Introduction

WELCOME

Welcome to Tailored Senior Services and thank you for joining us! We are in the business of providing quality non-medical home care and keeping clients happy and safe in the comfort of their own home. We are proud of our reputation and recognize that our employees have made us the success that we are today. We have made a commitment to treat you with respect and to value your contribution. We hope that your experience while working here will be a positive and rewarding one.

PURPOSE OF HANDBOOK

This handbook is designed to acquaint you with Tailored Senior Services and provides you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of this handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Tailored Senior Services to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

Please consult your supervisor or Human Resources regarding any questions not answered in this handbook. An employee handbook cannot anticipate every circumstance or question about policy, nor would we want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship. As Tailored Senior Services continues to grow, the need may arise, and Tailored Senior Services reserves the right to revise, supplement, or rescind any policy or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or Tailored Senior Services to end our relationship for any reason at any time. Any revised information may supersede, modify, or eliminate existing policies. This handbook is neither a contract of employment nor a legal document.

We hope this guide will help you feel comfortable with us. We depend on you – your success is our success. Please do not hesitate to ask questions. Your supervisor will gladly answer them. We believe you will find that Tailored Senior Services is a good place to work.

Throughout the rest of this policy manual, Tailored Senior Services will be referred to as “Tailored Senior Services”, “TSS”, “the Company”, “we”, “our” or “us”, as applicable. Employees will be referred to as “employees” or “you”, as applicable.

MISSION

Tailored Senior Services is dedicated to providing quality and affordable non-medical home care services to meet the physical, mental, and emotional needs of our clients and their families. We are committed to providing professional and dignified care enabling seniors to remain comfortably in their homes.

EQUAL OPPORTUNITY EMPLOYMENT

Our company is committed to equal employment opportunities. TSS complies with all federal, state, and local equal employment opportunity laws. In all hiring and employment practices, TSS makes every effort

to ensure that it does not discriminate against employees and applicants. This policy addresses TSS's commitment to providing equal opportunity employment for all employees and applicants.

EMPLOYMENT-AT-WILL

This handbook is not a contract, express or implied, guaranteeing employment for any specific duration. Although we hope that your employment relationship with us will be long term, either you or Tailored Senior Services may terminate this relationship at any time, for any reason, with or without cause or notice. Please understand that no supervisor, manager or other representative of Tailored Senior Services, has the authority to enter into any agreement with you for employment for any specified period or to make any promises or commitments contrary to this handbook or written policies. No one except the company owner (or authorized representatives) has the authority to enter into an agreement that alters the at-will employment relationship and any such agreement must be made in writing and signed by the company authorized representatives.

Onboarding Process

PRE-EMPLOYMENT SCREENING

TSS strives to employ qualified, caring and compassionate individuals who will contribute to TSS's mission. Employment at TSS is contingent on employment eligibility verification, nationwide background check, satisfactory references, Family Care Safety Registry, motor vehicle record check and proof of current auto insurance.

IMMIGRATION LAW

TSS complies with the Immigration Reform and Control Act of 1986 by employing only U.S. citizens and non-citizens who are authorized to work in the United States. Prior to their first day of work, all employees are asked to provide original, unexpired documents verifying their right to work in the United States and to sign a verification form required by federal law (Form I-9). If you cannot verify your right to work in the United States within three (3) days of hire, the Company is required by law to terminate your employment.

ORIENTATION

TSS requires all employees to complete an orientation to learn about company policies and procedures and to answer any questions you may have about your new position and our company. Paperwork will include an employee agreement, arbitration agreement, providing a voided check or copy of on-line banking information (within 3 days) and signing the handbook acknowledgment receipt. Orientation also includes skills assessments and training involving caregiver skills, first aid skills and body mechanics, transfers and gait belt training.

TRIAL EMPLOYMENT PERIOD

The trial period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Tailored Senior Services uses this period to evaluate employee capabilities, work habits, and overall

performance. Either the employee or Tailored Senior Services may end the employment relationship at will at any time during or after the trial period.

All new and rehired employees (following a break in service more than 6-month(s) other than an approved leave of absence) work on a trial basis for the first 90 calendar days after their date of hire. If Tailored Senior Services determines that the designated trial period does not allow sufficient time to thoroughly evaluate the
employee's performance, the trial period may be extended.
New hires that complete their 90-day trial period and meet the following criteria will qualify for a bonus:

- Does not exceed 1 tardy shift
- Does not call off
- Does not request additional time off during trial period
- Performance is satisfactory

Supportive Work Environment

COMMUNICATION

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 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 On-Call Coordinator 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 On-Call Coordinator and if there is no answer, leave a message. If you are not called back within 15 minutes, try again as the coordinator may be handling another emergency.

PLEASE DO NOT CALL AFTER-HOURS SUPPORT NUMBER IN THE EVENINGS OR WEEKENDS UNLESS:

(1) Your need requires assistance while servicing a client
(2) Your need is Urgent due to a emergency
(3) You must cancel a shift that is scheduled in the next 24 hours. Text only to REPORT CALL OFF'S BETWEEN THE HOURS OF 10:00 PM -6:00 AM then follow up with a call after 6:00 AM.

If you text or call the On-Call number for information that is not client service related or an urgent matter, your message or text will be forwarded to the appropriate office personnel and will be answered when they return to the office.

Open Door Policy

TSS values all employees and is committed to providing a positive work environment where employees take responsibility and ownership for problem solving at all levels of the business. Because we hold your contributions in the highest regard, we are committed to providing fair and best possible work practices. Our standard is to treat each employee as an individual. We foster a spirit of teamwork with all members of TSS working as a team to achieve the common goals of delivering outstanding care for our clients.

We have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We consider individual circumstances of the individual employee. We firmly believe that with honest, early and direct communication, we can resolve any challenges that may arise and develop a mutually beneficial solution.

Conversely, hiding issues or misrepresenting the truth breeds distrust and will not be tolerated. As a team, we are here to support one another, and your management will work with you to actively resolve issues or concerns.

If you are not comfortable discussing a matter with your supervisor, please contact Human Resources. Your complaint will be investigated and formally responded to in writing as to the outcome including actions, if any, taken because of your submission. No member of management may retaliate or discriminate against an employee who has filed such a grievance.

