about the services they receive to Community Care staff or outside representatives without any interference or chance of punishment;
 - To appeal any treatment decision by Community Care staff or other health care providers including involuntary disenrollment.

Members have the right to file a grievance if they feel that any of their rights have been violated.

Safety & Security

Important Phone Numbers I Need to Know

- 911,
- your supervisor's telephone number 414-395-4286.

How Do I Protect My Personal Safety?

- Be aware of your surroundings.
- Let staff know where you are going when leaving a Community Care site.
- Call the center when you get to your location.
- If possible, carry a cell phone and use it.
- Report any unsafe environment as soon as possible to your immediate supervisor or security.
- Come and go with groups of people or ask for a security escort.
- Park in a well-lit lot or under a street light.

- h. Always lock your vehicle.
- i. Never leave valuables in your vehicle or in plain sight.
- j. Never carry a lot of money or valuables while working or traveling to a member's home.
- k. If someone wants your purse or vehicle, give it to him or her. Your life is more valuable than personal property.

What fire safety tips do I need to know?

- a. Stay calm, our members take their cues from us.
- b. Know the evacuation routes and location of fire alarms for your specific site and area.
- c. Never block exits.
- d. Help in the evacuation of members from the building or move to areas of rescue.
- e. Never use the elevator in case of a fire; use the stairs.
- f. Know the location of the fire extinguishers or fire hoses and be familiar about how they work.

What do I do if there is an announcement to evacuate the building I am working in?

All employees have the responsibility to assist Community Care members in the event of an emergency. The Evacuation Plan will be activated when member safety is threatened by an emergency. Evacuation is the removal of all persons from an area of danger to a safe location. The evacuation may be from an unsafe area to a safe area within the center or may require exiting the building.

What do I do if I find a chemical spill or have an encounter with a hazardous material?

- a. Evaluate
- b. Contact maintenance or housekeeping
- c. Evacuate area as needed

What do I do if there is a bomb threat at a Community Care site?

- a. Keep the caller on the line as long as possible by asking the caller to repeat the message or speak louder. Do not interrupt.
- b. Attempt to write down every word spoken by the caller. If available, use the Bomb Threat form.
- c. Pay special attention to any strange, unusual or peculiar background noises (motor running, background music, bells, whistles, etc.)
- d. Note the voice (male or female) and any accents or speech impediments.
- e. If the caller does not provide the location or detonation time of the bomb, ask.
- f. Note if the caller is familiar with the facility by the description of the location.
- g. After the call, immediately notify the Police and the Site Administrative Staff.
- h. Meet Police and Fire Departments at the front door. They will assume control upon arrival.
- i. Police will conduct a search and may require an evacuation.
- j. Evacuate building if needed; announce "Evacuate the Building."

What do I need to know about the disposal of hazardous materials?

- a. A hazardous material cannot go into the normal trash.
- b. Hazardous material requires special handling, special packaging or a separately licensed waste hauler to remove it. Examples are needle boxes, blood and body fluids on bandages, personal care razors, mercury, chemotherapy drugs, old light bulbs, and light ballasts.
- c. All needles and sharps, such as disposable razors, will be discarded in needle disposal boxes found throughout the clinic mounted on walls. Home care staff carry needle disposal boxes and members using needles in the home have needle disposal boxes for their use, which are returned to Community Care for disposal. Any blood or body fluid spills or wound dressings will be disposed of in a red bag in the red biohazard containers in the clinic.
- d. When in doubt, call for help!

What do I need to do if I find a member's equipment is unsafe?

- a. Do not use; tag or shut off
- b. Report the problem immediately to the office.

How do I report an incident for either myself or a member?

The first step is to notify your supervisor. Your supervisor will help you determine what action should be taken to evaluate the situation and whether to involve a health care provider, if needed. Your supervisor will also guide you on whether an incident report should be completed.

What do I do if I think a member or client has an ethical issue affecting their care?

The first step is to contact your supervisor to discuss the matter and determine whether the circumstances involve an ethical dilemma or if it is a matter the interdisciplinary team can handle as a part of case management. If you remain concerned about the situation, you can contact the Chair of Community Care's Ethics Committee or the Director of Quality Improvement.

REFERRAL PROCESS

If you are interested in bringing on a client or would like to find out if they qualify for care please speak with the Administrator, Megan Olson.

