



EMPLOYEE HANDBOOK

AllCare, LLC

2026 Edition

1234 W 3rd North Street, Morristown, Tennessee 37814

Our Standard

Delivering compassionate, reliable, and person-centered care with dignity, respect, and professionalism.

Contact Information

Phone: (423) 438-0202

Email: allcaretn@yahoo.com

Website: allcarellc.net

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SECTION 1

INTRODUCTION

1.1 Mission Statement

There are many options for home health care, and we consider it an honor when someone chooses AllCare. We strive to treat every client with integrity, compassion, dignity, and professionalism. Our mission is to make a meaningful difference in the life of each client every single day. It is truly a privilege to care for those who need us, and we approach that responsibility with the highest level of respect and commitment.

SECTION 2

EMPLOYMENT POLICIES

2.1 Employment Relationship & Equal Opportunity

At-Will Employment

Employment with AllCare, LLC is at-will. This means that either the employee or AllCare may terminate the employment relationship at any time, with or without notice, and with or without cause, subject only to applicable federal or state laws. No representative of AllCare, other than the Director, has authority to enter into any agreement contrary to this policy or to make any promise of continued employment. Any such agreement must be in writing and signed by both the employee and the Director.

Equal Employment Opportunity (EEO) Policy

AllCare is committed to providing equal employment opportunities to all employees and applicants. Employment decisions are based on individual merit, qualifications, and business needs. Discrimination or harassment in any form—based on race, color, religion, creed, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, national origin, age, disability, veteran status, genetic information, or any other characteristic protected by federal, state, or local law—is strictly prohibited. This policy applies to all employment practices, including recruitment, hiring, promotion, compensation, training, benefits, discipline, and termination.

Commitment to Diversity and Inclusion

AllCare values diversity and inclusion as essential components of quality care and workplace culture. We believe that a diverse team enriches our environment and enhances our ability to serve clients from all backgrounds with compassion and respect. AllCare is dedicated to maintaining a workplace that welcomes and supports employees of every background and belief.

Americans with Disabilities Act (ADA) and Tennessee Disability Act

In compliance with the Americans with Disabilities Act (ADA) and the Tennessee Disability Act, AllCare provides reasonable accommodations to qualified individuals with disabilities, unless doing so would cause undue hardship. Employees who need an accommodation to perform the essential functions of their job should contact Human Resources or their supervisor. Requests will be reviewed promptly and confidentially.

Anti-Harassment and Anti-Retaliation Policy

AllCare prohibits harassment or retaliation of any kind. Harassment includes any unwelcome verbal, visual, or physical conduct that creates an intimidating, hostile, or offensive work environment. Any employee who believes they have been subjected to harassment or discrimination should immediately report the incident to their supervisor, the HR department, or the Director. Retaliation against anyone who files a good-faith complaint or participates in an investigation is strictly prohibited and will result in disciplinary action, up to and including termination.

Immigration and Employment Eligibility

AllCare complies with the Immigration Reform and Control Act (IRCA) and Tennessee state laws requiring verification of employment eligibility for all employees. All new hires must complete the Form I-9 and provide acceptable documentation verifying identity and authorization to work in the United States before starting employment.

Employment Classification

Employees are classified as full-time, part-time, or temporary, and as exempt or non-exempt under the Fair Labor Standards Act (FLSA). Supervisors will inform employees of their classification upon hire or if any status changes occur.

Exempt and Non-Exempt Classification

AllCare classifies each position as exempt or non-exempt under the Fair Labor Standards Act (FLSA). Exempt employees are paid a salary and are not eligible for overtime. Non-exempt employees are paid hourly and receive overtime pay at one-and-a-half times their regular rate for all hours worked over 40 in a workweek, as required by federal and Tennessee law. Employees will be informed of their classification at hire and notified if their status changes.

2.2 Leave and Time Off Policies

Family and Medical Leave Act (FMLA)

AllCare complies with the federal Family and Medical Leave Act (FMLA). Eligible employees may take unpaid, job-protected leave for qualifying family and medical reasons.

