

WELCOME TO COMFORT HEALTH

Welcome to Comfort Health! You have joined a rapidly expanding, dynamic organization in one of the fastest-growing segments of the health care industry.

We have a sincere desire to create a working environment that will permit each employee to enjoy self-development and satisfaction in his or her job, while contributing to Comfort Health's mission, "To provide quality home care through professional individualized service."

OUR HISTORY & SERVICES

Comfort Health was started in 1982 by a group of individuals with a great deal of expertise in providing long term care.

Many things have changed since 1982. The staff has grown from those initial four people to almost three hundred skilled and dedicated caregivers. Our reputation for providing high quality care and excellent customer service has spread throughout Southeastern Minnesota.

Over the years Comfort Health has grown to meet the changing needs of the community. From our beginnings in home care we have expanded our health care services to senior and assisted living facilities throughout the region. We are licensed by the Minnesota Department of Health as a "Class A-Professional Home Care Agency" and Class F (Assisted Living Home Care Provider) in addition, we are Medicare and Medicaid certified.

"Bringing Comfort Home" was the commitment when Comfort Health began in 1982. It continues to be the commitment today. It is more than just a set of carefully chosen words. "Bringing Comfort Home" is the philosophy of the entire Comfort Health team. We are dedicated to providing home care with dignity, quality, comfort and integrity.

YOUR EMPLOYMENT

GENERAL ORIENTATION

You will receive a general orientation to Comfort Health when you begin employment. At that time, we will review your job description, policies and procedures relating to your employment, documentation procedures, and this handbook.

EMPLOYMENT

The following are guidelines that will assist you in your employment, they are not intended to cover every situation and do not constitute a contract of employment. Comfort Health may, from time to time, change these policies. This employee handbook supersedes all prior employee handbooks.

Because Comfort Health provides employment based on client census and resident acuity, **we cannot guarantee the amount of work we will always have available**, or the availability of another case or shift when the current one is ended.

Comfort Health is an "at-will" employer. This means that both employer and employee are free to decide to end the employment relationship at any time, for any reason. If you have any questions about your work please contact your supervisor.

EQUAL OPPORTUNITY EMPLOYMENT/AFFIRMATIVE ACTION

This is to affirm Comfort Health's policy of providing Equal Opportunity to all employees and applicants for employment in accordance with all applicable Equal Employment Opportunity/Affirmative Action laws, directives, and regulations of Federal, State and Local governing bodies or agencies thereof. Comfort Health will take Affirmative Action to ensure that all employment practices are free of discrimination. These employment practices include, but are not limited to: hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, selection, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and training.

Comfort Health is committed to making all employment decisions in compliance with equal opportunity employment. This means that all qualified persons are entitled to equal opportunity in employment, job assignments, training, company social activities, compensation, benefits and promotion regardless of their race, color, religion, sex, age, national origin, sexual preference, status in regard to receipt of public assistance, veteran status or disability provided they are qualified and meet the physical requirements established for the job.

Comfort Health has appointed the Human Resource Director to manage the Equal Opportunity Program. The Human Resource Director's responsibilities will include monitoring all Equal Employment Opportunity activities and reporting the effectiveness of the Affirmative Action Program, as required by Federal, State and Local agencies. The CEO and Advisory Board will receive and review reports on the progress of the programs. If any employee or applicant for employment believes they have been discriminated against, please contact the Human Resources Director.

CRIMINAL BACKGROUND CHECKS

To comply with applicable Federal and State laws, and to support our commitment to provide safe medical care, criminal background checks are required for all employees employed with Comfort Health. While Comfort Health is an equal opportunity employer, and respects the needs of individuals convicted of crimes, it is Comfort Health's policy not to employ anyone who poses an unacceptable risk to its clients, employees or other members of its community.

45 Days Off the Schedule

Minnesota law requires Comfort Health to resubmit a criminal background study to the Minnesota Department of Human Services on any employee not working for 45 days or more regardless of employment status. If an employee is still active on the employee roster, but has not work in 45 days or more they **MUST** have a criminal background check submitted before they can work a shift.