PERSONAL CARE JOB DUTIES

PERSONAL CARE WORKER DUTIES INCLUDE:

Grooming

- Comb and style hair
- Apply makeup
- Oral hygiene/denture care
- Clean eyeglasses and or hearing aids and apply
- Shaving face and/or other body parts
- Cut, file nails, and feet if not diabetic, DON'T TOUCH THEIR FEET IF THE CLIENT HAS DIABETIES!

Dressing

- Undergarments
- Upper body
- Lower body
- Shoes or slippers
- Teds
- MAKE SURE TO DRESS FOR THE WEATHER!

Bathing

- Tub bath or shower
- Sponge bath or partial bed bath
- Full bed bath
- Shampoo hair & condition hair (less frequently if the client is African – American – you do not want to dry out their skin)
- Dry off completely
- Apply lotion after shower

Toileting

- Assist to commode or to bathroom, stay close to assist if needed
- Empty commode or flush toilet
- Assist with ensuring clean depends or pads are worn

Feeding

- Assist with cutting up food and feeding

Medication Reminders

- Daily in the morning and in the evening if required

Transferring Client

- Hoyer lift
- Sit to stand
- Pivot transfers

SUPPORTIVE HOME CARE DUTIES

SUPPORTIVE HOME CARE CLEANING DUTIES INCLUDE:

Living Area

- Dust
- Vacuum
- Organize

Bathroom

- Clean tub/sink
- Clean toilet/floor
- Mop floor
- Clean mirrors and counters

Bedroom

- Dust/Vacuum
- Change linens
- Pick up clothes off the ground
- Place clean clothes in drawers

Kitchen

- Wipe stove top/counters/sink
- Sweep
- Mop Floor
- Clean refrigerator/microwave
- Wash, dry and put away dishes
- Empty garbage

Laundry

- If doing the laundry start the wash right away, make sure that you have ample time to make sure the laundry dries

Grocery Shopping

- Obtain list of groceries from client along with a payment for groceries
- Be sure to return funds along with a receipt and chart on your time card

IF YOU ARE ASKED TO PERFORM A DUTY NOT MENTIONED ABOVE, PLEASE REPORT TO YOUR SCHEDULER.

WASHING YOUR HANDS

Washing your hands for a total of 20-30 seconds is required.



1. Wet hands



2. Use liquid soap



3. Lather, rub and count to 15



4. Rinse



5. Towel or air dry hands



6. Turn off taps with towel or your sleeve

USE OF PERSONAL VEHICLE

It is the responsibility of the caregiver to have a well-maintained vehicle. A valid driver's license is imperative along with auto insurance to transport a client. Celestial will obtain an employee's driving record from the Department of Transportation for all employees.

As an employee you should not feel pressured to take a client out in your vehicle. Client's being transported in an employee's car need to be able to get in to the car and seat belts need to be secured. If the client does not fit or if the seat belt does not fit you cannot transport the client.

If the client has equipment that you have to transport as well, be sure that the equipment is stored in a secure position.
NEVER LEAVE A CLIENT ALONE IN A VEHICLE.

PROCEDURE:

The purpose of this document is to ensure that all employees who use their personal vehicles for agency business purposed have a current driver's license, proof of insurance, and travel in a safe, courteous manner.

1. Celestial requires all field employees who use personal vehicles for company business purposes to have a current regular or probationary driver's license in accordance with the State of Wisconsin Department of Motor Vehicle regulations.
2. Celestial requires all employees who use personal vehicles for company business purposes to maintain proof of liability insurance in their vehicles as is required by State law. If the employee's insurance policy lapses or is discontinued for whatever reason, it is the employee's responsibility to notify Celestial immediately.
3. Celestial requires the use of seat belts as a safety measure to prevent personal injury in the event of an accident. The company also expects its employees to lock their vehicles when unattended and to check the back seat of the car before re-entering. Another safety tip is to always carry your car key in hand on the way back to your car. Know your travel route ahead of time.
4. Vehicles of employees must be reliable and maintained in good mechanical condition. Good mechanical condition constitutes an inspection performed by a qualified mechanic on the following items:
 - Brakes
 - Directional and brake lights
 - Headlamps
 - Windshield wipers
 - Windshield (no cracks or other obstructions)
 - Tire condition
 - Appropriate safety equipment
 - No exterior damage with conflicts with vehicle operation
5. Cost of all maintenance of the vehicle is the responsibility of the employee.