Employees are eligible for FMLA leave if they:

- Have worked for AllCare for at least 12 months,
- Have worked at least 1,250 hours during the previous 12 months, and
- Work at a location where AllCare employs 50 or more employees within a 75-mile radius.

Eligible employees may take up to 12 weeks of unpaid leave in a 12-month period for:

- The birth, adoption, or foster placement of a child
- A serious health condition of the employee
- Caring for a spouse, child, or parent with a serious health condition
- Certain qualifying exigencies related to a family member's military service

Employees may take up to 26 weeks of unpaid leave to care for a covered service member with a serious injury or illness.

Employees must provide appropriate notice and medical certification when required.

Tennessee Parental Leave (TMLA)

Under the Tennessee Maternity Leave Act (TMLA), employees who have worked for AllCare for at least 12 consecutive months may take up to four (4) months of unpaid leave for:

- Pregnancy
- Childbirth
- Adoption

This leave may run concurrently with FMLA when applicable.

Employees returning from TMLA leave will be reinstated to the same or equivalent position unless business necessity prevents it, in which case reinstatement will occur as soon as reasonably possible.

Pregnancy, Childbirth, and Related Medical Conditions

AllCare complies with federal and Tennessee laws requiring reasonable accommodations for pregnancy-related conditions. Accommodations may include:

- Modified duties
- More frequent breaks
- Temporary transfer to a less strenuous position
- Leave as medically necessary

Employees should notify HR of any accommodation needs.

Nursing Mothers / Lactation Breaks

AllCare provides reasonable break time for employees who need to express breast milk for up to one year following the birth of a child, in accordance with the Fair Labor Standards Act and Tennessee law. AllCare will ensure that a space is available at employees work site that is shielded from view and free from intrusion.

Breaks may be unpaid if they extend beyond standard paid break periods.

Military Leave

AllCare complies with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and Tennessee military leave laws.

Employees called to active duty, training, or state-ordered National Guard duty are entitled to:

- Unpaid leave for the period of service
 - Continued health insurance benefits as required by law
 - Reinstatement to the same or equivalent position upon return
 - Protection from discrimination based on military service
- Employees must provide advance notice when possible.

Military Family Leave

Eligible employees may take FMLA leave for:

- Qualifying exigencies related to a family member's deployment
- Military caregiver leave to care for a covered service member with a serious injury or illness

Jury Duty Leave

AllCare supports civic responsibility. Employees summoned for jury duty will be granted paid leave for the required period. Employees must provide a copy of the jury summons to their supervisor as soon as possible. AllCare will not retaliate against employees for serving on a jury.

Voting Leave

Tennessee law provides employees with up to three (3) hours of paid time off to vote if their work schedule does not otherwise allow sufficient time to vote while polls are open. Employees must request voting leave by noon the day before the election.

Crime Victim Leave

Employees who are victims of certain crimes may take reasonable unpaid leave to:

- Attend court proceedings
 - Meet with prosecutors
 - Participate in legal processes related to the crime
- Employees must provide documentation upon request.

Domestic Violence Leave

Employees who are victims of domestic abuse may take reasonable unpaid leave to:

- Seek medical attention
- Obtain legal assistance or protective orders
- Attend court proceedings
- Seek victim services or counseling

AllCare will maintain confidentiality to the extent permitted by law.

Bereavement Leave

AllCare provides unpaid bereavement leave for the death of an immediate family member. Employees should notify their supervisor as soon as possible. AllCare may allow additional unpaid leave at management's discretion.

Sick Leave

Tennessee does not mandate paid sick leave; however, AllCare complies with all federal requirements and any contractual obligations with state programs. Employees must follow AllCare's call-off procedures when unable to work due to illness.

Workers' Compensation Leave

Employees injured on the job may be eligible for leave and benefits under Tennessee's Workers' Compensation laws. Employees must report workplace injuries immediately to their supervisor.