ACCOMMONDATIONS

Americans with Disabilities

TSS is committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA"). It is the Company's policy not to discriminate against any qualified employee or applicant regarding any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of non-discrimination, the Company will provide reasonable accommodations to a qualified individual with a disability, as defined by the
ADA, who has made the Company aware of his or her disability, provided that such accommodation does not constitute an undue hardship on TSS.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Human Resources. On receipt of an accommodation request, human resources and your supervisor will meet with you to discuss and identify the precise limitations resulting from the disability and the potential accommodation that TSS might make to help overcome those limitations.
TSS will determine the feasibility of the requested accommodation considering various factors, including, but not limited to the nature and cost of the accommodation, the availability of tax credits and deductions,

outside funding, TSS's overall financial resources and organization, and the accommodation's impact on the operation of the Company, including its impact on the ability of other employees to perform their duties and on TSS's ability to conduct business.

TSS will inform the employee of its decision on the accommodation request or on how to make the accommodation. If the accommodation request is denied, employees will be advised of their right to appeal the decision by submitting a written statement explaining the reasons for the request. If the request on appeal is denied that decision is final.

The ADA does not require TSS to make the best possible accommodation, to reallocate essential job functions, or to provide personal use items (i.e., eyeglasses, hearing aids, wheelchairs etc.).

An employee or job applicant who has questions regarding this policy or believes that he or she has been discriminated against based on a disability should notify the Human Resources. All such inquiries or complaints will be treated as confidential to the extent permissible by law.

Religious

TSS will provide reasonable accommodation for employees' religious beliefs, observances, and practices when a need for such accommodation is identified, and reasonable accommodation is possible. A reasonable accommodation is one that eliminates the conflict between an employee's religious beliefs, observances, or practices and the employee's job requirements, without causing undue hardship to the Company.

TSS requests that accommodation requests be made in writing, and in the case of schedule adjustments, as far in advance as possible. The Company will not retaliate or otherwise discriminate against an employee or applicant who requests accommodation in accordance with this policy.

Lactation

Employees have the right to request lactation accommodation. The Company will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child each time the employee has need to express milk if it does not present a safety issue with senior care.

Employees who wish to request lactation accommodation should contact Human Resources. Caregiver employees who work in senior homes should make specific arrangements with Human Resources to meet their needs. If the Company cannot provide break time or a location that complies with this Lactation Accommodation policy, the employee requesting the accommodation will be notified in writing. The Company will not discriminate or retaliate against an employee who requests or uses a lactation accommodation in accordance with this policy or otherwise exercises their rights under Missouri's lactation accommodation law.

WORKERS COMPENSATION

The Company provides workers' compensation insurance to all employees. This plan covers any injury or illness sustained in the course of employment. Benefits may include payment for medical treatment and

loss of income. You are required to advise your supervisor immediately of any work-related injury or illness, regardless of how minor it may be. Employees will complete an Injury Report with a supervisor then join a conference call with a nurse to evaluate treatment. If needed, employees will go to an approved physician for an evaluation. More serious injuries that require immediate attention will be sent to an emergency room. All injuries that require medical attention will be drug tested at the time of treatment. All injury documentation must be completed within 24 hours of the accident. Failure to follow timely procedures may affect the ability of employees to receive workers' compensation benefits.

The Company is committed to the well-being and safety of our employees. Supervisors will be responsible for the investigation of accidents or injuries involving employees assigned to their work duties. Every effort will be made to determine the causes of accidents or injuries and preventive measures taken as appropriate.

The Company believes it is our responsibility to assist our employees in the process of getting well. It is our goal to keep our valued employees active and productive and not face a loss of income during work related injuries. If a job injury causes you to leave or miss a workday, TSS must have medical authorization to demonstrate that you are physically able to return to work. If you are released to return to work with physical restrictions, every reasonable attempt will be made to accommodate your restrictions for a short period of time.

The Company has implemented a Transitional Duty/ Return-to-Work Policy to return employees to work after a work-related injury, as quickly and as safely as medically possible.

If possible, the Company will provide transitional Return-to-Work duties to our injured employees. Transitional Duty is defined as modified duties within the employee's physical abilities, knowledge, and skills. Transitional duty assignments will be developed based on the employee's known physical condition as defined by the authorized treating physician, as well as the employee's physical restrictions, operational needs, and availability of transitional duty. Transitional duty is a temporary remedy, and the length of time allowed will be decided on a case-by-case basis.

Employees who are not working due to workers compensation injuries will be required to call the office daily to report their medical status unless they are in the hospital. All scheduled medical visits will be reported at that time. Medical appointments will be scheduled at the earliest possible time convenient for the medical provider and failure to keep an appointment or rescheduling appointments may result in forfeiture of disability benefits.

Neither the Company nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during voluntary participation in any off-duty recreational, social, or athletic activity sponsored by the Company because these activities are not part of your job duties or related to your job.

Failure to follow the guidelines above may result in forfeiture of disability benefits.

EMPLOYMENT INSURANCE

The Company pays the entire premium for unemployment insurance to protect you in case you qualify upon separation from employment. You may be entitled to state and federal unemployment insurance benefits. Information about unemployment insurance can be obtained through the Missouri department of labor.

Any employee collecting employment insurance benefits from the Company is required to call our office on Thursdays between 8:00am and 3:00pm to report their work availability. Failure to do so will be reported to the local employment agency and may affect your benefit payments.

Employees filing or collecting employment insurance benefits must be available to work. Refusal to accept work offered within the service area that you have previously accepted employment with TSS may also affect your benefit payments.

SOCIAL SECURITY

During your employment, you, and the Company both contribute funds to the Federal Government to support the Social Security program. This program is intended to provide you with retirement benefit payments and medical coverage once you reach retirement age.

ANTI-HARRASSMENT

Tailored Senior Services is committed to maintaining a work environment in which every employee is treated with dignity and respect and an environment that is free of discrimination or unlawful harassment. The Company will not tolerate harassment of its personnel by anyone, including any supervisor, co-worker, client* or vendor. Violators will be subject to discipline, up to and including termination.