ACTION PLAN FOR PROBLEMS/CONCERNS
414-395-4286

PROBLEM/CONCERN	WHAT SHOULD I DO?	WHO SHOULD I CALL?
CLIENT WANTS YOU TO DO SOMETHING NOT LISTED ON THE CAREPLAN	EXPLAIN TO THE MEMBER THAT THE DUTY REQUESTED IS NOT ON THE CARE PLAN CALL CELESTIAL	SCHEDULER
CLIENT DOESN'T HAVE THE NECESSARY CLEANING SUPPLIES	DO THE BEST YOU CAN WITH WHAT YOU HAVE, CALL CELESTIAL (WE WILL SEE WHAT WE CAN DO)	SCHEDULER
MEMBER COMPLAINS OF DIZZINESS AND/OR IS NOT FEELING WELL (NOT LIFE THREATENING) MEMBER REFUSES TO EAT	DURING NORMAL BUSINESS HOURS (9-5PM) ATTEMPT TO MAKE THE MEMBER MORE COMFORTABLE AND CALL CELESTIAL TO INFORM – DOCUMENT AS WELL	SCHEDULER/RN MANAGER
MEMBER'S FAMILY HAS CONCERNS OR COMPLAINTS	LISTEN TO THE COMPLAINTS, CALL CELESTIAL – DOCUMENT AS WELL	SCHEDULER/ADMINISTRATOR
MEMBER WANTS YOU TO WRITE OUT HIS/HER BILLS	UNLESS THIS IS LISTED ON THE CARE PLAN – DO NOT PROVIDE FINANCIAL ASSISTANCE	SCHEDULER
YOU CANNOT WORK AT THE SCHEDULED TIME OF SERVICE	CALL THE OFFICE IMMEDIATELY, REACH SOMEONE BY PHONE	SCHEDULERS
YOU CANNOT COOK A MEAL TO THE MEMBER'S PREFERENCE	APOLOGIZE TO THE CLIENT AND SEE IF YOU CAN COOK SOMETHING ELSE, CALL CELESTIAL TO INFORM	SCHEDULER
YOU STAIN A MEMBERS CARPET OR ANOTHER INCIDENT TAKES PLACE	ATTEMPT TO CLEAN THE CARPET AREA WITH COLD WATER AND WOOLITE, CALL CELESTIAL TO INFORM	SCHEDULER/HR
CLIENT DOESN'T HAVE A CARE PLAN IN THE HOME	CALL CELESTIAL TO OBTAIN DUTIES TO PERFORM	SCHEDULER
MEDICAL EMERGENCY: CHOKING, CHEST PAIN, SEIZURE, POISONING, FALL, AND/OR OTHER LIFE-THREATENING CIRCUMSTANCE FIRE EMERGENCY SMELL OF GAS	CALL 911 IMMEDIATELY AND ATTEMPT TO HELP THE CLIENT. CALL CELESTIAL AND DOCUMENT	911 SCHEDULER/RN Manager

