



ONE STEP AHEAD
H O M E C A R E
EMPLOYEE HANDBOOK

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I. WELCOME

Welcome to One-step Ahead Home Care LLC. We are glad that you joined our team. We look forward to the opportunity of us working together with the mission to change the world one elderly at a time.

You have joined a great organization which focuses primarily on quality personal care services. As a member of our team, it is expected that you contribute your talents to the advancement of the company.

The employee handbook is to provide answers to most of the questions that you may have about our policies and procedures. You must read this handbook in its entirety. If anything is unclear, please contact your direct manager.

One-step Ahead Home Care LLC has the right to amend or delete portions of this manual without prior notice to employees. Employees will receive any amendments made to the handbook in writing as soon as possible.

Here is what you can expect from the management team at One-step Ahead Home Care LLC:

- To treat our employees with respect and dignity.
- To provide a positive work environment.
- To have open communication with our employees where they feel safe to discuss any issue with their manager.
- To continue our commitment to excellence.

Again, we welcome you to One-step Ahead Home Care LLC. We wish you great success, and we hope to have worked here for a very long time.

MISSION STATEMENT

One-Step Ahead Home Care LLC is committed to providing compassionate and comprehensive care to individuals who wish to remain in the comfort and familiarity of their own homes. Our goal is to deliver the highest standard of care, tailored to meet the unique needs of each person, ensuring they receive the support and attention necessary to enhance their quality of life and well-being.

OUR SERVICES

We provide in-home personal care services to the elderly so they can age in place and remain for as long as possible in the comfort of their own home.

Our services are designed to relieve the burden and stress of daily living. Our clients decide how many hours of services are needed on a weekly basis.

II. WHAT WE BELIEVE IN

We are dedicated to cultivating relationships that foster a positive and lasting impact on the lives and overall quality of our clients. By delivering exceptional services and unmatched care, we ensure that our clients receive the highest value possible. We are committed to upholding the utmost standards of integrity, professionalism, and ethical conduct in every action we take.

What differentiates us from all the other agencies in our area is our commitment to excellence to our clients and our employees. Through our service delivery, We demonstrate our commitment to excellence to our clients. And, our commitment to excellence to our caregiver is demonstrated through the quality of our home care attendants.

Our home care attendants are our extensions and represent us in the community. This is why we carefully select who we hire. In addition to the very detailed background check, we hire caregivers who have the heart for the elderly.

We hope that you are proud to have been selected by a company with such high standards and who are committed to excellence in all that we do. We expect nothing less than excellence from you so we all can continue to be proud of One-step Ahead Home Care LLC.

WHAT YOU CAN EXPECT FROM ONE-STEP AHEAD HOME CARE LLC

- To be treated with respect and dignity.
- To have an open line of communication.
- To be compensated fairly.
- To be promoted by merit and ability.
- To take prompt and fair actions on any complaints.
- To create a rewarding work environment.

WHAT WE EXPECT FROM YOU

One-step Ahead Home Care LLC counts on you to make each working day rewarding. Your primary responsibility is to know your duties and to perform them promptly, efficiently, and pleasantly.

You are expected:

- To cooperate with the management team.
- To keep a positive attitude.
- To treat your coworkers and clients with dignity and respect.
- To approach the management team with any suggestions, questions, or problems.
- To perform their job to a reasonable and acceptable standard.
- To maintain good attendance.

- To conduct themselves in a professional manner, even when off duty.
- To follow set policies and procedures when dealing with problems or issues.

Your role as a personal care provider is an important assignment, and we expect your best effort.

WHAT WE DO

One-step Ahead Home Care LLC provides in-home personal care services. We are caregivers, and personal care providers. That means we provide keeping up with routine practices, like bathing, dressing eating/feeding, toileting, grooming, dressing, personal hygiene, mobility/positioning, skin care, maintaining continence, assistance with self administered medications, redirection and intervention for behavior; and health related functions through hands-on assistance to help the individual accomplish these tasks right at home. We also help plan and prepare nutritious, balanced meals, provide transportation to the doctor's office or grocery store. A list of our services is included in the company brochure.

The most important aspect of our services is personal care. Many of our clients are widowed and living alone. Some may live with relatives, who are working during the day. A significant number of senior citizens become depressed from being alone, as well as from their increasing frailty and inability to take total care of themselves.

The emotional and mental aspects of our work are significantly more important than the household chores and transportation assistance. Whenever possible, we want to become a caring friend with a genuine interest in our clients' life and activities. As their caregiver, you may want to encourage your new friend to show you pictures of grandchildren, talk about their youth, or just play a game of checkers. You must help the client remain as active and involved in life as they can handle.

Unless your client is restricted to the house, try to get them outside to take a walk with you. Go to the park to feed the ducks. Take them to church on Sunday and go for a drive afterward. Drive to the beach and walk in the sand.

If you are planning to prepare a special meal, why not get the client involved and do it together. You can help him or her bake some cookies and bring some to the neighbor. Encourage independence, not dependence. We are in their home because they do need to begin depending on someone else to help them.

As someone gets a little older, it becomes a little harder to remember dates, times, and appointments. You can be of assistance in helping to organize their calendar and just helping them to keep on track. It might even be a good idea to ask for the names of friends or relatives who have not heard from the client recently and you could hand write a letter that they could dictate. Cherished memories and reminiscing the good old times with friends or relatives will certainly raise a lot of new topics for your caring conversation.

A good part of communication is to listen. We need to listen attentively to our clients and ask questions about past events in their lives. However, we do not discuss our private lives or woes with our clients. They have enough to deal with in their lives as it is, and it is not fair to add worrying about their favorite caregivers to their problems' list.

WHAT WE DON'T DO

Caregivers are not medically qualified personnel, and it is very important that we recognize and appreciate the limits of our responsibilities.

We are registered with the State of Florida as a Personal Care Agency; therefore we are unable to provide medical assistance at home. This means that we do not work with a home health care team, administer medications and injections to our clients.

We do not change bandages.

We do not administer medications under any circumstances.

We do not give medical advice about how Susan could get rid of her arthritis by ignoring her Doctor and just using XYZ root in her tea.

We do not give Anna a chiropractic adjustment, regardless of what your Uncle does for a living.

And we NEVER give any medications, even aspirin or Tylenol. We CAN and SHOULD learn the medications and the times they take what pills, just so that we can help to remind the client. But we do NOT fill pillboxes; we do not dispense any medications. We never touch client's pills. It is OK to bring them their pill jar and even to help them unscrew the lid if they can't do that for themselves, but the client is the only one who ever directly touches the medication.

WE DO NOT EVER GIVE ANY MEDICATIONS unless advised by a 911 specialist on the phone.

In case of any serious accident or emergency, call 911 for immediate assistance and follow any instructions they may give to you. As soon as possible, please also call the One-step Ahead Home Care LLC office to report any accidents for yourself or your client.

NOTICE

This Employee Manual purpose is to make you aware of One-step Ahead Home Care LLC philosophy, employment practices, and policies.

III. ORIENTATION AND TRAINING

It is the policy of One-step Ahead Home Care LLC to conduct an orientation program for all new employees and for jobs that are new to any employee. Programs including in-service training may be provided in your department on an on-going basis. Except where provided in writing, all new employees are hired on an as needed (PRN) basis and are placed on orientation and a probationary period of 90 days. After 90 days a review will be performed and, should the employee's performance meet the high standards required for employment at One-step Ahead Home Care LLC. Should the requirement for the fulfillment of a position still exist at that time, the employee will be offered part or full-time status based upon the availability of full-time openings, the employee's performance during the 90-day probationary period, and the qualifications of the employee for open full-time positions. If the need for the fulfillment of full-time employee positions does not exist at the time of the completion of the 90-day probationary period, the employee may remain on an as needed status and will be considered for additional full-time employment in the future. Successful completion of the 90-day probationary period does not guarantee full-time employment, as other employees' schedules, and general business considerations must dictate whether a position will need to be created or filled on a full-time basis.

