COMMUNICATION POLICY

Office Hours:

TSS's office hours are Monday through Friday 8:00 AM until 4:30 PM. An ON-CALL Coordinator is available 4:30 PM – 8:00 AM on weeknights and 24/7 on Saturday, Sunday, and on holidays. Please place routine calls to the office during normal office hours of 8:00 AM – 4:30 PM.

After-Hours Support

An ON-CALL Coordinator will be available to offer service support or emergency support when the office is closed.

Service Support: If you have a general service question while working with a client that cannot wait until the next business day, please **TEXT** the office number and someone will get back to you as soon as possible, usually within 30-60 minutes. Please note that text notifications sent between the hours of 10:00 PM – 6:00 AM will be addressed after 6:00 AM.

Emergency Support: If you have an emergency, please **CALL** the office number. If there is no answer, leave a message. If you are not called back within 15 minutes, text the Director at 636-235-9548.

As with any client emergency, contact Hospice or 911 when appropriate and/or follow your client's Critical Information instructions.

Please do not CALL in the evenings or weekends unless:

(1) Your need is Urgent
(2) You must cancel current weekend, evening or Monday morning shifts. DO NOT REPORT CALL-OFF'S BETWEEN THE HOURS OF 10:00 PM -6:00 AM. **Do not text a call-off.** Call at 6 AM.
(3) You are returning a call from the office number.

If you text or call after hours for information that is not client service related or an emergency, your message or text will be forwarded to the appropriate office personnel and will be answered when they return to the office.

Main Office/On Call number: 636-734-7334

Director: 636-235-9548 Messages will be sent to an email.

Time Reporting and Pay

Telephony is used by TSS to determine the pay that an employee will receive for each shift. Caregivers must use Telephony to be paid for hours worked.

It is a violation of TSS policy for one employee to clock in or out for another employee. Violations may result in discipline up to and including immediate termination of employment.

Paydays

Employees are paid Bi-monthly. Checks are direct deposited into a checking, savings or pay card on the 7th and 22nd of each month. Each paycheck will include earnings for all work performed through the end of the previous payroll period, as long as clock ins and outs in telephony for that time period are correct. Pay periods are the 1st through the 15th and 16th through end of the month. Incorrect telephony logs may result in a delay of shifts being finalized for payment processing.

If a regular payday falls on a weekend or federal holiday paychecks will be deposited on the first day banking is available.

Pay Advances and Loans

Tailored Senior Services does not provide pay advances or loans to employees.

Administrative Pay Corrections

Tailored Senior Services takes all reasonable steps to ensure that employees are paid correctly and that employees are paid promptly on the scheduled payday. If there is an error on your paycheck, the employee is responsible for immediately notifying Human Resources. The company will make every attempt to adjust the error no later than the employee's next regular pay period.

Pay Deductions

The law requires that TSS make certain deductions from every employee's compensation. Among these are applicable federal, state, local income taxes and social security taxes. The Company must deduct garnishments or other court ordered wage deductions. Loss, damage, or destruction of company property will be deducted. Employees who enroll in supplemental insurance will incur related deductions.

Any deductions (other than statutory deductions) must be authorized in writing by the employee. Questions regarding payroll deductions should be directed to Human Resources.

Non-Exempt Employees from Federal Wage and Hour Law

Non-exempt employees are expected to work under 40 hours per week unless overtime is authorized in advance by their supervisor or manager. Non-exempt employees may need to work overtime in case of emergency or whenever necessary for the best interests of our clients or TSS. Non-exempt employees will be paid overtime for all authorized hours worked in excess of forty (40) hours per week.

Levy/Garnishment of Employee Wages

Levy and garnishments are court orders requiring an employer to withhold specified amounts from an employee's wages for payment of a debt owed by the employee to a third party. State law requires the company to honor levy and garnishments of employee wages as court or other legal judgment may instruct. The law also provides for an administrative fee to be charged when a garnishment occurs.

Pay Upon Separation from Employment

Employees separated from employment will be paid for time worked (less deductions) on the next regular pay day according to the applicable federal and state laws and will be available for pick up at the office during regular office hours. Terminated employees may pick up their check on their last day at an appointed upon time.