Recognizing Harassment

It is impossible to list every type of behavior that can be considered harassment in violation of this policy. In general, any conduct that could interfere with the employees' work performance or create a hostile work environment is forbidden. This is the case even if the offending employee did not mean to be offensive. Employees must be sensitive to the feelings of others. Even mild offensive conduct can be considered harassment if someone has made it clear that it is unwelcome. Some examples of conduct that can be considered harassment include ethnic slurs, racist jokes, pornographic emails, unwelcome touching, displaying offensive pictures, or any other verbal or physical conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment.

Employee's Responsibilities

Any employee who experiences harassment or knows of an employee who has experienced harassment should immediately notify Human Resources. Employees that feel comfortable directly intervening in situations where they perceive bullying or harassment are encouraged to do so.

Investigation of Harassment

The Company takes all reports of harassment seriously. The Company will promptly and thoroughly investigate any complaint, information, or knowledge of harassment. The investigation will be as confidential as possible. All involved, including complainants, witnesses, and alleged perpetrators may

be required to cooperate in the investigation, will receive fair and impartial treatment, and will not be subject to retaliation for information disclosed to the Company

The Company will take any interim actions necessary to protect complainants from further acts of harassment or retaliation during the investigation. The Company may review documents, interview employees, or take whatever investigatory steps it deems necessary to determine whether harassment occurred.

The Company will notify the complainant of the outcome of the investigation, although it may decline to reveal specific disciplinary actions taken where confidentiality issues exist.

The Company prohibits any form of retaliation against any employee for filing a bona fide complaint or for assisting in a complaint investigation. However, if after investigating any complaint of harassment, the Company determines that the complaint is not bona fide or that an employee has provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint or who gave the false information.

**Caregivers must bear in mind that some of our clients may suffer from dementia or other mental or physical impairments which limit or affect their behavior, self-control, or awareness of their environment. The Company has no control over the behavior of its clients. If a client commits any form of harassment or inappropriate conduct against a Caregiver, the Caregiver is responsible for reporting the incident to your supervisor or Human Resources*.

Services

Every client and Care Plan is different. Therefore, job duties and responsibilities may differ from client to client. The duties that you are expected to perform will be summarized by a supervisor with details and your care log

listed online. Occasionally a client may request a meet & greet which may be in person with a supervisor or via video call with a supervisor. The Company offers different levels of care, and some clients may receive more than one service. Caregivers will be offered shifts depending on their experience and willingness to provide various levels of care. Detailed job descriptions are covered in orientation and are available online.

HOMEMAKER / PERSONAL CARE SERVICES

Homemaker/Personal Care Services monitor the safety and wellbeing of the client. It includes general household activities when a client is unable to manage their home or when the person regularly responsible for these activities is temporarily absent or unable to manage the home. This service also includes personal care. Specific services required for each client are listed in their Care Plan. Duties include but are not limited to:

Companionship: Engaging with the client. Social stimulation, emotional support, visiting and talking, reading, taking walks, listening to music, games/puzzles etc.

Household Assistance: Assistance in household tasks necessary to provide a clean environment in which the client lives to maintain his/her social and psychological well-being.

- Clients should provide all equipment and cleaning supplies. Tasks are done daily, weekly, or periodically to maintain a safe and healthy environment. Activities performed include but not limited to washing dishes, taking out trash, cleaning cupboards, cleaning the refrigerator, mopping, sweeping, cleaning bathrooms and kitchen, vacuuming and dusting objects and furniture that are non-breakable.
- Feeding a cat/dog or picking up if animal has eliminated during your shift.

Meal Preparation: Assistance with preparing meals. Includes planning meals (including special diets), assisting clients that can participate in meal preparation, preparing meals for clients who are unable to participate, and cleaning up after meals. Whenever possible the client should give directions on how the meal should be cooked, seasoned, and presented to the client. The client should also be involved in selecting the items included in the meal that is prepared. Clients may be involved in the cooking process when it is safe for them to do so in order to help maintain their normal functioning and dignity.

Exercise and Range of Motion Exercises: Coaching the client with range-of-motion or other exercise as prescribed and taught by medical personnel, a physical therapist or an occupational therapist. Employees may not recommend exercises and may not assist with exercising unless specified in the client's care plan.

Client Medication:
Caregivers may assist clients with medications in the following areas if specified in client's care plan:

- Communicating appropriate information regarding self-administration to the client.
- Reminding the client to take medication as prescribed.
- Reading the medication label to the client.
- Opening the medication container, presorting containers or bubble pack.
- Handing the medication container to the client or emptying the presort to a cup, napkin or client's hand.
- Assisting with skin application, rectal, nose, eye and ear preparations under the specific direction in the care plan.

Laundry Assistance: Washing, drying, and ironing clothes and linens. Ironing should be limited to tasks required to make clothes presentable. Our laundry service is generally defined as the client's clothes only. However, a caregiver may assist a spouse or partner in the home if laundry can be combined. Includes changing and laundering clients' bed linens as needed. The client is responsible for all costs related to laundry. Laundry may be done at the laundromat if there is no washer or dryer in the home and is noted in the client's care plan.

Sorting and Organizing: Assist client in organizing items in closets, cabinets, refrigerator, etc.

Transportation of Clients: Accompanying or transporting the client to a doctor's office, or other services such as shopping, recreational, religious, or other functions related to the client's well-being. Transportation may be provided in the client's car or the caregiver's car as authorized in their Care Plan.

Extended travel with a client out of the state or for overnight or extended periods must be pre-approved by Human Resources.