EMPLOYEE HEALTH ASSESSMENT

To help ensure you are able to perform your job duties safely and to protect the welfare of our residents, medical assessments may be required and may include drug screening, back exams, mantoux tests and other medical procedures.

After a conditional offer of employment has been made to an applicant entering a designated job category a medical examination may be performed at Comfort Home Health Care's expense by a health professional of Comfort Health's choice. The offer of employment and assignment of duties is contingent upon satisfactory completion of the exam.

Information on your medical condition or history will be kept separate from other employment information and maintained confidentially.

EMPLOYMENT CLASSIFICATION

You will be informed of your employment classification at the time of hire. There is no guarantee that you will remain in any of these categories for any specified period of employment. You may be reclassified according to the needs of Comfort Health. If you are unsure of your employment classification you should check with your supervisor. Classifications include the following:

Scheduled

Scheduled employees usually work full-time. They have first consideration when establishing their schedule; however **there is no guarantee of hours**.

Scheduled Staff for Comfort Health:

- Are utilized first for shift coverage.
- Are **REQUIRED** to be available **EVERY OTHER HOLIDAY AND EVERY OTHER WEEKEND** (weekends defined as 11:00 p.m. Friday to 11:00 p.m. Sunday).

Casual

Casual employees are hired to work on-call, as needed. **There is no guarantee of hours**.

Casual Staff for Comfort Health:

- Will be utilized to fill staffing gaps created by vacation requests, ill calls, new resident care needs, etc.
- Are **REQUIRED** to be available one of the following holidays: **THANKSGIVING, CHRISTMAS, OR NEW YEARS**.
- Work or must be available a minimum of one weekend per month. (Weekends are 11:00 p.m. Friday to 11:00 p.m. Sunday)
- Work or be available a minimum of 14 days per calendar quarter. (continued)

EMPLOYMENT CLASSIFICATION (continued)

Temporary Employee

Temporary employees are typically hired for a specific time and for a specific job.

Non-exempt Employee

These employees are eligible for overtime pay and are covered by minimum wage laws.

Exempt Employee

Exempt employees are usually salaried, management-level employees. These employees are not eligible for overtime pay under wage and hour laws.

Licensed Employee

These employees hold a professional license in order to perform their assigned job responsibilities.

Licensed employees must provide proof of licensure upon hire and annually thereafter. Comfort Health is not responsible for payment of licensure fees.

HARASSMENT POLICY

Comfort Health is committed to providing every employee with a work environment free from harassment. This includes harassment on the basis of race, sex, religion, color, creed, age, disability, national origin, marital status, public assistance status, or sexual orientation or any other status protected by law. Harassment of any employee in the workplace or at work related functions will not be tolerated. Any employee found to have acted in violation of this policy will be subject to appropriate disciplinary action including, but not limited to, termination, suspension, demotion, reprimand, mandatory education, written warnings, and/or restitution. Prohibited harassment includes "sexual harassment."

If you believe that you are or have been the victim of harassment report the matter to your supervisor or Human Resources Director. If you make a good faith report of harassment you will not be subjected to reprisals. All claims of harassment and/or reprisal will be promptly investigated. Every effort will be made to keep reports of harassment confidential. However, a thorough investigation and subsequent discipline may require communication of the complaint to others.

EMPLOYEE GRIEVANCES

We welcome the opportunity to help you succeed in your job. If there is any situation which makes you uncomfortable or makes it difficult for you to do your job, we encourage you to bring it to the attention of your supervisor or the Human Resources Director. Situations are best resolved when dealt with in a timely manner.

If the grievance or issue is with a coworker, we encourage you to resolve it directly with that person in the appropriate setting. If it is a resident related issue, please discuss the problem with the resident's RN Care Coordinator or Director of Clinical Services. If you are unable to resolve the problem at those levels, bring it to the attention of the Executive Director. If you wish to file a formal grievance, first discuss the grievance with your supervisor and document the grievance, in writing, within five calendar days of its occurrence. Formal grievances should be submitted to the Human Resources Director in writing and will be resolved as soon as possible.