Scheduling and Attendance Policy

Scheduling

Weekly scheduling is generally completed by Friday Noon prior to Monday's start date. The work week begins at 12:01 AM on Monday and ends at midnight on Sunday, seven days later. Employees are responsible for knowing their schedule and should check it each week, even if they usually work a set schedule. Shift reminders are sent by email and/or text at 2:00pm the day prior to each scheduled shift.

All scheduling is coordinated through the Schedulers (or Managers when Schedulers are not available). Upon being hired, availability is submitted on the employment application. This includes preferred days, times, and areas for client assignments. If availability changes, it is the employee's responsibility to notify the Schedulers no less than two weeks

prior to the changes. Employees who are per diem must work a minimum of two shifts per month. If assignments are turned down for a full month it will be considered that the employee has voluntarily terminated his/her employment relationship with TSS.

Do not ask clients to change scheduled work hours for your convenience. If you are asked to stay past your scheduled time by a client, call or text the office to get approval.

ON CALL Duty

Employees scheduled for an ON-CALL shift must be fully accessible via telephone. If you do not answer, you must return calls within the allotted time and be prepared to cover a last-minute call off or newly added shift. Not calling within the allotted time or refusing to cover a shift is grounds for termination.

Attendance

TSS gives employees the flexibility to choose their assignments and work schedule. Therefore, personal matters should be planned around routine assignments. Punctual and regular attendance is the responsibility of each employee. Employees are expected to report to work as scheduled, on time, and prepared to work. Call off's, absences, and tardiness is disruptive to client care, and places an unfair burden on fellow employees. Punctuality and reliability are basic expectations for all of our employees. While it is recognized that an occasional illness or extenuating personal reason may cause unavoidable absence from work or tardiness, regular on time attendance is required for continued employment.

Attendance records will be a part of each employee's performance review. Unexcused absence or tardiness may affect future promotions or raises. A performance review will be performed at 90 days and then annually after twelve (12) months of employment.

Absence/Call Off:

A rolling 12-month period will be used when evaluating employee attendance.

An absence is any unplanned or unapproved absence on one or more consecutive working days. Time away from work that has been approved in advance is not counted as an occurrence. All absences will be documented to the employee's employment file.

Excessive Absence/Call Off:

Employee attendance records will be reviewed on a continuous basis. Absence documentation and disciplinary action is defined below:

Employment Status	Documented	Written Notice	Disciplinary Action
Full Time (32+ hours)	1-4 occurrences	5-7 occurrences	8 occurrences
Part Time/PRN	1-2 occurrences	3-4 occurrences	5 occurrences
Orientation (90 days)		1 occurrence	2 occurrences

An Occurrence is defined as:

- An absence of 4 hours or more

- An absence of one or more consecutive work days for any reason except for Civil Duty, Bereavement Leave, Worker's Compensation time, Paid Time Off, TSS approved leave and Approved Time Off

A pattern of failing to report for work may be cause for assignment re-evaluation and/or disciplinary action up to and including termination, regardless of an employee's overall attendance record when the employee is frequently absent on the same day and shift of the week. We must provide our clients with as much consistency as possible. Working another day or working overtime does not erase the unscheduled absence.

Frequent Requests for Absences:

Absences of short intervals (time off at the beginning, during, or at the end of the shift) that are frequently requested and become a habit may be subject to disciplinary action.

Procedure for Call-Offs:

If an employee misses work due to an unscheduled absence/call-off such as calling in sick, family emergencies, transportation emergencies, family member illness, household emergencies, etc. he/she must follow procedures for Call-Offs. Failure to follow established procedures will result in disciplinary action up to and including termination.

1. Employee **should call** at least two hours in advance if possible. Do not call ON CALL Coordinator between 10:00pm-6:00am for call offs. You may leave a text, but a call will be required after 6:00am.
2. Employee must personally call and speak directly to ON CALL coordinator. Do not have friends or relatives call unless you are hospitalized.
3. If there is no answer, leave a voice mail, but continue calling until you REACH and TALK to someone or are called back.
4. **Never** call the client directly.
5. Employee will need to validate the reason for his/her absence. A physician's return to work certificate will be required for Call-Offs of three (3) consecutive days or more or if employee has excessive absenteeism.