Leave for School-Related Activities

Employees may take reasonable unpaid leave to attend school meetings related to a child's:

- Special education services
- Behavioral issues
- Academic planning

Voting, Emergency, and Public Safety Leave

AllCare complies with Tennessee laws regarding:

- Emergency responder leave
- Volunteer firefighter leave
- Civil air patrol leave (if applicable)

Employees must provide documentation when required.

General Leave Guidelines

- Employees must follow AllCare's call-off and scheduling procedures.
- Unauthorized absences may result in disciplinary action.
- Leave may run concurrently with other applicable leave laws.
- Employees must provide documentation when required by law or policy.
- AllCare prohibits retaliation against employees who request or take legally protected leave.

2.3 Payroll Schedule and Direct Deposit

Payroll Schedule and Direct Deposit

AllCare processes payroll on a bi-weekly schedule, with each workweek beginning on Sunday and ending on Saturday. Employees are paid for all approved hours worked during that period on the following scheduled payday. All wages are issued through direct deposit only, and employees are required to maintain an active bank account on file to receive payment.

SECTION 3

EMPLOYMENT POLICIES

3.1 Social Media & Confidentiality

Employees may not post, share, or discuss any client information, photos, names, or work-related details on social media or online platforms. This includes indirect references, anonymous posts, or content that could reasonably identify a client. Recording audio or video inside a client's home is strictly prohibited. AllCare requires employees to maintain strict confidentiality at all times to protect client privacy and comply with HIPAA and agency standards.

3.2 Professional Boundaries

Employees must maintain clear professional boundaries with clients at all times. Caregivers may not engage in personal relationships, accept gifts, loan or borrow money, share personal problems, engage in personal relationships with Client's immediate family members, attempt to or participate in activities that blur the caregiver-client relationship. Caregivers may not use a client's personal belongings for any purpose, or sell products or services to clients under any circumstances. Employees must maintain clear professional boundaries and avoid any activity that could create a conflict of interest or the appearance of financial influence. Any request from a client involving money, purchases, or personal property must be reported to the AllCare office for guidance. Maintaining boundaries protects both clients and staff.

3.3 Breaks During Work Time

AllCare employees must take breaks only at times approved by their supervisor and in a manner that does not leave clients unattended or without necessary care. Caregivers may take brief personal breaks as needed, but only when the client is safe, stable, and within sight or hearing. Meal breaks may be taken during longer shifts when appropriate, but employees must remain available and may not leave the client's home unless specifically authorized. AllCare prohibits sleeping during shifts, extended personal phone use, or any break activity that interferes with client safety or service delivery.

3.4 No Sleeping, Cell Phone Use, and Conduct

Employees must remain alert, attentive, and engaged throughout their shift. Sleeping while on duty is strictly prohibited. Personal cell phone use must be limited to brief, essential communication and may never interfere with client care. Streaming videos, extended texting, social media browsing, or any activity that distracts from client safety is not allowed. Caregivers must maintain a professional environment at all times and ensure clients are never left unattended.

3.5 Dress Code

Employees must maintain a clean, professional appearance while representing AllCare. Scrubs are preferred but not required, and staff must wear their AllCare name badge while working. Clothing should be neat, safe, and appropriate for client care; open-toed shoes, tank tops, halter tops, shorts, visible tattoos, and scented products are not permitted. Employees should dress in a way that supports infection control and allows them to perform their duties safely and effectively.

3.6 No Smoking Policy

Smoking, vaping, or the use of any tobacco or nicotine products is strictly prohibited inside a client's home. Employees may not smoke in their vehicle when transporting clients. Caregivers must avoid arriving to shifts smelling of smoke, as this may cause discomfort or health issues for clients. Violations may result in disciplinary action.

3.7 Pets & Animal Safety

Employees may not handle or care for client pets unless the task is specifically included in the service plan. Caregivers must notify the office if a pet poses a safety risk, such as aggressive behavior, unsanitary conditions, or allergies. Employees should not feed, medicate, or transport client animals.