TERMINATION OF EMPLOYMENT

All employees are employees at will. This means there is no guarantee of employment for any specific length of time, nor do the guidelines in this handbook create any express or implied contract rights. You are free to leave your employment with Comfort Health at any time for any reason. Similarly, Comfort Health reserves the right to terminate any employee at any time with or without notice or cause. (continued)

TERMINATION OF EMPLOYMENT (continued)

Voluntary Termination

Employees planning to leave are asked to give a minimum of **two (2) weeks notice** in advance of their last workday. Employees in professional, managerial or other designated positions are asked to give a minimum of **four (4) weeks notice**. Written notice should be given to your supervisor. Exit interviews are scheduled upon request. The employee's supervisor or the employee may contact the Human Resources Director directly to arrange an appointment.

Notification of termination must be written and submitted to your supervisor. **Upon termination all employees must return name badges, office keys, or any other Comfort Health or resident property to their supervisor.**

If an employee has **not worked in three months Comfort Health will terminate their employment** and place them as inactive, unless the employee has made a special arrangement with their supervisor. If you choose to return to employment with Comfort Health after having been terminated due to inactivity, please note that all benefits accrued during previous employment will have been lost and accrual of benefits will begin new with your new date of hire.

Involuntary Termination

Employment may be ended by Comfort Health for unsatisfactory job performance or for other circumstances that have led up to dismissal.

Layoff

Census fluctuations and other factors may make it necessary to temporarily or permanently lay off employees. Comfort Health will make every effort to provide notification to employees.

PAYMENT OF BENEFITS UPON TERMINATION

Voluntary Termination

Employees will receive their final paycheck on the next scheduled payday. At the employee's request, PTO will be paid on the next scheduled payday following the request.

Involuntary Termination

Employees will receive their final paycheck within 24 hours if requested. No PTO will be paid out in the final paycheck.

Failure to Provide Notice of Termination

If an employee fails to give proper notice of employment termination they will forfeit any accrued PTO. No PTO will be paid out in the final paycheck.

PERSONNEL RECORDS/EMPLOYMENT VERIFICATIONS

Comfort Health maintains a personnel file for each employee. Comfort Health treats your personnel file as confidential and proprietary. To keep your personnel file up to date, you must immediately report changes in your name, address, telephone number, number of dependents, marital status, and the person to notify in case of emergency.

If you wish to review your employee file or receive a copy of your employee file, please submit a written request to the Human Resources Director. Your employee file will be made available to you no later than seven working days after receipt of the request (fourteen days if you are out of state). If reviewing your file, time will be scheduled between 8 a.m. and 5 p.m. Monday through Friday.

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PERSONNEL RECORDS/EMPLOYMENT VERIFICATIONS (continued)

Comfort Health gives out no information regarding present or past employees, except to verify employment, dates of employment and position. Upon receipt of written authorization from you, salary and other information, as required for credit or financing inquiries, will be given. Exception will be made only if necessary to comply with applicable State and Federal laws, such as Vulnerable Adult Statutes. All verification requests must be given to the Accounting Supervisor or Human Resources Director.

PAYROLL & BENEFITS

PERFORMANCE APPRAISALS

Your performance on the job is evaluated by your supervisor annually. Interim appraisals may be made at the discretion of your supervisor. It is your responsibility to complete a self-evaluation prior to each performance appraisal. We consider these appraisals to be part of an ongoing communication process and for that reason we ask each employee to provide the agency with feedback on the appraisal.

Your performance will be evaluated on the following criteria:

- Adhering to company dress code
- Maintaining positive resident relations
- Attendance
- Availability
- Quality of work
- Accurate documentation submitted according to Comfort Health policy
- Following agency policies and procedures
- Safety
- Teamwork
- Maintaining a positive relationship with clients, co-workers and supervisors
- Problem solving
- Maintaining and improving skills
- Completion of inservices/attendance at staff meetings (or review of information if unable to attend)
- Other performance issues

DOCUMENTATION OF TIME WORKED

Time Sheets

Employee's providing home care in the community record their time worked on time sheets. Time sheets must be turned into the office **every day**, all documentation regarding time worked, mileage, PTO requests and reimbursement must be submitted to the Comfort Health Rochester office by the **first** (1st) and **sixteenth** (16th) of each month **prior to 4 p.m.** in order to process payroll on the eighth (8th) and twenty-third (23rd).