Employees with any condition which could be communicable (i.e. flu, contagious skin disease, etc.) cannot work until the condition is no longer communicable. Employees who are absent from work more than two days due to this condition, must have a physician's release before returning to work. Employees are encouraged to plan their schedule to avoid conflicts with non-emergency doctor's appointments and personal business.

Trading Shifts

Employees may trade shift(s) with co-workers during the same work week (Monday to Sunday) or call an approved Sub. Both employees must email (DO NOT TEXT) the Scheduler at schedule@tailoredseniorservices.com with the date and time of the trade before the shift(s) can be reassigned on the schedule. Employees may not trade if it places one or both parties into overtime. Traded shifts do not count as an absence.

Employees who work 24/7 accounts are expected to have some flexibility with their schedule and have the ability to trade with their co-workers when needed as long as it does not place either party into overtime.

Approved Scheduled Time Off

Employees are to notify Scheduler by email at schedule@tailoredseniorservices.com at least two weeks (14 days) in advance for events such as vacation, medical appointments, family activities, and other happenings that CANNOT be

scheduled outside of regular work hours or schedule, whether paid or unpaid. Approved Scheduled Time Off absences are arranged at the mutual convenience of the client/department and the employee based on our operational needs.

No more than one week of scheduled unpaid time off may be taken together, unless approval has been secured from Human Resources. Requesting days off is on a first come, first served basis. Two employees working the same assignment will not be granted time off at the same time and there is a limit on requests for the Company as a whole on the same day. **Submitting a request does not imply that your request has been approved**. Your request will be reviewed and then either approved or disapproved depending on if the day is available and your overall absence record. You will receive an email regarding the status of your request within three (3) business days of your request. Do not request time off directly from your client unless authorized to do so by your supervisor. If you are disapproved for a day and then call off that day, it will be considered voluntary termination.

If employees trade shifts with co-workers or approved subs and their hours stay approximately the same for the week it does not count as absence or approved scheduled time off.

Employees may request Approved Scheduled Time Off for the number of days listed below per year. Additional requests will be documented as excessive absences unless approved by the Human Resources.

Status	**1st Year**	**2nd Year**	**5th + Year**
Full Time	7 days	14 days	21 days
Part Time	3 days	6 days	9 days
Orientation (90 days)	No approved scheduled time off after your first shift.		

Tardiness

Employees are expected to arrive on time to all assignments. A tardy employee disrupts client care and can add hardship to the employee and or family member that is waiting on them. A tardy is documented when employee logs into telephony seven minutes or more past the required starting time. Excessive tardiness will result in assignment reevaluation and/or disciplinary action up to and including termination.

Employee tardy records will be reviewed on a continuous basis. Excessive tardiness and disciplinary action are defined below:

Status	**Per Month**	**Maximum in a 6 Month Period**
Full Time	2 or more	6
Part Time/PRN	2	4
Orientation (90 days)	2 (90 days)	N/A

Procedure for tardy:

Employee must text or call as soon as they realize he/she is going to be late. Include why and the estimated time of arrival.

Bad Weather:

Tailored Senior Services realizes that bad weather or hazardous commuting conditions may occasionally make it difficult or impossible for employees to report to work on time. Employees must notify office as soon as possible if poor weather conditions will cause a delay in reporting to work on time. However, all employees are expected to make a diligent effort to report to work when conditions have improved. If you determine that you are unable to report to work because of the conditions, inform us as soon as possible. The office may assist you with alternative transportation to work.

Required Notice:

All employees are required to give a two-week notice in the following situations:

- Prior to resignation date to remain in good standing and be eligible for rehire.
- When changing your employment status, i.e., going from full time to part time or PRN, going from PRN to part time or full time.
- When you request a transfer from one client to another.

All employees are expected to work a minimum of 24 hours per month. Any employee who does not accept at least 24 hours within a one-month period will be deemed to have voluntarily resigned.

No Show/No Call:

A No Show/No Call on any assignment will be considered as having voluntarily quit unless there is a verifiable extenuating circumstance that is approved by TSS. No Call/No Show will be processed as job abandonment. The employee will be able to pick up their final check on the next company pay day.