Full Time employees will become eligible for company benefits including:

1. Vacation - 10 days, after one completed year of full-time employment.

IV. STANDARDS OF PRACTICE

Standards of practice are a set of rules & guidelines by which employees follow to deliver exceptional service and care to clients every day while also adhering to the policies outlined in the handbook. Furthermore, they involve embracing the mission and core values of the organization. The goal is to provide a safe environment for clients and a high quality of service to the clients & their families.

The standards of practice are as follows:

- No use of cell phones in the office and in the client's home.
- Dress for success according to the dress code.
- Name Tags are to be worn at all times.
- Staff meetings are mandatory. Failure to attend a staff meeting means that the employee is not informed about the current client needs & concerns so the staff member cannot work until the next staff meeting is attended.
- Personal phone calls are prohibited. Emergencies are to be called to the main number, and the office will notify the employee.
- Personal visitors are not allowed, and you are not allowed to be in the office when you are not scheduled to work. If you must come to the office while you are off duty, do not bring any visitors; come fully dressed per the dress code.
- No Smoking. One-step Ahead Home Care LLC is a smoke-free workplace. You are not allowed to smoke in or outside of the client's home. Not even with the client's permission. You are not allowed to smoke in the office or on the premises and not even in the parking lot.
- No drinking, use of alcohol or sleeping on the job.
- Do not receive gifts from clients or their family.
- Do not give medical advice to the client or their family members.
- No eating in the client's home unless it is part of the care plan. Do not eat the client's food.
- Do not come to the client's premises until 5 minutes to the start of your shift.
- Maintain client confidentiality at all times.
- Perform duties as outlined in the job description and the care plan.

Failure to adhere to these standards of practice will result in a discharged warning and a second occurrence will result in immediate termination.

V. PROCEDURAL GUIDELINES

FIRE PREVENTION

Know the location of the fire extinguisher(s) in your client's home and make sure they are kept clear at all times. Keep in mind that extinguishers that are rated ABC can be used for paper, wood, or electrical fires.

If you are aware of the fire, you should:

- If time safely permits, dial 911 or the local fire department.
- Evacuate the client and yourself from the area.
- If the fire is small and contained, locate the nearest fire extinguisher. Employees who are knowledgeable in the correct use of fire extinguishers should only attempt this.
- If the fire is out of control, leave the home immediately. No attempt should be made to fight the fire.
- When the fire department arrives, direct the crew to the fire. Do not re-enter the home until directed to do so by the fire department.

MEDICAL EMERGENCIES

If a medical emergency arises while you are with the client, you are to call 911 and follow their directions.

EMERGENCY EVACUATION

If you are advised to evacuate the home, you should:

- Stop all work immediately.
- Contact outside emergency response agencies, if needed.
- Shut off all electrical equipment, if possible.
- Walk to the nearest exit.
- Exit quickly, but do not run. Do not stop for personal belongings.
- Do not re-enter the home until instructed to do so.

CONFIDENTIALITY

While employed at One-step Ahead Home Care LLC, you will be made aware of confidential information regarding fellow employees, clients, and their family members. Confidential information must not be discussed either on or off the business premises.

The client's personal life, problems, aches and pains, moods, relatives, financial situation, medications, etc. are not topics for general conversation with your family and friends. It is probably appropriate for you to share the ups and downs of what you do with an intimate friend or spouse, but the specifics about clients' confidential matters should remain confidential. It is appropriate to discuss anything, which concerns you, with your internal One-step Ahead Home Care LLC team, but please use extreme discretion on what anybody else knows about your client's life. If you would not want someone passing such information about yourself, don't do it to our clients.

Also, any information regarding the business of One-step Ahead Home Care LLC is not to be discussed with persons outside of the agency. All computer software, manuals, handbooks, forms, films, financial statements, employment policies, procedures, research projects, photographs, vendor lists, contracts, medical supplies, janitorial supplies, and/or any other property, be it physical or intellectual used in the day to day operations of and/or concerning One-step Ahead Home Care LLC is the sole property of One-step Ahead Home Care LLC and must not be discussed, copied, transferred or disclosed to individuals outside of One-step Ahead Home Care LLC without prior written consent. Confidential Information means, but is not limited to the following: medical information regarding clients, financial information regarding clients, medical information regarding other employees, financial information regarding other employees, performance evaluations of other employees, vendor lists, financial statements, contracts, cost structures, treatment protocols, research projects, clinical trials, shareholder identities and or staff salaries. Disclosure, misappropriation, misuses, and exploitation of any property and confidential information of One-step Ahead Home Care LLC without prior written consent are grounds for immediate termination.

GIFTS

The acceptance of money and gifts of present and future value to the Company from clients or persons with whom the Company does business are forbidden. Anyone who wishes to make a donation or gift to the agency should be referred to the Executive Director. Even inexpensive tokens of appreciation from clients at Christmas or other special occasions may not be accepted.

DRESS CODE

Kindly ensure that you wear a clean, matching scrub. We do not see you every day and must trust that you follow the dress code policy when visiting our clients. We prefer that you dress neatly and would like to encourage you to wear presentable clothes when taking your client anywhere in public. Blue jeans should never be worn unless you are on assignment. Please do not take your client out in public while wearing blue jeans. Use moderation in applying your make-up and or perfume. A professional appearance goes a long way toward helping our clients; their families, neighbors, and prospects understand that they have selected the right agency to help them.

Wearing of excessive and oversized and loose fitting jewelry, untrimmed or excessively long fingernails, dirty uniforms, poor hygiene, un-groomed hair, and failure to wear a name tag all present safety risks to our clients and negatively affect our ability to respond to their needs. The need to present a professional appearance goes hand in hand with ensuring our grooming, attire, and proper wear of uniforms protects our client's safety. Very long nail (greater than 1 inch) extensions are not allowed. No more than two rings are allowed per hand. No more than two earrings per ear, no visible eye, nose or tongue rings/studs are allowed. All tattoos must be covered.

SMOKING

Smoking can be a significant issue when working with the elderly. Company policy strictly prohibits you from ever smoking in the client's home or automobile, regardless of whether or not they may smoke themselves. Please be aware of the serious liability issues, which could arise, from smoking around frail elderly clientele. Many older people have a variety of respiratory problems from asthma to emphysema. Air pollution of any kind could cause them significant problems. If you do smoke, please also be aware that the smell lingers on your clothing and hair and will be offensive to many people. It is NOT appropriate, when working with the elderly, to go outside for a smoke, then return to your work and stink up their air. Please refrain from smoking with or around your clients or for a period before you arrive at their homes. If you smoke in your car on the way to work, the offensive odor will linger with you for more than an hour. Be considerate of your elderly clients. Remember that nobody will be offended because you DO NOT smoke! There will be clients that insist that we only send them a non-smoker, so your opportunity for assignments will also be reduced.

ALCOHOL ABUSE

The effects of alcohol on decision making, reflexes and alertness are well documented. Alcohol is a particularly dangerous drug, as the effects can remain well after the time you had your last drink, sometimes lasting several hours. These negative effects often remain after the individual has slept and "feels sober." The impairment of our employee's ability to react, make decisions and spot dangerous situations caused by the effects of alcohol consumption places our clients, fellow employees and you at risk. For these reasons, we have implemented the following alcohol policies.

- The consumption of alcohol is prohibited during the employee's scheduled work hours, whether on or off the premises of the agency or in the field. Violation of this policy is grounds for immediate termination.
- Employees will not consume alcoholic beverages for at least eight (8) hours before the start of their scheduled work-shift. If an employee reports working exhibiting any sign of recent alcohol consumption (odor of alcoholic beverage about their person, slurred speech, glassy and bloodshot eyes, trouble with coordination), that employee may be required to submit to a blood-alcohol test. If the test is positive and the employee refuses, that employee will be subject to disciplinary action up to and including immediate termination. REFUSAL TO SUBMIT TO A BLOOD ALCOHOL TEST IS GROUNDS FOR IMMEDIATE TERMINATION.