IMPORTANT: If payroll documentation is not submitted within the required timeframes, payment will be delayed until the next scheduled payday and could result in a loss of benefit payment for pay period.

Web-based Log In

In the assisted living facilities Comfort Health employees use a web-based program to log in when their work shift begins and log out when their work shift ends. Employees are allowed 3 missed punches per rolling calendar year. **More than 3 missed punches in a rolling calendar year will result in termination of employment.**

CHARTING

Accurate and timely charting of client cares is a critical part of your job. If you do not provide accurate charting, we will contact you to come into the office and make appropriate corrections prior to receiving your paycheck. Claiming payment for client cares, which you have not completed, is fraud and will be referred to Management.

PAY PERIODS & PAY DATES

Payroll is issued through direct deposit to the bank account of your choice twice a month. Pay periods and pay dates are:

Pay Periods	Pay Dates
1 st through the 15 th of the month	23 rd of the month
16 th through the last day of the month	8 th of the following month

Exceptions: If payday falls on a Sunday or a Holiday, payroll will be usually be deposited on the following business day. If payday falls on a Saturday, payroll will usually be deposited on Friday.

Individual employee payroll information may be accessed using a secure website provided by our payroll vendor ADP. Employees will be issued a user name and password upon hire.

OVERTIME

Compensation for working in excess of forty (40) hours per week (11p.m. on Saturday to the following 11 p.m. on Saturday) will be paid at a rate of one and one-half (1 ½) times the hourly rate for nonexempt employees. There will be no additional compensation for working in excess of eight (8) hours per day or for double shifts. Overtime is paid only on actual time worked. Approval to work overtime must be secured in advance from your supervisor.

MANDATORY STAY

Occasionally, an employee may be called upon to remain beyond their scheduled shift if there is no staff, or not enough staff, available to safely meet the client needs. At such a time Comfort Health cannot abandon the needs of the client and the employee may be required to remain and work additional hours.

MILEAGE

Comfort Health will reimburse caregivers for mileage incurred when traveling outside of a 10 mile (20 miles round trip) radius from the office. If the employee lives within a 10 mile radius of client, no mileage will be paid. Mileage is determined using a web-based mapping program, such as Google Maps.

If the round trip mileage is more than 20 miles, round trip mileage is paid pursuant to the following:

- The Scheduling Coordinator informs the caregiver what the round trip mileage is for clients residing outside a ten-mile radius.
- The caregiver records this mileage on their timesheet.
- When processing payroll, the Billing/Payroll Supervisor verifies that any mileage claimed on the timesheet is consistent with the mapping program.
- The rate of reimbursement is subject to change.

HOLIDAYS

If you are scheduled to work a holiday you will be paid at one and one-half (1½) times your hourly rate. Comfort Health recognizes the following holidays for employees:

- New Year's Eve (after 5:00 p.m.)
- New Year's Day
- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve (after 5:00 p.m.)
- Christmas Day

For purposes of holiday pay, time and a half is computed from 12:01 a.m. through midnight on the date of the holiday. The only exception is Christmas Eve and New Year's Eve, where it is computed starting at 5:00 p.m.

Employees will not be paid holidays until they have been with the agency at least 90 days and worked 200 hours.

Administrative staff see addendum.

VACATION REQUESTS

When submitting a vacation request, Comfort Health requires each employee to find their own replacement if the vacation request is during their regularly scheduled weekend. Submit your request, 4 weeks before the vacation, to the Director of Clinical Services/Supervisor who will in turn submit the request to the Scheduling Coordinator. Any vacations over 2 weeks are considered a personal leave of absence and your position cannot be guaranteed upon your return. All vacation requests are subject to supervisor approval.