To ensure that TSS provides safe and orderly transportation to those clients whose care plans require incidental transportation, the following policies must be observed:

- All employees transporting clients will be appropriately licensed within the United States and have it in their possession while operating a vehicle.
- All employees transporting clients will maintain and carry liability insurance that meets state minimum requirements, paid for by the employee.
- All employees transporting clients will submit proof of driver's license, and current personal automobile insurance at any time requested by TSS. Employees must notify TSS in writing if there are any changes in their status, insurance carrier or if they are no longer covered with personal vehicle insurance. Any failure to advise TSS of changes which may impact your authorization for incidental transportation will result in immediate termination for misconduct.
- Only the client and others authorized by TSS are allowed to be in the vehicle when an authorized employee is driving.
- All safety features of an employee or client vehicle must be functional and active restraints (seat belts and other safety instruments) must be used by the driver and all passengers.
- The employee vehicle transporting a client must be clean and in good working order minus the smell of smoke and have working air conditioning. The vehicle must also be properly registered.
- The employee is required to submit in writing if their own vehicle is no longer legal, safe or available to transport clients and TSS may limit the employee to client assignments which do not require incidental transportation as part of the care plan.

Missouri's Hands-Free Law prohibits drivers from using handheld electronic communication devices while driving on public roadways or highways. The law prohibits the following activities while driving:

- Holding or supporting a cell phone with any part of your body
- Manually typing, writing, sending, or reading text-based messages
- Recording, posting, sending, or broadcasting video, including video calls and social media posts
- Watching a video or movie

However, drivers can still use voice-activated cell phone technology, such as:

- Placing or receiving voice calls using voice-operated or hands-free functions
- Talking on the phone hands-free using features like built-in phone speaker, in-car Bluetooth, or ear bud/headset
- Sending or receiving text-based communication through voice-to-text features
- Utilizing cellphone GPS navigation and music or podcast functions

Drivers can also use their cell phones in emergency situations.

Shopping/Errands without Client: Shopping in the local area to make purchases as directed by the client and family. **Shopping done independently without the client must be authorized in client care plan.**

The original receipt must be uploaded in the care log before the end of shift. Receipts should be given to the client with card or leftover money.

Standby Assistance: Being available to help the client with personal care tasks that cannot be scheduled, such as toileting, ambulation, transfer, positioning, and some medication assistance and safety supervision.

Dressing: Assistance with dressing and undressing. Includes supervising clients who can dress and undress when guided, assisting with difficult tasks such as tying shoes and buttoning, and completely dressing or undressing clients that are unable to participate in dressing or undressing themselves.

Bathing: Assisting the client to bathe his/her body. Includes supervising clients who can bathe themselves when guided, assisting clients with difficult tasks such as getting in or out of the tub or washing their back, and completely bathing clients that are unable to bathe themselves.

Body Care: Skin care (including the application of ointments or lotions), changing dry bandages or dressings which do not require professional judgment. Finger and toenails may be filed but not cut. Excludes foot and nail care for clients who are diabetic or have poor circulation other than washing their feet.

Personal Hygiene: Assistance with care of hair, teeth, dentures, electric shaving, and other basic personal hygiene and grooming needs. Includes supervising clients who can perform these tasks when guided, assisting clients who can participate in the care of their appearance, and performing grooming tasks for clients unable to participate in their own care.

Toileting: Assistance with bladder and/or bowel problems. Includes supervising clients who can take care of their own toileting needs when guided and helping clients to and from the bathroom. Assist with incontinence pads/briefs and assist clients on and off the toilet. It may include performing routine general peri-care, washing around a catheter, and emptying catheter bags.

Eating: Assistance with eating. Includes supervising clients who are able to feed themselves when guided, assisting with difficult tasks such as cutting food or buttering bread, and feeding clients who are unable to feed themselves.

Transfers: Assisting the client with getting in and out of a bed or wheelchair, on or off the toilet, or on and off another type of seat. Includes supervising clients who can transfer when guided, providing steady assistance, helping clients who can assist in their transfer, and using gait belt for lift assist.

Ambulation: Assisting the client to move around. Includes supervising clients who can walk alone or with the help of a mechanical device (such as a walker) when guided, assisting with difficult parts of walking (such as climbing stairs), supervising clients who are able to propel their wheelchairs when guided, and pushing a wheelchair.

ADVANCE CARE

May include but not limited to homemaker/personal care, using a Hoyer lift for clients that are unable

to assist in their transfer, assisting with bedpan routine, clients with challenging behaviors, assistance in turning and positioning to prevent secondary disabilities such as constrictor and balance deficits or skin breakdown.

PEACE-OF-MIND OVERNIGHT CARE

Shifts may be eight (8) hours or more. May include personal care assistance. The shift includes sleep time and may require providing brief assistance to clients during the night. Adequate sleeping quarters are provided such as a recliner, couch, or separate room.

24-HOUR EXTENDED CARE

Usually includes personal care. Caregivers work 24 or more consecutive hours with sleep time included. The client may need brief assistance during the night. Adequate sleeping quarters are provided such as a couch or separate room.

HOSPITAL / FACILITY CARE

Includes but not limited to companionship, observation of potential problems, reduce boredom & depression, document information on Care Logs for family members in TSS Family Room.

SHARED CARE

In some situations, caregivers may provide services for two (2) clients in a home.

Services We Do NOT Provide

Tasks that jeopardize the caregiver's health or safety are inappropriate. If a question arises about a task, either the client or the caregiver should consult office or on-call before the task is attempted.

Kitchen	Do not clean the inside of an oven	Do not clean silver
	No pickling, canning; preserving	Do not clean tops of kitchen cabinets
Other Rooms	Do not remove/clean curtains	Do not varnish/paint walls/cupboards
	Do not hand wash or wax floors	Do not move heavy furniture
	Do not climb a ladder over 30 inches	Do not wash ceilings
	Do not move or clean items inside of a China cabinet	
	Do not bring in or recommend cleaning products or equipment	
Personal Care	Do not use sharp objects for personal care	Do not cut client's nails
	Do not assist with baths that require lifting client	Do not cut or color hair
Yard Work	Do not wash house windows from the outside	Do not mow the lawn
	Do not shovel the driveway or use snow blower	Do not stack wood, do yard work
	Do not repair the equipment or electric appliances etc.	
	Do not clean up pet waste in yard unless it occurs while you are taking pet outside	
Other	Do not set mouse traps and dispose of carnage	
	Do not assist with banking, writing checks, or financial transactions	
	Do not handle cash, use debit cards, use credit cards unless authorized in Care Plan	
	Do not manage medications, presort medications or give injections	

	Do not move or lift items over 35 pounds Do not serve or purchase alcohol or tobacco products **No-Lift Policy:** At no time, under any circumstances, are you to lift a client. Equipment such as gait belts, Hoyer lifts, local lift services, etc. will be utilized as necessary. Lifting clients may cause injury to both employees and clients. Employees will be subject to disciplinary action up to and including termination, for lifting clients.