PERSONNEL RECORDS AND ADMINISTRATION

The task of handling personnel records and related personnel administration functions at One-step Ahead Home Care LLC has been assigned to the owner or his specifically assigned manager. Questions regarding insurance, wages, and interpretations of policies may be directed to them.

YOUR PERSONNEL LIFE

Keeping your personnel file up-to-date can be important to you regarding pay, deductions, benefits and other matters. If you have a change in any of the items listed below, please be sure to notify your manager as soon as possible.

1. Legal name
2. Home address
3. Home telephone number
4. Person to call in case of emergency
5. Number of dependants
6. Marital status
7. Change in beneficiary
8. Driving record or status of driver's license
9. Military or draft status
10. Exemptions on your W-4 tax form
11. Training certificates

You may see information, which is kept in your personnel file, if you wish and you may request and receive copies of all documents you have signed. Please make arrangements with the owner or designated manager.

PERSONAL PROPERTY

One-step Ahead Home Care LLC Is not responsible for loss or damage to your personal property and we recommend that you safeguard any personal items that you bring to work. The Company is not responsible for damage to any personal property in/or outside of the agency.

TREATMENT OF COMPANY PROPERTY

Company property is for Company work and may not be removed from the premises without proper authorization. It is your responsibility to take care of such property and report any damage or loss to your supervisor. Any property issued to an employee for use at work must be returned in good condition upon termination of employment or upon the request of your supervisor or other Company official. This includes uniforms, cell phones, keys, tools or other supplies.

It is your responsibility to report any activity by anyone who violates policy, harms any individual and/or destroys property.

BONDING REQUIREMENT

If your employment with One-step Ahead Home Care LLC requires you to handle other people's property or to deal with money in any capacity, One-step Ahead Home Care LLC may require that you be bonded. It is your responsibility to assure that you are bondable.

AUTO INSURANCE

If your employment with One-step Ahead Home Care LLC requires you to use your personal vehicle in the course of your duties, it is your responsibility to make certain your insurance premiums are paid in full. Depending on the limitations of One-step Ahead Home Care LLC insurance policies, you may be required to add a use business rider to your policy. If such a rider is required, One-step Ahead Home Care LLC will reimburse you for the cost of the rider only. Proof of auto insurance is a requirement for obtaining and continuing your employment with One-step Ahead Home Care LLC. It is your responsibility to ensure that the latest copy of your insurance coverage card is in your file at our office.

COMMUNICATIONS

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all One-step Ahead Home Care LLC methods of communication, including this Employee Manual, bulletin boards, discussions with your manager, memoranda, staff meetings, newsletters, training sessions, and company e-mail by internet.

In addition, you may receive newsletters and memos from One-step Ahead Home Care LLC. There is no regular schedule for distribution of this information. The function of each letter is to provide you and your family with interesting news and helpful information that will keep you up-to-date on the events here at One-step Ahead Home Care LLC.

PROBLEM RESOLUTION & CLIENT COMMUNICATION

Occasionally you will encounter conflict or problems with the client. The client is a One-step Ahead Home Care LLC client, not a Caregivers client. We are ultimately responsible for their satisfaction with your service. Their happiness and their continuing with us as a paying customer are both high priorities.

If the client complains to you about something you or One-step Ahead Home Care LLC has done, please do not argue or disagree or make excuses. The best method of resolving any customer service complaint is to empathize and agree, whenever possible. It makes a lot more sense to say "I can certainly understand how you would feel that way, what can we do to resolve it together?" than to be argumentative. Even if you

win an argument, you have lost too much in trust and respect. Feel free to call the office and discuss any such issues with your manager. Just because you or the client happen to be in a bad mood today doesn't mean we can afford to antagonize or lose either one of you!

Part of the reason we hire such wonderful people as caregivers is because we appreciate their common sense, loyalty, commitment (to our clients and to us) AND their problem-solving abilities. You are a very special and unique person, and we want to be as supportive of your difficult times as we can be.

Encourage the client to periodically share their feedback with you on the quality of your service. They should never feel the need to call the office to tell us they don't like what you cook or to report what you are not doing to their satisfaction if you have established good communication.

We are happy to talk with our clients, but want you to know that YOU are the first line of communication regarding their concerns. If someone were particularly pleased with your service, it would be nice if you asked him or her to write a brief note to tell us about it. We use complimentary notes like those for endorsements when seeing our new clients.

IMPORTANCE OF RELIABILITY AND DEPENDABILITY

Your work as a caregiver is extremely important. The client will come to not only look forward to your time together but will begin to depend on you to be there. You will probably be surprised to know that they anticipate seeing you again with the same kind of excitement as a first date! If you fail to arrive on time, they may be hurt and take it as a personal rejection. Your punctuality and reliability are very important to One-step Ahead Home Care LLC; please make every possible effort to arrive at work on time. When someone expects to see you at 9 am, no excuse can make up for his or her disappointment if you are late.

Routines and "Anchor Points" are an important part of the mental health of all individuals, but become particularly so for the elderly, especially as their minds are not as sharp as they once were. You will be surprised at how significant your time together will become. This work is so much more personal than most other jobs. Maybe a clerk, secretary, salesman or corporate manager can miss a day of work without too much impact on others. If YOU miss a scheduled assignment for any reason, even your serious illness, it will have a significant impact on the client. Serious Illness or Accidents are, of course, legitimate reasons to miss a day's work, but we want to emphasize the importance of maintaining the expected schedule with our clients. It is not easy for our office to arrange subs but it is even more significant that we not disappoint the customer or disrupt their schedules.

HANDLING MONEY

There will be times when you will be asked to run to the store to pick up a few items, which will require cash payment. We have a responsibility to be accountable for our client's money. It is easy to get into trouble with the client, relatives, or their guardians over issues of money. Sometimes older adults can simply forget that you gave them their change and could tell someone else that you stole their money. We must be very concerned about carefully keeping records.

We are all aware of the sensationalism reported in the media about people conning or taking advantage of the elderly. Let's never get into a situation where something like this could even be implied.

It is best never to have any reason to handle a client's money. If you go to the store and they accompany you, they should be able to give the clerk the money, which does not even need to touch your hands. If you DO, however, receive any money for any purchase, One-step Ahead Home Care LLC has a careful procedure, which you must strictly uphold.

- At the time the client gives you the money for a purchase, you will use a Cash Receipt Book (provided to you by the office) to write up a receipt to the client for the exact amount of money they gave you.
- Make the purchase and give the client their change. Show them the register receipt and complete another cash receipt from the book for the change they received. Have them sign it. They get the copy, and you keep the original.
- Staple the two cash receipts and the register receipt together and take them home. Put them in an envelope with the client's name and save for a few weeks, then discard.

CLIENT CHECKING ACCOUNTS

Part of your responsibilities, once the client establishes a trusting relationship with you, might involve helping to sort out bills and to assist with writing out checks to pay these bills. It is OK for you to write the payee, amount and date on the check, but NEVER sign a check for any client. Please be aware that finances are the single greatest source of potential problems with clients, guardians, and relatives, so never do anything, which could lead anyone to question you or One-step Ahead Home Care LLC.

SAFETY

If you do not understand equipment or materials that you are required to use, ask your supervisor to demonstrate their safe use before you use them. Be alert to any conditions that may be hazardous to you, your coworkers, clients or visitors to the office. Should you find any unsafe condition, immediately report it to your supervisor or someone in authority. If necessary, remain near the hazard to warn others and send someone to report it. Take pride in the appearance of the client's home and assume the responsibility for keeping individual and general work areas clean. If litter is found, please take a moment to pick it up. Don't leave it for someone else. The appearance of our workplace and the client's home is a reflection of our service excellence.