If your vacation is during your scheduled weekend, include the name of the individual who will be working your shift during the weekend. If your request is submitted 4 weeks prior it will not be necessary to fill your shifts through the week. If your request is submitted with less than 4 weeks notice you will be required to cover all of your shifts.

CALLING IN SHORT NOTICE

Occasionally, employees call in to a supervisor to report they are unable to report for their regularly scheduled shift. You may do this 24 hours a day by calling the office number. Circumstances in which this may occur include: personal illness, family illness, household emergency, vehicle failure, daycare issues, etc.

Employees are allowed **5 episodes of calling in short notice per rolling calendar year. More than 5 episodes of calling in short notice per rolling calendar year will result in termination of employment.**

Job Abandonment

If you are absent from work without notification or leave your shift without notifying your supervisor you may be considered to have abandoned your job, and could be dismissed.

Sick Calls

Employees must give 4 hours notice when calling in sick. When employees call in sick during the weekend they will be required to work another weekend at the agencies discretion. This may mean the employee will have to work three weekends in a row. If you fail to provide 4 hours notice you will be (continued)

SICK CALLS (continued)

responsible for finding your own replacement. Please make sure to call within a reasonable timeframe to inform us of an illness.

If you have a communicable disease, you may not return to work until you have been properly treated and are no longer contagious. Your supervisor may request a physician's statement during a period of illness even if your absence is only for 1 day. If you have any questions, please contact your supervisor.

CAFETERIA BENEFIT PLAN

Comfort Health offers a cafeteria benefit plan. Under this plan, eligible employees choose where to allocate their benefit dollars. Employees may allocate pre-tax dollars to a variety of benefit options, allowing you to select the benefits you need.

Participation in the Cafeteria Benefit Plan is limited to those employees who have worked for Comfort Health for at least 90 days and who works 40 hours per week. Employees that meet these criteria may elect to have pretax dollars deducted from their check and placed in their flex account to pay premiums later. In addition, Comfort Health contributes a fixed amount of money annually into the flex account of each participating field employee that works 40 hours per week.

Temporary employees and volunteers are not eligible for the Cafeteria Benefit Plan.

Paid Time Off (PTO)

Employees earn PTO based upon their years of employment with Comfort Health. The accrual is based on the following scale.

Years of Service	Paid Time Off Earned
Year 1	5 days
Year 2	10 days
Year 3	12 days
Year 4	13 days
Year 5	15 days
Year 6	16 days
Year 7-9	+1 add'l. day per year
Year 10+	20 days

Accrual for part-time field employees is prorated based on this scale.
Administrative staff see addendum.

Employees may not take paid time off until they have been with the agency at least 90 days and worked 200 hours. Any vacation that has accrued during that 90 day/200 hour period is lost if the employee terminates voluntarily or involuntarily. Employees may accrue a maximum of 200 hours of paid time off. At that point, the employee ceases to earn additional paid time off.

Employee requests for paid time off must be made to the supervisor at least 4 weeks in advance. If you have questions about your vacation or time off, direct them to the Director of Clinical Services or Human Resources Director.

Administrative staff see addendum.

LEAVES OF ABSENCE

If you request a leave of absence for any reason, we will make every effort to honor your request. Requests for leave of absence will be considered on a case by case basis, but cannot be guaranteed. Submit your request on the Status Change Request & Approval form. These forms must be submitted to your supervisor at least 4 weeks prior to your absence, with the exception of an emergency medical leave.

Family & Medical Leave Act

Comfort Health complies with all requirements under the federal Family & Medical Leave Act. Employees wishing to access Family or Medical Leave should contact the Human Resources Director.

Personal Leave

Any vacation request over 2 weeks will be considered a personal leave of absence and your position cannot be guaranteed upon your return.

Parental Leave

Comfort Health supports the spirit of the Minnesota Parental Leave Law. Persons wishing to access parental leave should contact the Human Resources Director.

Religious Observances

The company maintains a position of absolute impartiality with regard to an employee's religious convictions. We will make every reasonable effort to provide time off as needed for observing religious holidays.