Medical Services

Employees must not perform medical procedures for clients and must not administer prescription medication to our clients unless they are presorted and authorized in clients care plan. Similarly, employees may not offer medical, nursing or skilled services. No employee has any responsibility to diagnose or medically treat a client's illnesses, injuries or changes in medical condition. Additionally, if an employee is a nurse, a certified nursing assistant ("CNA"), or another type of certified professional employed by the Company, the employee may only provide non-medical care and may not use their professional title; act in that capacity, or perform duties associated with that certification while working for TSS.

We provide interactive care that enables our clients to thrive and actively age. All services are performed by Tailored Senior Services employees. We do not hire contractors to deliver the above services to our clients.

Your Benefits

Eligibility for benefits is dependent upon a variety of factors, including employee classification. Caregivers are eligible for most of the following benefits immediately after employment unless otherwise noted.

VIRTUAL TELEHEALTH CARE

Caregivers who average 20+ hours per week qualify after their trail period. Our Virtual Care offers licensed doctors who can diagnose, treat and prescribe via web, phone or mobile app 24/7. There are no consult fees. Our coverage includes the employee, spouse and all dependent children up to age 18.

EMPLOYEE TRAINING

The Company offers complimentary training classes for both new and experienced caregivers to help you succeed in your position.

Dementia/Alzheimer's Certification: This is an 8-hour class that is scheduled in four sessions. All caregivers are expected to complete this program within their first six months of employment.

Body Mechanics, Transfers & Gait Belt: Training is completed during orientation then reviewed annually. Optional group training is offered throughout the year.

Cooking Classes (Optional): Cooking is required for most of our clients. Learn how to prepare commonly requested meals and how to serve them. This is a fun class that usually includes a meal.

Additional training may be offered for specific clients such as Hoyer transfers, bed bound assistance, and more.

MILEAGE REIMBURSEMENT

The Company will reimburse caregivers for reported incidental transportation and errands while using their personal vehicle to provide services to clients when authorized as part of a client's care plan or at Company management direction. All mileage must be accurately reported with destination descriptions documented in the care log notes at the end of your shift, including destination descriptions. Mileage is not reimbursed for commute to and from work or for the use of a client's vehicle.

The reimbursement rate covers vehicle operating costs incurred by employees in operation of the personal vehicle including, but not limited to, fuel, maintenance, repair, depreciation, and insurance. Caregivers may be eligible to claim additional IRS mileage expense and should consult with their tax advisor.

PAID TIME OFF

All employees are eligible for Paid Time Off vouchers. Paid Time Off vouchers are calculated as follows:

- After 1 year, you shall be entitled to 3 vouchers
- After 2 years, you shall be entitled to 6 vouchers.

Employees are eligible for vouchers in proportion to the number of daily hours they averaged over the past year. Use of Paid Time Off vouchers require a minimum of a 14-day notice. 28-day notice for 24-hour accounts. Must be in good standing with attendance and performance to activate vouchers. Paid Time Off vouchers must be taken within a year, they will not carry forward or convert to pay to employees in lieu of time off. Upon separation of employment, employees will not receive pay for unused vouchers.

HOLIDAY PAY

Due to the nature of our business, we operate 24/7 365 days a week. Employees can be scheduled to work holidays. Holiday pay will be offered as follows:

The Company will pay employees 1.5 times their regular hourly wage as holiday pay for work performed on our observed holidays. Company recognized holidays must be requested thirty (30) days in advance if you plan to request time off. Holiday time off will be granted on a first asked and/or rotating basis. Please keep in mind that some of our clients need help every day.

To be eligible for holiday pay, employees must work their scheduled shift before and after the holiday. Call off on these days will forfeit the holiday pay benefit. Employees must be available to work at least two holidays per year.

OBSERVED HOLIDAYS:

• New Year's Day • Easter • Memorial Day • 4th of July • Labor Day
• Thanksgiving • Christmas Eve (3pm-12am) • Christmas Day • New Year's Eve (3pm-12am)

AWARDS

Years of Service Awards: Service awards are presented once a year. Each employee who has worked 1+ years with TSS is recognized. Gifts are based on the number of years employed.

Flexiblity Award: This annual award is given to an employee who has consistently helped with last-minute client coverage and general subbing. This employee is able and willing to help with all types of clients in all of our locations.

BONUSES

The Company offers referral bonuses to employees who refer new qualified candidates who become employees and for client referrals who sign up for our services. These clients/new employees must remain active with the company for 30 days, at which time the referring employee must also be with the company to receive this compensation.

New Client Referrals: Based on percentage of revenue and ranges from $10 to $350

New Employee Referrals: New referral bonuses are listed in the TSS Employee Newsletter.

Employees may receive other company bonuses from time to time. These are based on individual merit, The Company's profitability and any other factor(s) deemed significant by the company. Bonuses granted are within the sole discretion of the Company management.

All referral bonuses are subject to all state, federal and similar payroll withholdings.

TIME OFF BENEFITS

Leave of Absence

The Company recognizes that employees may need to be absent for an extended time from their scheduled position for various reasons. Leave of absence has been developed to accommodate this needed time-off.

Employees may request a leave of absence upon completion of one year of continuous 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, all requests for leave should be made 30 days prior to the commencement of leave. A leave of absence is for non-occupational work-related conditions.

A leave of absence may be granted for a period of up to 30 days every rolling calendar year. Requests for a Leave of Absence will be evaluated based on several factors, including anticipated business needs, workload requirements and staffing considerations during the proposed period of absence. The Company reserves the right to request documentation of the need for a leave of absence.

Due to the nature of this industry, the Company cannot guarantee that an employee's current job, clients or 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, the Company cannot guarantee the same wage if an employee accepts a client case 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.