LIFTING

Ask for assistance when lifting heavy objects or moving heavy furniture. Bend your knees, get a firm grip on the object, hold it close to your body and space your feet for good balance. Lift using your stronger leg muscles, not your weaker back muscles.

MATERIALS HANDLING

Do not throw objects. Always carry or pass them. Use flammable items, such as cleaning fluids, with caution. Also, stack objects only to safe heights.

TRASH DISPOSAL

Keep sharp objects and dangerous substances out of the trashcan. Utilize the clients recycling bins, when applicable.

CLEANING UP

To prevent slips and tripping, clean up spills and pick up debris immediately. Always check with the client regarding the proper cleaning solutions that are to be used when cleaning up spills on rugs, carpets or furniture. You must have the client's permission before using any cleaning solvents on their personal property.

PREVENTING FALLS

Keep hallways, workplaces and stairways clean, clear and well lighted. Walk, don't run. Watch your step.

ELECTRICAL HAZARDS

Do not stand on a wet floor while using any electrical apparatus. Keep extension cords in good repair. Don't make unauthorized connections or repairs. Do not overload outlets.

ASK QUESTIONS

If you are ever in doubt regarding the safe way to perform a task, please do not proceed until you have consulted a manager. Employees will not be asked to perform any task, which may be dangerous to their health, safety or security. If you feel a task may be dangerous, inform your manager at once.

EMPLOYEE ACCIDENTS

For your protection, the protection of other staff members, and protection of our clients, immediately report accidents-no matter how slight-to your supervisor or someone in authority. You must report the time, place, witnesses and the extent of the injury if known. If you need medical attention, advise your supervisor and report to an appropriate medical facility. If your injury is severe, you will be required to make your written report as soon as you can. You must also report the activity you were performing, the equipment (if any) you were using, and the procedure (if any) you were following. This information will be used to evaluate current policies and procedures, to make any adjustments to operations and to identify any potentially faulty equipment.

CLIENT'S ACCIDENT AND INCIDENT REPORTS

If you are involved in, witness or discover an accident or injury involving a client or visitor occurring on the grounds of One-step Ahead Home Care LLC, notify your supervisor or someone in authority immediately. Do this no matter how minor the accident may seem. If the individual who had the accident or their power of attorney (if it is a client) reports an accident to you, instruct them to remain calm, stay where they are, call for emergency assistance (Dial 911) immediately and then document the information. You may be asked to assist in completing an accident /incident report. When completing the report, do not make any judgments regarding fault and the cause of the accident. To ensure that all the facts are collected, it is important that you state in simple terms what your observations were. This means stating what you observed, who was present, and what was said. The time, date, and location of the accident, the identity of

all witnesses, the identity of all parties involved (client, visitors, other employees), equipment involved, activity taking place at the time of the accident, and steps taken afterward (providing medical treatment, calling 911, corrective action) are all important pieces of information that will be needed to determine the cause of accidents and to prevent them in the future.

If a client reports an accident to you that occurred when you were not on duty, please document what the client reported to you and notify the office immediately. If a client falls, do not attempt to pick up the client from the floor. Call 9-1-1 and then notify the office.

You may be asked to assist in completing an accident/incident report so the agency can have a written record of the accident for proper follow-up. Do not make any comments about whose fault the accident appeared to be; simply state what you observed, where and when the incident occurred.

HARASSMENT POLICY

One-step Ahead Home Care LLC intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort – verbal, physical, and visual – will not be tolerated, particularly against employees in protected classes. These classes include, but are not necessarily limited to race, color, religion, sex, age, sexual orientation, national origin ancestry, disability, medical condition, marital status, veteran status, or any other protected status defined by law.

WHAT IS HARASSMENT

Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, email jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or making a harassment complaint.

RESPONSIBILITY

All employees, and particularly managers, have a responsibility of keeping our work environment free from harassment. Any employee, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate manager or the designated management representative with whom they feel comfortable. When management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so.

REPORTING

While One-step Ahead Home Care LLC encourages you to communicate directly with the alleged harasser, and make it clear the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential; however, to notify your manager immediately, even if you are not sure the offending behavior is considered harassment. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot always be guaranteed. Any employee found to have harassed a fellow employee or subordinate would be subject to severe disciplinary action up to and including termination.

One-step Ahead Home Care LLC will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. Or adverse employment action will be taken for any employee making a good faith report of alleged harassment.

One-step Ahead Home Care LLC carries no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses another employee is personally liable for such actions of their consequences.

One-step Ahead Home Care LLC may or may not provide legal, financial or any other assistance to an individual accused of harassment, if a legal complaint is filed.

PAPERWORK - TIMESHEETS

Weekly Timesheets are to be submitted to the office every Friday at 5:00 PM. They may be dropped off personally, faxed or scanned and attached to an email. Most caregivers simply fax and save the expense of driving to the office. Do not mail these timesheets unless you have them at the Post Office by Thursday morning. Our mail is not delivered before noon, so they would have to arrive in the office on Saturday mail to be here on time. Please don't risk it.

If you worked with five different clients in any week, you would turn in 5 different time sheets.

Remember to pick up enough time sheets to last for a few weeks when you drop by the office.

Time sheets should be accurate to the minute. If you arrive at your assignment at 8:57, and leave at 4:02, then write those exact times on your timesheet. It is not acceptable to round to the nearest hour, quarter hour or ten minutes. Please be consistent and use the format of writing your time in HOURS: MINUTES. If you worked three ¼ hours, you would write 3:15. Do not try to do decimal conversions on your timesheets. 3 ½ hours is not 3.30; it is 3:30. There is a substantial difference, and we do not want to confuse the client or have disputes with them when we convert that time to bill them for 3.5 hours.

Both YOU and the CLIENT MUST sign the time sheets each week. This is how you get paid, please assure that everything is handled properly is crucial.

If you work with any client for more than one day/week, have them initial each day's time before your leaving. Some of them may not remember on Friday whether or not you were there on Monday. The best practice is to have the client initial each day in the column to the right.

The white copy goes to the office (or is faxed); you keep the yellow one and leave the pink with the client.

EXPENSE REIMBURSEMENT

Travel to and from the clients home is at your own expense, just as if you were driving to work in an office or anywhere else. You will be compensated for travel from one client to the other.

Never transport any client in a vehicle without everyone aboard wearing a seatbelt.

PAYROLL

One-step Ahead Home Care LLC pays bi-weekly (every other Friday) for hours worked through the proceeding Sunday evening at Midnight. If your timesheets are not submitted by Monday at noon, your paycheck may be delayed by two weeks. It is your responsibility to see that all payroll paperwork is at the office on time. Our payroll department will automatically deposit your check into your bank account, so there is no need to make another trip to the office to pick up your check (Direct Deposit is optional) Mileage reimbursement checks will be mailed monthly directly to your home address.

ADDITIONAL INCOME

The owner of One-step Ahead Home Care LLC would like to see you become as financially successful as possible. We appreciate your flexibility in occasionally being able to cover for a brand new client or sick fellow Caregiver. All efforts will be made to help you earn a full week's pay. If occasional overtime is requested of you, your cooperation, loyalty, and assistance will be most graciously appreciated.

You may earn additional income through "finders fees" when you help us to find a new client or caregiver. We will gladly give you a \$50.00 Bonus for each new person you send to our company. Please keep an active eye out for potential caregivers or new customers. Let's all become more successful together through helping other people join our family.