3.8 Fragrance-Free Policy

To protect clients with respiratory conditions or allergies, employees must avoid wearing perfumes, scented lotions, strong colognes, or heavily fragranced products while on duty. This helps maintain a safe and comfortable environment for all clients.

3.9 Disability Etiquette & Alternative Communication

AllCare staff are expected to communicate respectfully and effectively with clients who have disabilities by treating each person with dignity, speaking directly to them, and using patience, clarity, and appropriate language. Employees should respect personal space, adapt communication methods as needed, and follow the client's lead when interacting with individuals who use wheelchairs, assistive devices, service animals, or alternative communication tools. Staff should avoid assumptions about a person's abilities, use people-first language, and refrain from outdated or offensive terms. The goal is to ensure every client feels valued, understood, and supported in a way that promotes independence and mutual respect.

3.10 Photo Identification

AllCare employees are required to wear their company-issued photo ID at all times while on duty and must present it when entering a client's home. The badge must clearly display the employee's name and title. Failure to wear the photo ID may result in disciplinary action. All photo IDs must be returned to the AllCare office when employment ends.

3.11 Drug-Free Workplace

AllCare maintains a strict drug-free workplace to protect the safety of clients and employees. The use, possession, sale, or impairment from illegal drugs, alcohol, or misused prescription medications is prohibited at all times while on duty, on company or client property, or when such impairment affects job performance or safety. Employees may be required to undergo drug or alcohol testing randomly, for cause, or after an accident. Refusal to test or a confirmed violation of this policy may result in disciplinary action up to and including termination.

3.12 Workplace Conduct & Safety Requirements

AllCare maintains a safe, professional, and drug-free workplace. No visitors are permitted in client homes or workplace settings during scheduled shifts, and employees may not bring friends, family members, or children while providing services. Weapons of any kind, illegal drugs, alcohol, and any substance that impairs judgment are strictly prohibited while on duty or on company property. AllCare also enforces a zero-tolerance policy for threats, intimidation, or violence of any kind. Employees must follow all break and meal-period requirements as assigned, ensuring clients are never left unattended or placed at risk. Violations of these safety standards may result in disciplinary action, up to and including termination.

3.13 Weapons Policy

Employees may not carry or possess firearms, knives, or any other weapons while on duty, in a client's home, or on company property. This policy applies regardless of permit status. Violations may result in disciplinary action, up to and including termination.

SECTION 4

SAFETY, EMERGENCY AND INFECTION CONTROL

4.1 Safety Policy

Employees must immediately remove themselves from any situation in which they feel unsafe and call 911 if necessary. After reaching safety, staff must notify the AllCare office to report the concern. The office will determine the appropriate next steps, and employees should not return to the situation until instructed by a supervisor.

4.2 Fire Safety

If a fire occurs in a client's home, both the employee and the client must evacuate immediately and call 911 once safely outside. Employees should help prevent fires by using safe electrical practices, keeping cooking areas clear, monitoring heaters and appliances, and never leaving food unattended on

the stove. Staff should avoid unsafe behaviors such as overloading outlets, placing flammable items near heat sources, or attempting to extinguish large or spreading fires. In all cases, safety and evacuation take priority over trying to control the fire.

4.3 Emergency Preparedness

AllCare will respond quickly and safely during any emergency. The Director will be notified immediately, and staff and clients will move to the safest available area as directed. Employees will attempt to contact each client's emergency contacts, and essential care will continue whenever conditions allow. Staff should remain calm, follow instructions, and prioritize client safety until the situation is resolved.

4.4 Inclement Weather Policy

During severe weather, employees should prioritize personal safety while making every reasonable effort to report to scheduled shifts. If conditions prevent safe travel, employees must notify the office as soon as possible so alternative arrangements can be made. AllCare will communicate any service changes, delays, or emergency procedures. Caregivers should never place themselves or clients at risk during hazardous weather.

4.5 Infection Control & Universal Precautions

Employees must follow universal precautions and infection-control practices at all times, including proper hand hygiene, glove use, safe handling of bodily fluids, and adherence to PPE requirements. Any exposure to blood or potentially infectious material must be reported immediately. These precautions protect both clients and caregivers and are required by OSHA and agency policy.