DEFINITIONS FOR BLOODBORNE PATHOGENS & INFECTION CONTROL PLAN

BLOODBORNE PATHOGENS	PATHOGENIC MICROORGANISMS THAT ARE PRESENT IN THE HUMAN BLOOD AND CAN CAUSE DISEASE IN HUMANS. THESE PATHOGENS INCLUDE, BUT ARE NOT LIMITED TO, HEPATITIS B VIRUS (HBV), AND HUMAN IMMUNODEFICIENCY VIRUS (HIV.)
CONTAMINATED	THE PRESENCE OR THE REASONABLY ANTICIPATED PRESENCE OF BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS ON AN ITEM OR SURFACE.
CONTAMINATED SHARPS	ANY CONTAMINATED OBJECT THAT CAN PENETRATE THE SKIN INCLUDING, BUT NOT LIMITED TO, NEEDLES, SCALPELS, BROKEN GLASS, BROKEN CAPILLARY TUBES, AND EXPOSED ENDS OF DENTAL WIRES.
ENGINEERING CONTROLS	CONTROLS THAT ISOLATE OR REMOVE THE BLOODBORNE PATHOGENS HAZARD FROM THE WORKPLACE.
OCCUPATIONAL EXPOSURE	REASONABLY ANTICIPATED SKIN, EYE, MUCOUS MEMBRANE, OR PARENTERAL CONTACT WITH BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS THAT ANY RESULT FROM THE PERFORMANCE OF AN EMPLOYEE'S DUTIES.
POTENTIALLY INFECTIOUS MATERIALS	THE FOLLOWING HUMAN BODY FLUIDS: SEMEN, VAGINAL SECRETIONS, CEREBROSPINAL FLUID, SYNOVIAL FLUID, PLEURAL FLUID, PERICARDIAL FLUID, PERITONEAL FLUID, AMNIOTIC FLUID, SALIVA IN DENTAL PROCEDURES, ANY BODY FLUID THAT IS VISIBLY CONTAMINATED WITH BLOOD, AND ALL BODY FLUIDS IN SITUATIONS WHERE IT IS DIFFICULT OR IMPOSSIBLE TO DIFFERENTIATE BETWEEN BODY FLUIDS.
PARENTERAL	PIERCING MUCOUS MEMBRANCES OR THE SKIN BARRIERS THROUGH SUCH EVENTS AS NEEDLESSTICKS, HUMAN BITES, CUTS, AND ABRASIONS.
PERSONAL PROTECTIVE EQUIPMENT	SPECIALIZED CLOTHING OR EQUIPMENT WORN BY AN EMPLOYEE FOR PROTECTION AGAINST A HAZARD. GENERAL WORK CLOTHES NOT INTENDED TO FUNCTION AS PROTECTION AGAINST A HAZARD ARE NOT CONSIDERED TO BE PERSONAL PROTECTIVE EQUIPMENT.
REGULATED WASTE	LIQUID OR SEMI-LIQUID BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS; CONTAMINATED ITEMS THAT WOULD RELEASE BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS IN A LIQUID OR SEMI-LIQUID STATE IF COMPRESSED; ITEMS THAT ARE CAKED WITH DRIED BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS AND ARE CAPABLE OF RELEASING THESE MATERIALS DURNING HANDLING; CONTAMINATED SHARPS; AND PATHOLOGICAL AND MICROBIOLOGICAL WASTES CONTAINING BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS.
STANDARD PRECAUTIONS	AN APPROACH TO INFECTION CONTROL. ACCORDING TO THE CONCEPT OF STANDARD PRECAUTIONS, ALL HUMAN BLOOD AND CERTAIN HUMAN BODY FLUIDS ARE TREATED AS IF KNOWN TO BE INFECTIOUS FOR HIV, HBV, AND OTHER BLOODBORNE PATHOGENS.
WORK PRACTICE CONTROLS	CONTROLS THAT REDUCE THE LIKELIHOOD OF EXPOSURE BY ALTERING THE MANNERIN WHICH A TASK IS PERFORMED.

TUBERCULOSIS

What is tuberculosis?

TB IS A SERIOUS LUNG INFECTION CAUSED BY BACTERIA CALLED MYCOBACTERIUM TUBERCULOSIS.

How is TB spread?

1. SNEEZING
2. COUGHING
3. SPEAKING
4. LAUGHING

When a person who has TB sneezes, coughs, speaks or sings, tiny particles are released into the air.

These particles are so tiny that normal air currents keep them airborne and spread them throughout a room or building. Infection occurs when a susceptible person inhales these particles; however, infection usually results only after close and prolonged exposure to someone who has TB.

How do I know if I have TB?

1. XRAY
2. Recent exposure to someone with active TB

Signs and symptoms of TB

1. Chronic cough
2. Weight loss
3. Night sweats
4. Fever
5. Loss of appetite
6. Weakness/fatigue
7. Blood tinged mucus

How is TB treated?

1. Antibiotics. Tb is treated by antibiotics that are prescribed by your physician. They must be taken as ordered, if not the TB can worsen and be spread to others.



INFORMATION ON ABUSE

Every client deserves to be treated with respect and caring. Every person, no matter how old, deserves to be safe from harm by those who live with them, care for them, or come in day-to-day contact with them. This document is to help the employee understand abuse and how to recognize abuse.

TYPES OF ABUSE

1. **PHYSICAL ABUSE:** hitting, beating, pushing, kicking, pinching, burning, biting, over or under medicating, depriving of food, exposing the person to severe weather-deliberately or inadvertently
2. **SEXUAL ABUSE:** inappropriate touching, photographing the person in suggestive poses, forcing sexual contact with a third party or unwanted sexualized behavior, rape, sodomy or coerced nudity.
3. **EMOTIONAL OR PSYCHOLOGICAL ABUSE:** name-calling, giving the "silent treatment" to intimidate or threaten the person, behavior that causes fear, mental anguish, and emotional pain or distress, insults and threats, treating the client as a child, isolation from others either by force, threats or manipulation.
4. **CAREGIVER NEGLECT:** intentionally withholding attention from the person to neglect the physical, social, or emotional needs of the client, failure to provide food, water, clothing, education, and assistance with activities of daily living, or help with personal hygiene.
5. **FINANCIAL EXPLOITATION:** fraud, taking money under false pretenses, forgery, forced property transfers, purchasing items for self with client's money without their permission or knowledge, denying the person access to his/her own funds or home, scams perpetrated by sales people, mortgage companies, and financial managers, or even by so-called friends.