If you would like company brochures to distribute any place, you think seniors would congregate, just ask for some. Each set of One-step Ahead Home Care LLC brochures can be stamped with a unique identifying number so that we can track the source of our leads. Any new enrollments resulting from brochures you distributed will help you to earn an extra \$50.00. You must have the permission of the Doctor, Owner or Manager of the facility. If you distribute a set of brochures (we can also provide you with the brochure holders), make sure that the name of the facility, along with the contact person, address and phone number are turned into the office along with the identification numbers on the back of the set of those brochures, so that we may track them for your credit. You can check periodically to see if more brochures need to be dropped at that site. If so, you can write the number on the back of those brochures, using the same number as the original batch.

You received a small supply of our company brochures and caregiver recruiting pieces at the time of your initial orientation. We shall be more than happy to provide you with as many additional copies as you can distribute.

IDEAS

If you have any ideas for future training or orientation meetings, we are most anxious to hear from you. This company will grow proportionately to the input we receive from every valued team member. We need YOUR help to do a better job for everybody.

AUTOMOBILE USAGE COMPENSATION

It is the policy of the Company to provide compensation for the use of an employees' vehicle in conducting business on behalf of the agency. The employee is eligible for reimbursement in accordance with appropriate claim forms at predetermined rates.

VI. EMPLOYMENT

AT-WILL EMPLOYMENT

Your employment with One-step Ahead Home Care LLC is at-will. This means that neither you nor One-step Ahead Home Care LLC has entered into a contract regarding the duration of your employment. You are free to terminate your employment with One-step Ahead Home Care LLC at any time, with or without reason. Likewise, One-step Ahead Home Care LLC has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the discretion of One-step Ahead Home Care LLC.

INTRODUCTORY PERIOD

Your first ninety- (90) days of employment are considered an Introductory Period, and during that period you will not be eligible for benefits described in this Employee Manual unless otherwise required by law. This introductory period will be a time for getting to know your clients, fellow employees, your manager and the tasks involved in your job position, as well as becoming familiar with One-step Ahead Home Care LLC services. Your manager will work closely with you to help you understand the needs and processes of your job.

This Introductory Period is “Getting Acquainted” time for both you, as an employee, and One-step Ahead Home Care LLC as an employer. During this Introductory Period, One-step Ahead Home Care LLC will evaluate your suitability for employment, and you can evaluate One-step Ahead Home Care LLC as well. Please understand, however, that completion of the Introductory Period does not guarantee continued employment, as employment is always at-will. You are free to terminate your employment at any time, with or without reason, and One-step Ahead Home Care LLC may choose to terminate your employment at any time, with or without reason.

At the end of the Introductory Period, your manager will discuss your job performance with you. This review will be similar to the job performance review that is held for regular full-time or part-time employees on an annual basis.

A former employee who has been rehired after separation from One-step Ahead Home Care LLC of more than one (1) year is considered an introductory employee during their first ninety (90) days following rehire.

ANNIVERSARY DATE

The first day you report for work is your “official” anniversary date. Your anniversary date is used to compute various conditions and benefits described in this Employee Manual.

IMMIGRATION LAW COMPLIANCE

All offers of employment are contingent on verification of your right to work in the United States. On your first day of work, you will be asked to provide original documents verifying your right to work and, as required by federal law, to sign Federal Form I-9, Employment Eligibility Verification Form. If you at any time cannot verify your right to work in the United States, One-step Ahead Home Care LLC may be obligated to terminate your employment.

WORK SCHEDULE

Business Hours:

Our regular business office hours are Monday through Friday from 8:30 am to 5 pm. In the event you need to reach someone after hours, you will be provided with emergency numbers where you can always reach the manager on call.

Your specific work hours will be determined according to the needs of your client. The care manager will offer you assignments during the hours you said you would be available to work. These client assignments will typically be on an ongoing regular schedule with the same person or persons. Occasionally you will be asked to help to fill in for a new client or for a caregiver who is unavailable for his or her regular shift. Please try to be as helpful as possible and accept assignments that are offered to you.

ATTENDANCE

One-step Ahead Home Care LLC would like you to be ready to work at the beginning of your assigned daily work hours, and to complete your assignments by the end of your assigned work hours. Prior authorization must be obtained from your manager if there is any reason you must leave your assignment at any time.

ABSENCE OR LATENESS

From time to time, it may be necessary for you to be absent from work. One-step Ahead Home Care LLC is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise.

If you arrive late or will arrive late, please contact your manager or direct supervisor 2 hours before your shift.

If you are going to miss a shift due to illness or any other emergency, it is your responsibility to cover your shift or to find your own approved (the replacement must be acceptable to the client and the care manager where applicable) replacement. You are not required to find your replacement in the event of a death in your immediate family; spouse, child or parent. Or if you are involved in an accident, hospitalized or if you have been ordered by the doctor not to return to work. If you are unable to find someone to work for you, we require that you give a minimum of four (4) to (6) hour notice.

If you know in advance that you will need to be absent, please request this time off directly from your manager with as much notice as possible.

Other than dire emergencies, you will be expected to be available for shifts that you accept on a weekly basis. We need at least a one (2) week notice to change or cancel any work assignments for you. These changes must be arranged through our office, not just between you and the client.

When you call in to inform your manager of your lateness or unexpected absence, do not leave a message, speak directly to your manager.

Absence from work for two (2) consecutive days without notifying your manager or the personnel administrator will be considered a voluntary resignation.

A consistent pattern of questionable absences will be considered excessive and may be cause for concern. Also, excessive lateness or leaving early without letting your manager know will be considered a “lateness pattern” and may carry the same weight as an absence. Other factors, like the degree and reason for the lateness, will be taken into consideration.

Your manager will make a note of any absence or lateness, and their reasons, in your professional file. Be aware that excessive absences, lateness or leaving early will lead to disciplinary action, including possible dismissal.

NO CALL/NO SHOW

Failure to call and let us know you will not be at work for a shift, otherwise known as a no-call/no-show, will result in a Class I violation. Should you do this for another shift, which is non-consecutive from the first, it will result in a Class I violation, and a third no-call/no-show (consecutive or not) will result in termination. However, if someone has a no-call/no-show for two consecutive shifts, it will be assumed that the employee has no intention of coming back, has abandoned their job and is no longer employed.

EMPLOYMENT CLASSIFICATIONS

Full-Time Employees:

An employee who has completed their introductory period (see the Introductory Period Policy for a specific definition) and who works at least thirty-five (35) (the number of hours meeting full-time criteria) hours per week is considered a full-time employee.

Unless otherwise specified, the benefits described in this Employee Manual apply only to full-time employees.

If you were a full-time employee and were laid off, you will be considered a full-time employee upon return to work, provided that you were not laid off for more than one (1) year.

If you were a full-time employee and have been on an approved leave of absence, upon return, you will be considered a full-time employee, provided you return to work as agreed in the provisions of your leave.

Part-Time Employees:

An employee who works fewer than thirty-five (35) (the minimum number of hours specified to be classified as a full-time employee) hours per week is considered a part-time employee. If you are a part-time employee, please understand that you are not eligible for benefits described in this Employee Manual, except as granted on occasion, or to the extent required by a provision of state and federal laws.

As needed Employees:

Employees may be hired on an as-needed basis based on the current need of the company.

Non-Exempt and Exempt Employees:

At the time you are hired, you will be classified as either “exempt” or “non-exempt.” This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked more than eight (8) hours per day or forty (40) hours per work week. These employees are referred to as “non-exempt” in this Employee Manual.

This means that they are not exempt from (and therefore should receive) overtime pay.

Exempt employees are managers, coordinators, executives, professional staff, technical staff, outside sales representatives, officers, directors, owners and others whose duties and responsibilities allow them to be “exempt” from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred or promoted.

Section 13 (a)(15) of the FLSA specifically provides an exemption from both minimum wage and from overtime requirements for domestic service workers, who provide companionship, caregiving and homemaking services to the elderly. We shall pay overtime pay for any time worked beyond 40 hours in a week.