4.6 Safe Transfers & No-Lift Policy

Employees must use proper body mechanics and safe techniques when assisting clients with transfers and should never attempt a lift they feel is unsafe. Staff must request help when needed and prepare the environment before assisting a client. AllCare follows a strict no-lift policy: employees may not lift clients who have fallen or attempt transfers that could cause injury. Supervisors must be contacted immediately if a client falls or if a transfer feels unsafe.

4.7 Use of Assistive Devices

Gait belts and Hoyer lifts may be used to assist clients with mobility only by employees who have been properly trained and documented as competent. These devices help ensure safe transfers and protect both clients and caregivers. Staff must follow approved techniques and may only use this equipment after receiving training through AllCare or providing proof of prior certification.

SECTION 5

CLIENTS RIGHTS, PRIVACY AND COMPLIANCE

5.1 HIPAA / HITECH Compliance

AllCare protects the privacy and security of all client health information in accordance with HIPAA and HITECH regulations. Employees must keep all Protected Health Information (PHI) confidential and use it only for legitimate care-related purposes. PHI may not be shared, accessed, or disclosed without proper authorization, and any suspected breach must be reported immediately. Clients have the right to access their health information, request restrictions, and receive notice of how their information is used. AllCare provides training to ensure staff understand their responsibilities and follow all federal privacy and security requirements.

5.2 Client Rights and Responsibilities

Clients have the right to be treated with dignity, respect, and nondiscrimination, and to receive safe, compassionate care free from abuse, neglect, or exploitation. They may participate in decisions about their care, be informed of changes to their service plan, exercise their civil rights, and maintain privacy and confidentiality of all personal and health information. Clients may voice concerns or file complaints without fear of retaliation and have the right to know how those concerns are resolved. They are entitled to clear information about financial responsibilities, insurance coverage, and any charges for which they may be liable. Clients are responsible for providing accurate information, following the agreed-upon care plan, maintaining a safe environment for staff, notifying the agency of schedule changes or concerns, and sharing updates to advance directives or insurance. AllCare encourages open communication, and clients may contact the office at any time with questions or concerns about their care.

5.3 Notice of Privacy Practices

AllCare protects the confidentiality of each client's health information and follows all federal privacy requirements under HIPAA and HITECH. Clients are informed of how their health information may be used for treatment, payment, and care operations, and they have the right to request restrictions, access their records, and be notified if their information is ever compromised. AllCare shares information only when permitted by law or authorized by the client, and all staff are responsible for safeguarding Protected Health Information at all times.

5.4 Mandatory Reporting of Abuse, Neglect, and Exploitation

AllCare employees are mandatory reporters under Tennessee law and must immediately report any suspected abuse, neglect, or exploitation of a vulnerable adult. Reports must be made to Adult Protective Services and to the AllCare office as soon as possible. Failure to report can result in legal penalties. Employees must act promptly and in good faith to protect client safety and uphold state requirements.

5.5 Identifying Abused Clients

AllCare employees must remain alert for signs of abuse, neglect, exploitation, or mistreatment in any client. Indicators may include unexplained injuries, emotional distress, unsafe or unsanitary living conditions, signs of sexual abuse, financial irregularities, or evidence of inadequate care. Any suspicion of abuse, whether physical, emotional, sexual, financial, or neglect—must be reported immediately. Staff are required to notify Adult Protective Services within 24 hours of discovery, and if the client is enrolled in CHOICES, the Care Coordinator must also be notified. Protecting vulnerable clients is a legal and ethical responsibility for every AllCare employee.

5.6 Client Financial Management

AllCare protects client finances by strictly prohibiting employees from holding, borrowing, mixing, or using any client funds or property for personal or agency benefit. Staff may never accept or request money from clients or their families, and any violation results in immediate termination and required repayment. When making approved purchases for a client, employees must provide receipts, document the transaction on the Client Purchase Log, and ensure the client or representative verifies that the correct items and change were returned. These safeguards ensure full transparency and compliance with state and federal regulations.