Military Leave of Absence

Employees who leave their jobs voluntarily or involuntarily to enter any branch of the Armed Services are eligible for military leave of absence in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 and other Veterans' rights statutes. A certificate relating to satisfactory completion of military services or other supporting documentation is required for reemployment. Employees who are military reservists or are members of the National Guard will receive time off to attend regular encampments, which are normally two weeks of active training. Supervisors should be notified as far in advance as possible of the reserve training commitments.

Bereavement Leave

Employees who need to take time off due to the death of an immediate family member should notify their supervisor immediately. Employees are granted unpaid leave for up to 7 consecutive days for the death of an immediate family member including:

- spouse
- son/daughter in-law
- daughter/son-in-law
- Grandparent/in-law/step-grandparent
- child/step-child
- sibling/in-law/step-sibling
- Great grandparent/in-law/step-great grandparent
- parent/in-law/step-parent
- grandchild/step-grandchild

Jury Duty

The Company encourages employees to fulfill their civic responsibilities by serving Jury Duty when required. Employees must submit a copy of their Jury Duty Summons to their supervisor as soon as possible so that arrangements may be made to accommodate the employee's unpaid absence. If the Jury Duty requires additional days, the employee must notify their supervisor. Employees are expected to report for work when they are released from Jury Duty.

Either the Company or the employee may request to be excused from Jury Duty if the employee's absence creates serious operational difficulties for the Company.

Voting

In compliance with applicable state laws, an employee may, with prior notice to the Company, take three hours off work to vote in federal, state or local elections, both primary and general elections.

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 to vote.

Pay and Progress

GENERAL PAY INFORMATION

A pay range is established for each job category and based on the needs, hours, and location of the client and initial skill set of the employee. These ranges are fair when compared with the rates paid by other employers for comparable jobs. Each employee whose performance is "proficient" or better will continue to receive a rate of pay that falls within the pay range that has been established for their job.

The Company's compensation program is designed and administered in such a way as to comply with all applicable laws and to provide fair and equitable treatment for all employees.

Recording Your Time & Task Documentation

Employees must record their hours in our timekeeping system (WellSky) through a web portal which can be accessed through a smart phone browser. The system uses geo fencing so employees will not be able to clock in or out unless they are at the client's home. Alternatively, employees may call the Telephony number, 844-217-2412, using the customer's telephone if available. It is important to note that the system uses technology that is tied to the customer's telephone to properly record hours. As a result, employees may not use their personal mobile phone to call the telephony number. If you are unable to report time through one of these means, you must text or call the office to avoid a late clock in/out. You are required to report any time worked, whether it is with a client assignment, mandatory training or a company meeting.

Accurately recording your time is required to be sure that you are paid for all actual hours worked and so that clients are billed appropriately. Falsification of any portion of your shift records including your clock in/clock out times, and/or location and/or care log notes are grounds for termination. If a client wishes to change their start or end times, they must directly contact our office to accommodate the change. You must clock in promptly at the beginning of your shift and begin the clock out procedures by finishing your electronic tasks about 10 minutes prior to the end of your shift. This should allow you enough time to capture all your shift notes. You are not permitted to clock in earlier than 7 minutes prior to a shift. If there are extenuating circumstances for a shift running over, please text the office number as soon as possible or when the shift is over to explain the situation. If a client requests additional days or times, this should be coordinated through the office by the client directly.

Documenting Tasks Accurately

Shift notes (also known as care logs) are also very important to the care and management for our client's well-being, communication with family, to demonstrate the value we provide and to ensure consistency with all caregivers. You should enter all your shift notes directly into our scheduling software (WellSky) when you are clocking out of your shift. You also have the ability to update your shift notes throughout your shift. You can enter notes through your smart phone's browser access or if available, using the client's phone to voice record your shift notes. Your notes are directly posted to the family web portal from the system and sent to long term care insurance when applicable so always be professional and sensitive in what you report. Documentation should always be direct and factual.

If you have completed a task, you are expected to accurately mark the tasks as completed in the Wellsky Mobile App or Wellsky Telephony. If you have not completed a task(s), you are expected to accurately mark the task as not being completed and to also briefly note why the task was not completed.

The system will not permit you to clock out unless all tasks are completed. Your shift may not be included in your next paycheck if your shift is not completed with a clock in, all tasks logged and clock out as TSS will need to verify with the client or family your time of arrival or departure. If you have difficulties with your tasks or clocking out, you need to call the office number immediately, preferably before you leave your shift.

Employees who fail to log their completed tasks after three (3) documented events are subject to disciplinary action up to and including release from employment.

Health and behavior section should include:
• Any client accidents. You will also be required to notify the office immediately and complete a written incident report within 24 hours of the incident.

• Medical professional updates which include any notes taken during a doctor's visit, physical therapy review, visiting nurse, or other appointments regarding the client's conditions, changes in care directions, and upcoming appointments.

• Any health-related notes or if you have any concerns about the client. Any changes in their mental health, confusion, changes in dementia behavior, etc.

Other Tasks/Comments should include:
• If the client requires or asks for you to perform any tasks that are not within the care plan, this should be noted so the supervisor can determine if a change in the care plan is required or if the client requires a different level of service.

• Any general comment that does not fit into any other task for the client.

Please note that any urgent or important information needs to be called into the office directly.

Payday / Direct Deposit
Our work week starts on Monday at 12:00am and ends on Sunday at 11:59pm. Employees are paid weekly on Mondays. New hires may have a short delay with their first check due to their starting date. Each paycheck will include earnings for all work performed through the end of the previous payroll period. Any incorrect clock-in/out or missed shift tasks may result in a delay in shifts being finalized for payment processing. When payday falls on a weekend or federal holiday, you will be paid on the next business day.

Payroll checks will be directly deposited in each employee's designated bank account each pay period. You will have 24/7 access to your paycheck stubs in your online portal. It is the responsibility of the employee to verify funds. It is recommended that employees who have automated deductions schedule them two days after scheduled pay date in case of a rare delay in payroll. If you have any problems or questions about your pay do not hesitate to contact the office.