DISCIPLINARY ACTIONS

This Disciplinary Actions Policy applies to all regular employees/independent contractors who have completed the Introductory Period.

This policy pertains to matters of conduct as well as the One-step Ahead Home Care LLC employees/independent contractor’s competence. However, an employee who does not display satisfactory performance and accomplishment on the job may be dismissed, in certain cases, without resorting to the steps set forth in this policy.

Under normal circumstances, managers are expected to follow the procedure outlined below. There may be particular situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps in the procedure. Likewise, there may be times when the company may decide to repeat a disciplinary step.

DISCIPLINARY PROCEDURES

It is the policy of One-step Ahead Home Care LLC to maintain a fair and consistent form of discipline in the agency at all times. The following procedure will be used to accomplish a fair and consistent environment for all staff.

Class I Offenses:

Examples of these offenses include, but are not limited to: (other offenses may merit these penalties).

- Failure to comply with employer uniform or name tag policy. Employees who are not in the proper uniform will be asked to punch out and go home to change. The employee will not be paid for that time but will be expected to return to work. If the employee does not return, it will be counted as an occurrence of absence.
- Disruptive or unruly behavior or unreasonable noise at the agency or in the client's home.
- Improper or wasteful use of equipment and supplies.
- Minor infraction of safety rules.
- Minor disrespect to any employee, supervisor, or another individual in the facility.
- Failure to follow proper call-off procedures.
- Failure to provide and approved shift replacement when *you have to call off*.
- Personal phone calls at work-making or receiving calls during work hours. (Employees may return calls during scheduled breaks periods).
- Smoking on the premises of the agency or outside of a client's home.
- Gossip about a staff member or client.
- Any behavior characterized by disrespect, tardiness, unexcused absences, theft, or other similar violations will be subject to appropriate disciplinary action in accordance with company policies.

Corrective Action for Class I Offenses:

First Offense: First Notice

Second Offense: Discharge Warning

Third Offense: Discharge

Class II Offenses:

Examples of these offenses include, but are not limited to: (other offenses may merit these penalties)

- Improper documentation in the client's medical records.
- Horseplay or misconduct, which does not result in damage to property or injury to any person.
- Verbal abuse or serious discourtesy to any other employee, supervisor, or any other individual in the agency.
- Being away from your workstation without authorization.
- Failure to report to the supervisor and on-the-job accident or injury.
- Inconsiderate care of any client not to be considered abuse.
- Interfering with or purposeful distraction of another employee in the performance of his/her work.
- Eating food prepared and intended for the client or eating the client's food.
- Use of profane, obscene, vulgar, or abusive language. (Such language used toward a client is considered abuse, therefore a Class III Offense).
- Minor violation of client bill of rights.
- Violation of a safety rule.
- Willful failure to perform job duties as outlined in the care plan or as assigned by your supervisor.
- Dishonesty in the use of the call off policy. An example of this would be calling in sick and going to the zoo or coming to work and requesting to leave for dishonest reasons.
- Violation of any rule or requirement outlined in this handbook that is not otherwise classified.
- Eating or drinking at the workstations.
- Calling off duty without appropriate replacement of your shift.

Corrective Action of Class II Offenses:

First Offense: Discharge Warning

Second Offense: Discharge

TERMINATION OF YOUR EMPLOYMENT

GROUNDINGS FOR IMMEDIATE TERMINATION

An employee will be terminated if an investigation reveals they have committed any of the following infractions. Other offenses may also merit immediate termination. Grounds for Immediate Termination examples include, **but are not limited to:**

1. Verbal, mental, physical, or sexual abuse of any client, family member, visitor, a fellow employee, or neglect or mistreatment of any client.
2. Theft, damage, or destruction of property of the employer, client, visitor, or another employee of the agency, and misappropriation of company property.
3. Falsification of any document, including employment application.
4. Disorderly conduct on company property resulting in injury to any individual, or fighting on company premises.
5. Removing unauthorized records or disclosing any confidential information concerning other employees, clients, or the agency. This includes but is not limited to discussing a client's medical condition, personal, or financial status with other clients, families, or neighbors.
6. Drinking or possession of alcoholic beverages, use of possession of drugs, or being under the influence of drugs or alcohol while on company property.
7. Sleeping during work hours.
8. Being in possession of or bringing in weapons on company property (i.e., guns, knives, etc.).
9. Failing to *immediately* report to a supervisor an incident of abuse, neglect, or mistreatment witnessed by an employee or of which an employee knows.
10. Refusal to follow a direct order from a supervisor. (Insubordination).
11. Serious disrespect to any supervisor in the presence of others that disrupts the workplace.
12. Serious violation of client bill of rights.
13. Serious violation of a safety rule.
14. Fraud or participation in fraud, which harms the company.
15. Committing unlawful acts on company property.
16. Walking off the job during your shift, or leaving a client before your replacement arrives.
17. Tape recording, videotaping, or in any other way recording, without permission, written or oral communications between or among management, co-workers, clients, or family members.
18. Soliciting monetary contributions or distributing non-work related materials in the client's home.
19. Receipt of a gift, loan, or compensation from a client or client's family member.
20. Use of client's personal property (radio, TV, phone, etc.) with or without permission.
21. Smoking anywhere on the premises of the agency and inside of a client's home.
22. Leaving a client receiving round the clock care unattended and going outside of the client's home.

You may be terminated for all the above reasons. However, your employment is at-will, and you and One-step Ahead Home Care LLC have the right to terminate your employment for any or no reason.

You will consider you to have voluntarily terminated your employment if you do any of the following:

- Resigned from One-step Ahead Home Care LLC.
- Failure to return for an approved leave of absence on the date specified by One-step Ahead Home Care LLC.
- Failure to report to work or call in for two (2) or more consecutive workdays.

RESIGNATION

If you decide to terminate your position with One-step Ahead Home Care LLC you will be required to submit a notice to your supervisor a minimum of two or three weeks before ceasing employment if you wish to use the Company as a reference, request a letter of recommendation, or be considered for employment with the Company in the future. Exceptions for personal / family / medical emergencies will be made on a case by case basis. Even in emergency exceptions, all employees are reminded that they are bound by the terms of their non-compete and confidentiality agreements, without exception. Failure to provide a two weeks notice and to work your regular schedule will result in a loss of your compensation above minimum wage up to 14 days before your last date of service.

EXIT PROCEDURE

At the time of termination, employees will be required to return all uniforms, keys, ID cards and other company equipment before receiving their final paycheck. A formal “checkout” form for this procedure is available from your supervisor. As a former employee of One-step Ahead Home Care LLC, VOLUNTARY OR INVOLUNTARY, you will be restricted from entering the building unless you have been given express written permission from the Executive Director. You must leave a forwarding address with your supervisor so that your tax withholding statement can be sent to you at the end of the year.

TERMINATION

The Employee Handbook does not constitute a contract of employment. Employees are terminable **at-will**. The provisions contained in the handbook can be changed with or without notice and the employees can be terminated with or without notice.

EQUAL EMPLOYMENT OPPORTUNITY

One-step Ahead Home Care LLC is an equal opportunity employer, Employment decisions are based on Merit and business needs, and not on race, color citizenship status, national origin, ancestry, marital status, veteran status, political affiliation, or any other factor protected by law. One-step Ahead Home Care LLC complies with the law regarding reasonable accommodation for handicapped or disabled employees.

It is the policy of One-step Ahead Home Care LLC to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). One-step Ahead Home Care LLC will not discriminate against any qualified employee or job applicant concerning any terms, privileges, or conditions of

employment because of a person's physical or mental disability. One-step Ahead Home Care LLC will also make reasonable accommodations, wherever necessary, for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the essential duties and assignments connected with the job.

Equal employment opportunity notices are posted in our office. These notices summarize the rights of the employee to equal opportunity in employment and list the names and addresses of the various government agencies, which may be contacted if any person believes he or she has been discriminated against.