Show-Up Policy:

If a caregiver arrives at a client's home and the client is not there, the employee will be paid for two (2) hours at their normal base pay providing the following conditions are met:

1. The visit was scheduled by TSS.
2. The employee arrived at their scheduled time and was not late.
3. The employee waited 15 minutes at the client's home to see if they return.
4. The employee calls or texts office immediately.

Holidays:

TSS recognizes the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve (3pm-12am), Christmas, and New Year's Eve (3pm-12am).

Time-and-a-half is paid for hours worked on company recognized holidays after employee has completed 90 days of continued employment. Unapproved absence the day before and/or after a recognized holiday will result in forfeiture of the holiday pay benefit for that holiday.

Training and Meeting Time:

Mandatory training, mandatory orientation, dementia training, and client shadowing. Training is paid at the Missouri State Minimum Wage.

Family and Medical Leave (FMLA) is not available at this time. For additional information go to wagehour.dol.gov.

Leave of Absence:

Upon completion of the Introductory Period (first 90 days) personal and medical leaves of absence may be granted to regular employees at the discretion of management as outlined below. Personal and medical leaves of absence are for non-occupational work-related conditions.

Due to the nature of this industry, TSS cannot guarantee that an employee's exact job, exact clients or exact number of hours will be available upon returning from leave. Although every effort will be made to place employees in a position that utilizes their background and experience, TSS cannot guarantee the same salary if an employee accepts a job different than the one held before leave. If an employee obtains a leave of absence by false pretense, accepts competing employment while on leave of absence, or fails to return to work at the end of leave, such acts are considered a voluntary resignation of employment.

A request for leave of absence must be submitted to and approved by the employee's supervisor and must be in writing. Unless there is an emergency situation, all requests for leave should be made within a reasonable period of time prior to the commencement of leave.

Requests for personal leaves of absence without pay may be granted for a period of up to four weeks (30 calendar days) per rolling year, subject to work requirements and management discretion. Personal leaves of absence must be requested in writing and formally approved by management and Human Resources. An employee must complete a leave of absence request form. This form may be obtained in the TSS office and must contain the anticipated length of absence, along with the dates and circumstances of the leave. This form must be turned into the HR Department before a leave of absence is officially granted. Employees who need more time off may be required to resign. Upon returning from leave, if a position is not immediately available, TSS may elect to place an employee on an extended leave of absence without pay until there is a suitable opening.

If an employee provides a doctor's written certification that the employee is unable to work, a medical leave of absence without pay may be granted for a period of up to six weeks (45 calendar days) per rolling year. Employees are expected to report back to work as soon as authorized by the employee's doctor – with a written authorization from the employee's doctor. Employees who need more time off may be required to resign. If an employee is rehired in the same position within six months of resignation, the employee may be rehired at his/her former rate of pay.

Bereavement Leave:

In the event of a death in an employee's immediate family, employees are eligible for three (3) consecutive days off without pay including the day of the funeral. Additional time off will depend on circumstances and is at the discretion of management. Immediate family is considered: Spouse, parent, stepparent, child, stepchild, brother/sister, stepbrother/stepsister, grandparent, grandchild, current mother-in-law or father-in-law, spouse's child, and current brother-in-law/sister-in-law.

Prior approval for any bereavement leave must be obtained from the employee's manager. The company reserves the right to request substantiation of any death in an employee's immediate family or confirmation of employee's attendance at a funeral.

Civic Leave:

Jury Duty: Employees who are called for jury duty will be granted time off. Employee must show their jury duty summons to their immediate supervisor as soon as possible so that arrangements can be made to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

Voting: In compliance with applicable state laws, an employee may, with prior notice to TSS, take three hours off work, during polling hours, to vote in federal, state, or local elections, both primary and general elections if there are not three consecutive hours when the polls are open during which the employee is not required to be at work.

Employees who do not have three (3) consecutive hours outside of their normal work schedule must request time off for voting in writing a minimum of 7 days in advance to schedule@tailoredseniorservices.com. The request for leave must clearly state that the employee needs leave in order to vote.

Military Duty: Employees who are called to serve active duty are granted time off to fulfill their military obligations. Upon return from active duty, those employees will be assigned hours as soon as they become available. TSS cannot guarantee that you will be able to return to your same account.