HOW TO VIEW MY PAYCHECK STUB

- Go to the "Secured Log-in" at hcm.execupay.com/secure/home.aspx
- Enter your Payroll Username (email) and Password. (These are case sensitive)
- Click on the "Log In" button.
- Once you have logged in, click on the MY HR (top left side)
- Scroll down to MY PAYROLL
- Click on PAY HISTORY

Paycheck Deductions

The law requires our Company to 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 result in deductions. Any deductions (other than statutory deductions) must be authorized in writing by the employee.

Administrative Pay Corrections

The Company takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there is a payroll error, the employee should promptly bring discrepancy to the attention of management so that corrections can be made on the next payroll.

Payroll Adjustments/Reductions in Pay

For a variety of reasons, an employee may be reassigned to a job that has a lower pay range than the job they had previously held. In such cases, a reduction in pay will apply. Employees that choose to change their job skill set to less than they were hired for will also fall into a lower pay category.

Employees with excessive tardiness and/or absences may experience a reduction in pay until attendance has improved to acceptable limits.

If an employee is terminated for cause, resigns without 2 weeks' notice, fails to return equipment upon separation with the Company, or fails to comply with the terms of the Employee Handbook, the Company reserves the right to reduce any pending payroll rates to minimum wage

Performance Reviews

Employee performance is important to our company. Performance evaluations are generally scheduled once a year for full time and part time employees; however, supervisors and employees are strongly encouraged to discuss job performance and goals on an informal basis throughout the year. Employees who have excessive absences will have delayed performance reviews.

During formal performance reviews, supervisors and employees discuss a variety of topics, including but not limited to, attendance, quality and quantity of work, teamwork skills, work attitude, flexibility etc. Employees and supervisors may also review job tasks, identify and correct weaknesses, encourage and recognize strengths and discuss positive, purposeful approaches for meeting goals.

A positive performance review does not guarantee a wage increase. These decisions are made at the discretion of the Company and depend on several factors in addition to an employee's individual performance. Some rates may be maxed and capped for further increases. Employees who are capped may be considered for a merit cap bonus.

Pay Advances and Loans

The Company does not provide pay advances or loans to any employee.

Overtime

Overtime compensation is paid to hourly employees who work over 40 hours per week. Hourly employees are paid on a Weighted Overtime Rate. Employees who work more than one job paid at different rates during the same week will be paid overtime based on the current weighted average of all rates. Overtime hours are only based off actual hours worked.

All overtime work performed must be pre-approved by a supervisor. Any employee who works over 40 hours without prior approval from management will be subject to disciplinary action up to and including termination of their employment.

Premium Pay

A shift premium may be offered at the discretion of management for shift assignments that may be harder to staff due to location, time, etc. Premium pay is not offered to employees with current attendance or performance issues.

On-Call Pay

We currently have a paid on-call program, which allows an eligible employee to be “on-call” during specified periods to cover call-offs and/or new shifts. Details are online in the Caregiver Job Description.

Show-up Pay

If an employee arrives for a scheduled shift and the client is not home or refuses service, the employee may be eligible for up to two (2) hours of compensation at their regular hourly rate. In some situations, the remaining hours of the canceled shift may be paid at minimum wage.

To qualify for show-up pay, all of the following conditions must be met:

- The shift was scheduled by TSS.
- The employee contacts the office immediately using the designated number.
- The employee arrived on time for the scheduled shift (not late).

Shift Cancelations

TSS will make every effort to notify employees in advance if a shift is canceled. However, last-minute cancellations can happen due to client illness or other unexpected situations.

Please note: TSS does not guarantee compensation for canceled shifts.
TSS cannot guarantee the assignment of additional shifts to replace canceled hours.

Travel Time

Employees who are assigned to two different clients in the same 24-hour period (midnight to 11:59PM) will be compensated at minimum wage for their travel time. Travel time will be automatically calculated by our time tracking system (WellSky) using Google Maps.

Training and Meeting Time

All mandatory training, meetings, client meet & greet, and all other non-client care hours will be compensated at minimum wage.

ON THE JOB

Appearance and Dress Code

It is important that each employee presents themselves in a professional manner while at work. All clothing should be clean, and free of major stains and holes. Since name badges are not required, employees are expected to wear the following attire:

- Company logo polo or tee shirt
- Solid-color scrub style pants.
- Athletic style closed toe shoes with a full back at the heel as a safety precaution**.** No sandals.

If warmer clothes are needed, please layer UNDER your attire. If you are transporting a client and are wearing a coat, please make sure it is free of pictures or obscene language. All attire should fit properly so you are able to perform job duties. Jewelry should be kept simple, practical, and to a minimum. No bracelets or necklaces should be visible. Nails should be clean and kept short.

24-hour extended care accounts and Peace of Mind Overnight shifts should be prepared for client assistance or occasional emergency. Appropriate overnight attire would include a tee shirt or sweatshirt with sweatpants or scrub bottoms. Solid colors are recommended as they are not a trigger for dementia clients.

Any small non-offensive tattoos may be visible on fingers or hands. One small stud facial piercing and/or small ear piercings are acceptable. All other piercings are required to be removed while working.

It is expected that employees report to work clean and without offensive or strong odor. Odors include but are not limited to strong odors from smoking, food, perfumes and body odors. As an employee in the homecare industry, you are often in close contact with a client and these odors can be offensive and not tolerated well by the client.

ATTENDANCE & WORK SCHEDULES

Scheduling

Weekly scheduling is generally completed by Friday at Noon prior to Monday's start date. The work week begins at 12:01am 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 and are always available to review on the mobile app.

All scheduling is coordinated through the Schedulers (or Supervisors when Schedulers are not available). Upon being hired, availability is submitted on employment application. This includes preferred days, times, and areas for client assignments. Clients and shifts may temporarily change when extra coverage is needed and will be coordinated by the employees' most recent availability update. If availability changes it is the employee's responsibility to notify the Schedulers no less than 14 days prior to the changes.

Do not ask clients to change scheduled work hours for your convenience. If a client without dementia or mental illness asks you to stay past your scheduled time, you may do so and text the office as long as it is convenient for you and does not cause you to incur overtime. Do not discuss upcoming requested time off with clients or their family members. The office will communicate schedule changes once subs are in place to reduce potential stress to the client.