Management is primarily responsible for seeing that One-step Ahead Home Care LLC equal employment opportunity policies are implemented, but all members of our staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.

Any employees, including managers, involved in discriminatory practices will be subject to termination.

CONFLICT OF INTEREST

Our employees are expected to devote their best efforts and attention to the full-time performance of their jobs. Employees are expected to use good judgment, to adhere to high ethical standards, and to avoid situations that create an actual or potential conflict between the employee's personal interests and the interest of the Company. A conflict of interest exists when the employee's loyalties or actions are divided between the Company and those of another, such as a competitor, supplier or customer. Both the fact and the appearance of a conflict of interest should be avoided. Employees unsure of whether a certain transaction, activity or relationship constitutes a conflict of interest should discuss it with their immediate supervisor or the Executive Director for clarification. This guideline does not attempt to describe all possible conflicts of interest that could develop. Some of the more common conflicts from which employees should refrain, however, include the following:

- Accepting personal gifts or entertainment from competitors, customers, suppliers or potential suppliers.
- Working for a competitor, supplier, or customer.
- Engaging in self-employment in competition with the Company.
- Using proprietary or confidential information for personal gain to the detriment of the Company.
- Having a direct or indirect financial interest in or relationship with a competitor, customer or supplier.
- Acquiring any interest in property or assets of any kind to sell or lease it to the Company.
- Committing the Company to give its financial or other support to any outside activity or organization.
- Developing a personal relationship with a subordinate employee of the Company that might interfere with the exercise of impartial judgment in decisions affecting the Company or any employees of the Company. If any employee or someone with whom an employee has a close relationship with a competitor, customer, supplier or potential supplier, the employee must disclose this fact in writing to. Employees should be aware that if they enter into a personal relationship with a subordinate employee or with an employee of a competitor supplier or customer, a conflict of interest might exist that requires full disclosure to the Company. A part-time employee may engage in outside

employment, provided that he or she discloses this fact to his or her immediate supervisor and obtains the supervisor's written approval. Failure to adhere to this guideline, including failure to disclose any conflicts or to seek an exception will result in discipline, up to and including termination of employment.

HOLIDAY/VACATION PAY

One-step Ahead Home Care LLC will pay an agreed upon one and one time half of your scheduled pay rate for the following recognized Holidays when you work on one/or many of them.

Please keep in mind, prior to you working on these Holidays for time and one half, the client must approve the time prior to the Holiday as the patient/client may choose to skip services of One-step Ahead Home Care LLC for that day.

One-step Ahead Home Care LLC recognizes the following Holidays as Paid Holidays:

- Christmas Day
- New Year's Day
- Independence Day
- Labor Day
- Thanksgiving Day

HOLIDAY POLICIES

You may take time off to observe your religious Holidays. If available, a full day of unused vacation or personal day may be used; otherwise you won't be paid for this time off. Please schedule the time off in advance with your manager.

All National Holidays are scheduled on the day designated by common business practice.

In order for full-time employees to qualify for Holiday Pay, you must actually work the scheduled workday.

VACATIONS

Vacation is a time for you to rest, relax, and pursue special interests. One-step Ahead Home Care LLC has provided paid vacation as one of the many ways in which we show our appreciation for your work, knowledge, skills, and talents; all of which contribute to make One-step Ahead Home Care LLC a leader in its field.

Both full-time and part-time employees will be allowed to schedule paid vacation after one year of service. Your vacation pay will be based upon your average number of hours worked during the previous year. Vacation time begins to accrue after the 90-day introductory period at the rate of ____ days per week worked.

AMOUNT OF VACATION

<i><u>Years of Employment</u></i>	<i><u>Vacation Time</u></i>
Less than five (5) years	Five (5) working days
Five (5) to ten (10) years	Ten (10) working days
More than ten (10) years	Fifteen (15) working days

VACATION POLICIES

One-step Ahead Home Care LLC will always try to let you use your vacation time as desired, but your vacation must be approved by your manager at least three (3) weeks in advance. If any conflicts arise in vacation requests, preference will be given to the employee with the longest length of continuous service.

Normally, only accrued vacation may be taken. You may not receive advance vacation pay (for vacation time taken in excess of your vacation accrual balance) without written authorization from your manager. Any amount of advanced vacation paid but not yet accrued at the time of termination of employment will be deducted from your final paycheck.

All vacation time must be taken in full day increments unless otherwise authorized in writing. Your manager must approve specific vacation dates. Your manager has the responsibility to maintain adequate staffing levels and has the authority to limit the approval of vacation requested to meet operational needs. The request will normally be granted, as long as your absence will not seriously affect One-step Ahead Home Care LLC operations.

If you are on an approved leave of absence for less than thirty (30) days, your vacation eligibility will not be affected, even though no vacation time will be accrued.

One-step Ahead Home Care LLC does not pay for unused vacation days upon termination.

ACCUMULATION RIGHTS

Employees are encouraged to use their vacation to take regular time off each year. If they do not, vacation will accrue until the employee has reached a maximum of fifteen (15) vacation days. At this point, no further vacation will be accrued until the employee uses vacation hours equal to the amount accruable during one month. Exceptions to this policy may be made in unusual circumstances. Each case will be viewed on an individual basis by management.

COMPENSATION

The goal of the One-step Ahead Home Care LLC compensation program is to attract potential employees, meet the needs of all current employees and encourage well-performing employees to stay with our

organization. With this in mind, our compensation program is built to balance both employee and One-step Ahead Home Care LLC needs.

WAGE AND SALARY POLICIES

Compensation Philosophy:

One-step Ahead Home Care LLC desires to pay all regular employees' wages and salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair and equitable. Compensation may vary with individual and company performance and in compliance with all applicable statutory requirements.

One-step Ahead Home Care LLC applies the same principles of fairness to all employees, regardless of organizational level, race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

Basis for Determining Pay:

Several factors may influence your rate of pay. Some of the items One-step Ahead Home Care LLC considers are the nature and scope of your job, what other employers pay their employees for comparable jobs (external equity), what One-step Ahead Home Care LLC pays their employees in comparable positions (internal equity), and individual as well as One-step Ahead Home Care LLC performance. It is our goal to have a current job description on hand, which broadly defines your job responsibilities.

Pay Period and Hours:

Our payroll work week begins on Monday (for instance, Monday at 12:01 am) and ends on Sunday (for instance, Sunday at 12:00 midnight).

PAY CYCLE

Biweekly Pay Cycle:

Payday is normal on every other Friday, for services performed during the pay cycle, for example, the two (2) week period ending the previous Sunday at 12:00 midnight. The biweekly pay schedule is made up of twenty-six (26) pay periods per year.

Paycheck Distribution:

For your convenience, paychecks will typically be deposited directly into your own checking or savings accounts.

Mandatory Deductions from Paycheck:

One-step Ahead Home Care LLC is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your Federal, State and Local income taxes and your local

contribution to Social Security as required by law. These deductions will be itemized on your pay stub. The amount of the deductions will depend on your earnings and on the information you furnish on your W-4 form regarding the number of exemptions you claim. If you wish to modify this number, please request a new W-4 form from your manager immediately. Only you may modify your W-4 form. Verbal or written instructions are not sufficient to modify withholding allowances. We advise you to check your pay stub to ensure that it reflects the proper number of withholdings.

The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, will be explained whenever One-step Ahead Home Care LLC is ordered to make such deductions.

Direct Payroll Deposit:

Direct Payroll Deposit is the automatic deposit of your pay into the financial institution accounts of your choice.

Error In Pay:

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your manager immediately. He/She will take the necessary steps to research the problem and to ensure that any necessary correction is made promptly.

Overtime Pay:

It is our practice to pay overtime, based on one and one-half times your regular rate, should you work more than 40 hours/week.

All overtime must be approved in advance by your manager.