5.7 Service Recipient Finances & Personal Property

AllCare employees may never borrow, receive, or take money or personal property from clients under any circumstances. While staff may assist clients with financial tasks such as shopping, banking, or paying bills, all transactions involving client funds must be documented on the Funds Received and Disbursed Form, signed by both the employee and the client, and submitted to the AllCare office within 10 business days. Employees must follow all procedures without exception and contact the office with any questions regarding client financial transactions to ensure full transparency and protection of client assets.

5.8 Fraud & Whistleblower Protection

AllCare is committed to preventing, detecting, and responding to fraud involving the agency, its employees, contractors, vendors, or clients. Fraud includes any intentional deception, misuse of company or client assets, falsification of records, or actions taken for personal gain at the expense of AllCare or its clients. Any suspected fraud must be reported immediately to the Executive Director and will be investigated promptly. Individuals may report concerns confidentially or anonymously, and retaliation against anyone who raises a good-faith concern is strictly prohibited. If fraud is confirmed, AllCare may terminate employment, report the matter to authorities, and pursue civil or criminal action. When required by law, AllCare will disclose credible evidence of fraud or related violations to appropriate federal or state agencies. Employees and the public are encouraged to report concerns so issues can be addressed quickly and appropriately.

AllCare strictly prohibits the submission of false claims to the Medicaid program, including knowingly presenting inaccurate information, using false records, or attempting to conceal obligations owed to the

state. Any suspected false claim will be investigated immediately, and employees under investigation may be removed from duty during the review. Confirmed violations result in termination and reporting to the appropriate authorities. AllCare also protects employees who report concerns in good faith; retaliation of any kind is prohibited. Whistleblowers are legally entitled to reinstatement, back pay with interest, and compensation for any damages resulting from discrimination.

5.9 Reportable Events & Caregiver Reporting Requirements

AllCare supports each client's Dignity of Choice, honoring their right to make informed decisions while helping them understand and reduce potential risks. Caregivers must report **all** events or concerns to the AllCare office immediately, even if they occur outside service hours or are based on hearsay. Reportable events include suspected or confirmed abuse, neglect, exploitation, or abandonment; any death; medication errors; injuries; falls; changes in mental or physical status; theft; medical emergencies; new illnesses; and any unsafe environmental conditions. AllCare will document and notify the appropriate agencies, and caregivers may be required to contact Adult Protective Services when directed.

SECTION 6

EMPLOYMENT PRACTICES AND JOB DUTIES

6.1 Job Descriptions (PCA & Homemaker)

Personal Care Attendant – Job Description

Personal Care Attendants provide direct support to clients by assisting with personal hygiene, meal preparation, mobility, and maintaining a safe environment. They follow the client's care plan, report concerns to supervisors, respond appropriately to emergencies, and complete accurate documentation each shift. PCAs must maintain professionalism, confidentiality, and safe work practices at all times.

Homemaker – Job Description

Homemakers support clients by maintaining a clean, safe, and organized home environment. Duties may include light housekeeping, laundry, meal preparation, shopping, and other non-medical tasks outlined in the client's service plan. Homemakers are expected to work safely, follow agency policies, protect client confidentiality, and maintain a friendly, professional demeanor.

6.2 Attendance, Tardiness & Call-In

Employees are expected to arrive on time, follow their schedules, and use the Carebridge system to clock in and out. Tardiness and unexcused absences may result in disciplinary action, and a no-call-no-show results in immediate termination. Call-ins must be made by phone—texts are not accepted—and employees must notify the office (not the Client or Client's family) at least two hours before their shift if they are sick or have an emergency.

6.3 EVV / Timekeeping Compliance

Employees must accurately clock in and out using the required EVV system. Timesheets and visit records must reflect the actual time worked, and employees may not share login information, create false entries, or alter visit times. Any EVV issues must be reported to the office immediately. Falsification of timekeeping records is considered fraud and will result in termination.