ANY AND ALL SUSPICIONS OF ABUSE MUST BE REPORTED TO THE OFFICE IMMEDIATELY.

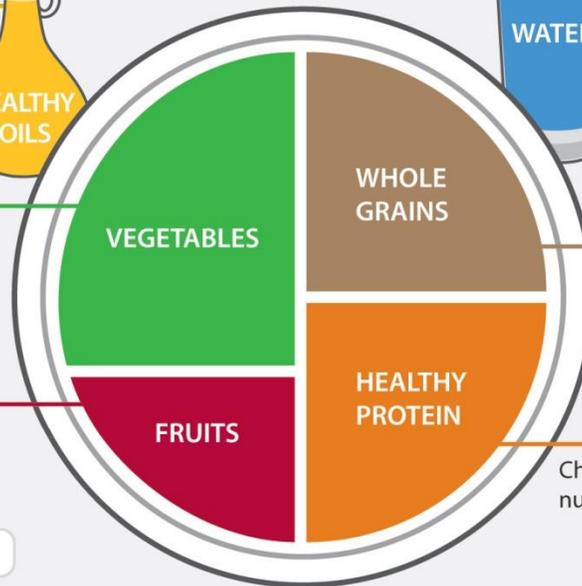
HEALTHY EATING PLATE

Use healthy oils (like olive and canola oil) for cooking, on salad, and at the table. Limit butter. Avoid trans fat.



The more veggies – and the greater the variety – the better. Potatoes and French fries don't count.

Eat plenty of fruits of all colors.



Drink water, tea, or coffee (with little or no sugar). Limit milk/dairy (1-2 servings/day) and juice (1 small glass/day). Avoid sugary drinks.

Eat a variety of whole grains (like whole-wheat bread, whole-grain pasta, and brown rice). Limit refined grains (like white rice and white bread).

Choose fish, poultry, beans, and nuts; limit red meat and cheese; avoid bacon, cold cuts, and other processed meats.



STAY ACTIVE!

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Harvard School of Public Health
The Nutrition Source
www.hsph.harvard.edu/nutritionsource

Harvard Medical School
Harvard Health Publications
www.health.harvard.edu



HOW LONG HAS IT BEEN IN THE REFRIGERATOR

PRODUCT	REFRIGERATED	FROZEN
BEVERAGES, FRUIT		
Juice in cartons	3 WEEKS UNOPENED, 7-10 DAYS OPENED	8-12 MONTHS
CONDIMENTS		
Salsa	Date on carton; 3 days after opening	1-2 months
Sour cream	2 weeks	Don't freeze
DAIRY PRODUCTS		
Butter	1-3 months	6-9 months
Buttermilk	7-14 days	3 months
Cheese, hard (Swiss, Cheddar)	6 months unopened, 3-4 weeks opened	6 months
Cheese, soft (Brie, Bel Paese)	1 week	6 months
Cottage cheese	1 week	Don't freeze
Cream cheese	2 weeks	Don't freeze
Cream	1 month	Don't freeze
Milk	7 days	3 months
Margarine	4-5 months	12 months
Pudding	Package date, 2 days after opening	Don't freeze
Yogurt	7-14 days	1-2 months
EGG – SAFETY		
Unopened substitutes	10 days	Don't freeze
Opened substitutes	3 days	Don't freeze
Eggnog	3-5 days	6 months
Eggs in shell form	3-5 weeks	Don't freeze
Raw whites	2-4 days	12 months
Raw yolks	2-4 days	Don't freeze
Hard cooked	1 week	Don't freeze
DELI FOODS		
Entrees, cold or hot	3-4 days	2-3 months
Store-sliced lunch meats	3-5 days	1-2 months
Salads	3-5 days	Don't freeze
DOUGH		
Tube of biscuits	Use by date	Don't freeze
Ready to make pie crust	Use by date	2 months
Cookie dough	Use by date	2 months
FISH		
Lean fish	1-2 days	6 months
Fatty fish	1-2 days	2-3 months
Cooked fish	3-4 days	4-6 months
Smoked fish	14 days	2 months
SHELLFISH		
Shrimp	1-2 days	3-6 months
Live clams	2-3 days	2-3 months
Cooked shellfish	3-4 days	3 months
MEAT		
Beef, lamb, pork or veal, steak and roasts	3-5 days	4-12 months
Ground meat	1-2 days	3-4 months
Variety meats	1-2 days	3-4 months
Cooked meats	3-4 days	2-3 months
MEAT SMOKED OR PROCESSED		
Bacon	7 days	1 month
Corned beef	5-7 days	1 month
Ham, canned	6-9 months	Don't freeze
Ham, fully cooked	7 days	1-2 months