Work Performed on Company Holidays:

Full-time “non-exempt” (those employees who are eligible for overtime pay by the Fair Labor Standards Act). Employees who work on a company holiday will be paid at a rate of 1 ½ times your regular hourly wage, regardless of the number of hours worked during that same work week.

Wage Garnishments:

We hope you will manage your financial affairs so that we will not be obligated to execute any court-ordered wage garnishments. However, when court-ordered deductions are to be taken from your paycheck, you will be notified.

PERFORMANCE AND COMPENSATION REVIEWS

Performance Reviews:

Because we want you to grow and succeed in your job, One-step Ahead Home Care LLC conducts a formal review one (1) time per year for each employee. New employees may be reviewed near the end of their Introductory Period. A review may also be conducted in the event of a promotion or change in duties and responsibilities.

Compensation reviews are usually given with performance reviews. Any applicable compensation increase will appear in the pay period ending after the date granted. Having your compensation reviewed does not necessarily mean that you will be given an increase due to individual and/or company performance.

ELIGIBILITY FOR BENEFITS

If you are a full-time employee, you will enjoy all the benefits described in this Employee Manual as soon as you meet the eligibility requirements for each particular benefit. Coverage's are available to you and your dependents as defined in the benefit summary plan descriptions.

If you are a part-time employee, you will enjoy only those benefits specifically required by law, provided that you meet the minimum requirements set forth by law and in the benefit plan(s).

No benefits are available to you during your Introductory Period, except as otherwise provided by law.

No benefits are available for as needed (PRN) employees.

GOVERNING REQUIRED COVERAGE

Workers Compensation:

All employees are entitled to Workers Compensation benefits. This coverage is automatic and immediate and protects you from an on-the-job-injury. An on-the-job-injury is defined as an accidental injury suffered in the course of your work, or an illness, which is directly related to performing your assigned job duties. This job-injury insurance is paid for you through One-step Ahead Home Care LLC. If you cannot work due to a job-related injury or illness, Workers Compensation insurance pays for your medical bills and provides a portion of your income until you can return to work.

All injuries or illness arising out of the scope of your employment must be reported to your manager immediately. Prompt reporting is the key to benefits. Benefits are automatic, but nothing can happen until your employer knows about the injury. Ensure your right to benefits by reporting every injury, no matter how slight.

Employees returning to work after being absent due to a work-related-injury must report to their manager prior to beginning work and must bring a doctor's clearance for returning to work.

Your employer funds your Workers Comp. Insurance. You will never pay any part of this vital insurance program.

Leave of Absence:

We recognize that occasionally events such as illness or personal emergencies can occur that would require your temporary absence from work. Under certain circumstances, leaves of absence can be approved which would protect some or all of your employment rights.

Leave of absence without pay is the following types:

- **MEDICAL LEAVE**
- **PERSONAL LEAVE**

Up to 90 days of unpaid personal leave is allowed for compelling personal reasons. Approval is at the option of the Executive Director. The employee must pay for the cost of all insurance premiums during personal leave.

VII. FMLA

AMOUNT OF LEAVE – The Family and Medical Leave Act (FMLA) entitles certain employees to a 12-week leave of absence in addition to those leaves of absence provided for elsewhere in this handbook.

QUALIFICATION FOR LEAVE – In order to be entitled to FMLA leave, an employee must have been employed by the Company for 12 months, working at least 1,250 hours during the 12-month period immediately preceding FMLA leave.

PURPOSE OF LEAVE – FMLA leave can be taken (1) for the birth of a child; (2) for the placement of a child for adoption or foster care; (3) to care for a spouse, child, or parent with a serious health condition; and (4) because of a serious health condition that causes you to be unable to perform the essential functions of your job.

HUSBAND AND WIFE RULE – A husband and wife who are eligible for FMLA leave are limited to a combined total of 12 weeks of leave if the leave is taken (1) for the birth of a child; (2) for the placement of a child for adoption or foster care; or (3) to care for a parent with a serious health condition.

PERIOD FOR TAKING LEAVE – The 12-week FMLA leave may be taken during a “rolling” 12 month period measured backward from the date the employee uses any FMLA leave. FMLA leave may be taken intermittently or on a reduced leave (part-time) basis. However, if FMLA leave is taken on an intermittent or reduced leave basis, you may be transferred temporarily to an available alternative position that better accommodates recurring periods of leave. In addition, if FMLA leave is taken for the birth or placement of a child, it must be taken at one time-not intermittently or on a reduced leave basis.

EMPLOYEE NOTICE – In order to take FMLA leave, you must give the Company at least 30 days advance notice if the need for the leave is foreseeable. If the 30 days notice cannot be given because of an unexpected change of circumstances, a medical emergency, or the like, notice must be given with as much lead time as possible, normally within one or two working days of when you become aware of the need for FMLA leave-except in extraordinary circumstances. When planning medical treatment for you or a family member, you should work with the Company to schedule this leave in a way that does not disrupt business operations to the extent that it is medically possible to do so. If FMLA leave will cause disruption, the Company may require you to reschedule the leave if it is medically possible to do so. If the required notice is not given, the Company will delay FMLA leave until the notice has been given and the appropriate amount of time has passed.

MEDICAL CERTIFICATION – If you wish to take FMLA leave to care for your seriously ill spouse, child, or parent or because of your own serious health condition, you must provide the Company a medical certification from the treating health care provider. This certification must be provided within 15 calendar days of your request for FMLA leave. You can obtain a form for this medical certification out of the Company Policy and Procedure Manual from the Executive Director section. If you do not provide this medical certification, your request for FMLA leave will be denied. The Company also reserves the right to obtain a second or third medical certification at the Company’s expense as allowed by the FMLA. The Company in accordance with FMLA may also request additional medical certifications.

SUBSTITUTION OF PAID LEAVE – FMLA leave is unpaid. However, either you or the Company may choose to substitute any paid leave that you have earned or accrued in place of FMLA leave. Accordingly, the paid leave and the FMLA leave will run concurrently. Any remaining FMLA leave will be unpaid. One exception to this substitution rule is that earned or accrued personal days can be substituted only for the purpose of caring for yourself as a result of a serious health condition. When work-related injury qualifies for FMLA leave and you are receiving workers’ compensation benefits, you will not be required to

substitute any paid leave during your absence from work. However, the leave taken for the work-related injury and the FMLA leave will run concurrently.

STATUS REPORT – While you are on FMLA leave, you must report your status to the Executive Director every two weeks, including whether you intend to return to work and the date on which you will return to work if known.

MEDICAL CERTIFICATION BEFORE RETURN FROM LEAVE – If you have been on FMLA leave because of your own serious health condition, before you can return to work, you must provide a medical certification from your treating healthcare provider which states you are able to resume work. If you do not provide this medical certification, you will not be permitted to return to work.

RETURN FROM LEAVE – When you return from FMLA leave, you will be given the same job you had when you left or an equivalent job. However, if you are a key employee as defined in FMLA (among the highest paid 10 percent of all employees), you may be denied the right to return to the Company under certain circumstances. If you do not return during or at the end of your FMLA leave, you lose the right to be returned to your former job or an equivalent one.

Thank you for joining our team and if anything is not clear or if you have any questions, talk to your direct manager.

ACKNOWLEDGEMENT

I, the undersigned, do hereby acknowledge that I have thoroughly read and studied the One-step Ahead Home Care LLC Manual and that I understand the material contained therein. This self-study course qualifies me for 8 hours training credits on Basic Caregiving Skills and Procedures.

I further acknowledge that I understand all One-step Ahead Home Care LLC policies and procedures contained in this manual and that I shall strictly adhere to them.

I agree that should my employment with One-step Ahead Home Care LLC be terminated for any reason, I shall return this material promptly.

Employee/Independent Contractor Signature

Employee/Independent Contractor Name Printed

Date: _____