6.4 Scope of Practice for Non-Medical Care

AllCare provides non-medical services only. Employees may not perform skilled nursing tasks, including wound care, injections, catheter care, tube feeding, oxygen titration, administering medication or any medical procedures. Caregivers must follow the client's service plan and report any changes in condition to the office. Performing medical tasks is strictly prohibited and may result in disciplinary action.

6.5 Client Home Environment & Safety Limitations

Employees must report unsafe or unsanitary conditions in a client's home and may not perform tasks that place themselves or the client at risk. Caregivers may not move heavy furniture, climb ladders, perform deep cleaning, or complete tasks outside the approved service plan. Employees must notify the office if a client requests duties that fall outside the scope of non-medical home-care services.

6.6 Client Refusal of Care Procedure

If a client refuses care or declines a scheduled service, employees must respect the client's choice and immediately notify the office. Caregivers should not argue, force care, or attempt tasks the client has declined. AllCare will follow up with the client or representative to address concerns and update the care plan if needed.

6.7 Conflict of Interest

Employees must avoid any situation in which their personal interests conflict with the interests of AllCare. This includes accepting gifts from clients, using confidential information for personal benefit, or having financial or personal relationships that interfere with job responsibilities. Staff should speak with a supervisor if they are unsure whether an activity creates a conflict. Failure to disclose or avoid conflicts of interest may result in disciplinary action, up to and including termination.

6.8 Non-Competition & Non-Solicitation Agreement

This agreement explains that after leaving AllCare, employees cannot work for, start, or assist another in-home care company within 50 miles of AllCare for two years. They also cannot take AllCare clients, interfere with AllCare's business relationships, or recruit AllCare employees to work somewhere else. Because employees gain access to confidential information and client lists, AllCare can take legal action—including injunctions and recovery of damages—if the agreement is violated. Employees may

also owe \$2,500 in liquidated damages if they break the agreement. The document is legally binding, and employees are encouraged to seek legal advice before signing.

6.9 Assisting With Medication

Personal Care Aides may assist clients with medications only by reminding them, placing medication within reach, or helping with simple tasks that do not involve administering the medication. PCAs may not give medications, apply ointments, place drops, adjust oxygen levels, or operate medical equipment. Any concerns about medication use or side effects must be reported to a supervisor immediately.

6.10 Client Transportation

Employees may transport clients only when a signed transportation waiver is on file and all safety requirements are met. Caregivers are permitted to transport the client **only**; transporting the client's family members, friends, or any individual who is not an active AllCare client is strictly prohibited. Staff must maintain a valid driver's license and current auto insurance, follow all traffic laws, and ensure seat belts are used at all times. The use of alcohol, impairing medications, or operating a vehicle under unsafe conditions is not allowed. All transportation must be confirmed with the client in advance, and any changes, incidents, or accidents must be reported to the AllCare office immediately.

6.11 Confidentiality of Company Information

Employees must protect AllCare's confidential business information, including client lists, schedules, internal documents, and operational procedures. This information may not be shared, copied, or used for personal benefit. Protecting company information supports client privacy, agency integrity, and compliance with the non-compete agreement.

6.11 Employment Longevity Raise Policy

AllCare, LLC offers a longevity raise to recognize employees who have been with the company for many years. After completing **10 full years of continuous service**, eligible employees will receive a permanent hourly increase based on their employment status:

- **Full-Time Employees:** +\$2.00 per hour
- **Part-Time Employees:** +\$1.00 per hour

Longevity raises are reviewed once per year and applied on **January 1st** for employees who reach 10 years of service by **December 31st** of the previous year. This raise applies **only to Personal Care hours. In-Home Respite hours are not included** and will continue to be paid at the employee's regular rate. To qualify, employees must maintain continuous service with AllCare, LLC. Approved leave, client hospitalization, and other agency-related gaps do not affect eligibility. However, resignations, no-call/no-shows, refusing available work, or termination will reset the 10-year service timeline. AllCare, LLC is committed to applying this policy fairly and consistently for all employees.