Hot dogs, sealed in package	2 weeks	1-2 months
Hot dogs, after opening	1 week	1-2 months
Lunch meats, sealed in package	2 weeks	1-2 months
Lunch meats, after opening	1 week	1-2 months
Sausage, raw	1-2 days	1-2 months
Sausage, hard, dry	2-3 weeks	1-2 months
POULTRY FRESH		
Chicken or turkey	1-2 days	9 months
Duckling or goose	1-2 days	6 months
Giblets	1-2 days	3-4 months
POULTRY COOKED OR PROCESSED		
Chicken nuggets, patties	1-2 days	1-3 months
Cooked poultry	3-4 days	4-6 months
Fried chicken	3-4 days	4 months
Ground turkey or chicken	1-2 days	3-4 months
Lunch meats, sealed in package	2 weeks	1-2 months
Lunch meats after opening	3-5 days	1-2 months
Pieces covered with broth or gravy	1-2 days	6 months
Rotisserie chicken	3-4 days	4 months

BASICS FOR HANDLING FOOD SAFELY

- ✓ **Wash** hands and surface of counter
- ✓ **Separate** foods to avoid cross contamination
- ✓ **Cook** to proper temperatures
- ✓ **Refrigerate** accordingly

Cooking –

1. Ground meats to 160 degrees; ground poultry to 165 degrees
2. Beef, veal, lamb. Roasts, and chops are 145 degrees
3. Whole poultry should reach 180 degrees in thigh
4. If meat thermometer is not available, you can judge doneness by:
 - a. Cooking juices should have no trace of pink, red or cloudiness
 - b. Color of cooked meat should be browned in the middle
 - c. Cooked meat should have a firm or flaky texture



Signature Page

Print Name: _____

Communication Policy

I understand the communication policy as it is laid out in the handbook I agree to abide by this policy and realize the consequences associated with it. I will call weekly with my availability.

Texting/Emailing

I agree to have my phone password protected if I text, and I agree to delete messages received/sent via text/email after they are read.

Non-Compete Policy

I understand that when I accept a position with Celestial that I agree to not solicit any work, or business from clients of Celestial. I agree that I will not work for a client of Celestial for a period of one year after any separation of employment. I agree that I will pay a sum of \$5,000 to Celestial for recovery of damages that result from loss of business and services that result from the breach of this agreement.

Weapons Policy

I understand the weapons policy as it is laid out in the handbook. I agree to not carry any item which may be considered a weapon onto Celestial's client's property.

Leaving the Company

When I decide to part ways from Celestial, I understand that I must return all client materials (keys/phones etc.) before receiving my final paycheck.

Wage Structure Policy

All employees will receive the rate of the Federal required minimum wage for the following:

- Orientation and training
- In the event that a proper two-week notice is not given upon resignation of his/her position, employee will be paid at the rate of the Federal Minimum Wage requirement.

Disciplinary Process

Any violation of our policies and procedures as outlined in the Handbook will be subject to our disciplinary process. That process is as follows:

- 1.) Verbal warning/counseling
- 2.) Written warning/counseling
- 3.) Termination

Celestial reserves the right to terminate your employment at any time without going through steps one and two.

Cell Phone Usage

Use of Cell Phones at Work is prohibited and results in termination.

Late Timesheets

Timesheets are due in the office by 5pm on Sunday. They must be properly filled out to be paid. If I fax a timesheet, I must call to confirm receipt.

Handbook Receipt

I have received the Celestial handbook and am aware that it is my responsibility to read and understand the policies and procedures. I will abide by this handbook.

Hired for Family

I understand that I am coming in to be hired to care for family/or a specific client under Celestial. I am hired for him/her specifically and only. I also agree that if my client passes away, quits, fires me, loses coverage, or resigns from Celestial that I will voluntarily resign my position with the company.

Fraud

I understand the Fraud, Waste, and Abuse policy that was explained to me during orientation.

In-services/Checks

If I miss an in service my checks will no longer be on direct deposit and will be returned to paper checks until I attend an in-service.

Employee Signature: _____ Date: ____/____/____