Employees that work for clients that have weekend coverage will be requested to do their fair "share" of weekend hours and help sub for their coworkers when needed. Employees are also expected to share responsibility for working holidays when care is needed.

Accepting New Assignment

Employees may accept or refuse any assignment without penalty. The Scheduler will contact qualified employees when openings become available and describe the skills, hours, duties, and special considerations. Questions are encouraged at that time.

There is often a period of adjustment at the start of care as we work with the client and family to meet their wishes as well as provide the necessary care. During this adjustment time there may be several staffing and/or scheduling changes as we work together to find the solutions that best meet the needs of the client. These first few weeks of care can be challenging until schedules stabilize and the client's needs are clearly defined. Ultimately, things work best with a routine schedule and consistent staff.

Teamwork

Many clients have more than one employee working for them, so employees need to be team players. This includes supporting each other, sharing the workload fairly, adjusting hours when a problem arises and reporting any problems to a supervisor.

You should arrive five (5) minutes early to receive a report on your client, prior to starting your shift. When you are reporting information to a family member or another employee, be informative but concise.

Never criticize your fellow employees, supervisor, or office staff in front of the client. If you have a problem, inform a supervisor and they will intervene to resolve the problem. It is our job to give you the necessary information to provide client care. It is your job to discover the little things that help you succeed on each assignment.

Requesting to End an Assignment

With the exception of an emergency situation, employees must give a minimum of a 14-day notice to their supervisor to come off an assignment. The request must be sent by email to schedule@tailoredseniorservices.com.

Attendance

TSS provides employees the flexibility to choose their assignments and work schedules. Therefore, personal matters should be planned around assigned shifts. Punctuality and regular attendance are essential responsibilities of each employee. Employees must report to work as scheduled, on time, and prepared. Call-offs, excessive absences, and tardiness disrupt client care and burden other team members. While occasional illness or unavoidable circumstances may occur, regular on-time attendance is required for continued employment.

Attendance records will influence scheduling, pay increases, and bonus eligibility.

Time Off Request

- Employees are allowed **one week off per year of service,** with a maximum of four weeks.
- Any shift exceeding this allowance is considered **one (1) Occurrence.**

Procedure:

- Submit time off requests **at least 14-days in advance** by emailing: schedule@tailoredseniorservices.com.
- Do not request time off directly from clients.
- Time off requests are approved on a first-come, first-served basis and may be denied due to staff coverage limits. Requests are not guaranteed.
- A response will be sent back within three (3) business days. If a time-off request is denied and the employee chooses not to report to the shift, it will be considered a voluntary resignation.
- Shifts traded with co-workers or approved subs (with no overtime) do not count as an absence.

Unplanned Absences (Call-Offs)

- Includes unplanned absence/call-off such as illness, family or household emergencies, transportation issues, requests made with less than a 14-days' notice or leaving work early (by 50% or more)
- Each unplanned absence is considered **one (1) Occurrence**.
- **Up to 3 consecutive days** of absence may count as **one (1) Occurrence.**
- Shifts traded with co-workers or approved subs (with no overtime) do not count as an Occurrence.

Procedure:

- Call at least **two (2) hours in advance** when possible.
- Do not call the On-Call Coordinator between 10:00 PM – 6:00 AM for call-offs. You may text and **follow up with a call after 6:00 AM.**
- Employees must **personally call** and speak with On-Call or office staff. If there is no answer, leave a voicemail and someone will call back.
- Never call the client directly.
- Employees will need to validate the reason for an unplanned absence.

- Illnesses over two (2) days may require a doctor's release before returning to work.

Tardiness / Leave Early

- Tardiness or leaving a shift early without approval will be counted as **one-third (1/3) Occurrence**.

Procedure:

- Notify the office via text or call with an estimated time of arrival.

Missed Clock-In/Out

Failure to clock in or out using mobile app or telephony at the beginning and/or end of the shift.

- Missing a clock-in or clock-out may count as **one-third (1/3) Occurrence.**

Procedure:

- Notify the office or On-Call as soon as possible to receive instructions for a manual adjustment.

Disciplinary Actions for Attendance Occurrences

	Coaching	Verbal Counseling	Written Counseling	Final Counseling	End of Employment
Full Time	6	7	8	9	10
Part Time / PRN	3	4	5	6	7

Absences for approved Civic Leave, Paid Time Off, Approved Time Off, Bereavement, or Worker's Compensation time, **do not count** as Occurrences.

The attendance policy is applied equally to all employees in order to keep a fair and reasonable working environment.

- Absence tracking focuses on patterns, not personal reasons.
- Absence history is reviewed on a **rolling 12-month** basis.
- Attendance violations may be addressed independently or in combination with other policy issues at management's discretion.
- Repeat attendance issues after prior counseling may result in immediate disciplinary action, including termination, at TSS's discretion.

New employees (those who have been with TSS 90 days or less) who are determined to have an absenteeism or tardiness problems will not be retained.

Trading Shifts

- Permitted only with prior approval
- Both employees must **email (do not text)** schedule@tailoredseniorservices.com with date and time of the shift(s) before the trade is valid and can be reassigned on the schedule.
- Employees may not trade if it places one or both parties into overtime.

- Employees who take on the responsibility to 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. If the 24/7 account team is unable to cover shift(s), they may reach out to the scheduler for assistance.
- Traded shifts are not considered an occurrence.

Inclement / Severe Weather

- The office will evaluate conditions, make operational decisions, and keep you updated.
- If you have concerns that it may not be safe for you to drive, you must provide a minimum of 24-hours' notice.
- Employees are expected to make a diligent effort to report to work when conditions have improved.
- The office may assist you with alternative transportation to work
- Employees will not be compensated for any shift canceled due to severe weather.

Job Abandonment

Considered voluntary resignation unless there is a verifiable extenuating circumstance that is approved by the Company.

- No Call/No Show on any assignment
- Lack of response to communication for five (5) days
- On-Call Duty: Failing to respond within allotted time or refusing to cover a shift when scheduled on-call

More updates coming soon!

08/01/25