Jury Duty & Voting

Unpaid jury duty leave is granted to any employee summoned. If summoned, immediately notify the Scheduling Coordinator or your supervisor, by presenting them with the summons and a Status Change Request Form.

A reasonable amount of time will be provided to each employee to vote in Federal, State and Local government elections. Employees are encouraged to vote outside of normal working hours or to obtain an absentee ballot. If this is not possible, an employee should request the Scheduling Coordinator's approval for time off prior to Election Day.

Military Leave

Employees who are inducted into the U.S. Armed Forces or who are reserve members of the U.S. Armed Forces or state militia groups will be granted leaves of absence for military service, training or other obligations in compliance with state and federal laws. These employees may use accrued vacation leave but are not required to do so. At the conclusion of the leave, employees generally have the right to return to the same position held prior to the leave or to positions with equivalent seniority, pay and benefits. Comfort Health will pay the difference between military pay and regular wages/salary for up to one month.

Employees are requested to notify their supervisors as soon as they are aware of the military obligation.

Questions regarding the company's military leave policy, applicable state and federal laws and continuation of benefits should contact the Human Resources Director.

YOUR SCHEDULE

ASSISTED LIVING & MEMORY CARE STAFF

We try to provide caregivers with a schedule a minimum of two weeks in advance. Once you receive a copy of your schedule, verify its accuracy and contact the Scheduling Coordinator, or person responsible for creating your schedule, with any discrepancies immediately (not greater than 24 hours). If you do not contact the Scheduling Coordinator immediately you must take responsibility for your schedule and find your own replacement if the need arises. **Employees are not permitted to change times of scheduled care without authorization from their supervisor.** If the client is requesting the change, please instruct them to contact the RN managing their care.

If your availability to work changes you must provide 4 weeks notice. If less than 4 weeks notice is provided you must cover any shifts you are not able to work.

Please schedule your dental, medical and other personal appointments, so they do not interfere with your regularly scheduled work times. In the rare instance when you are unable to do so, please submit a 7 day written notice, using the "Status Change Request Form" and follow the policy regarding schedule changes.

Comfort Home Health Care has an Off Hours Scheduler to respond to scheduling needs and changes when the office is not open. Please check postings at your location for the off hours scheduler contact information.

CHANGING YOUR SCHEDULE

Once you have accepted an assignment, and have received your schedule, we require that you take the responsibility for finding your own replacement should you not be able to work your shift. The Shift Trade Approval form must be completed while following the below guidelines:

- NO trading shifts "into overtime"
 - Trading shifts "into overtime" may result in termination of employment.
- When a shift is traded the person working MUST be able to work all hours scheduled.
- Once a trade is approved that shift belongs to the person agreeing to work, as if it had always been a part of their schedule.
- All shift trades must be approved 24 hours prior to the shift, unless it is a weekend. Then all shifts must be approved by the supervisor the Thursday before.
- Any shift may not be approved if there are open shifts currently available. For example: John Smith agrees to work for Mary Johnson on the Saturday 7A-3P shift. However, there are still two open shifts on Saturday morning that must be filled. This trade may not be approved. It will be left to the supervisor to make the decision.
- Trading shifts without a supervisor's approval will result in disciplinary action and affect your performance evaluation.

Failure to complete the Shift Trade Approval form, which includes receiving approval from your supervisor, will result in termination. If you have questions about this process, please contact them.

STATUS CHANGE REQUEST AND APPROVAL FORM

All requests for changes in regards to employee information must be submitted in writing using a Status Change Request and Approval Form. This form is used for requesting time off, notification of resignation, or changes in personnel information. You can obtain this form by asking any member of the office staff. After you complete the form, please turn it in to your supervisor.

CONDUCT

CLIENT/CAREGIVER RELATIONSHIPS

One of our primary goals is to promote a positive, pleasant environment for the client. For the protection of you, the client and the agency it is important that you maintain a professional relationship with the client.

Any conflict between the caregiver and the client needs to be brought to the attention of your supervisor by the next business day. If the conflict is not resolved at this level your supervisor should bring it to the attention of the Executive Director or Human Resources Director. It is inappropriate to discuss your personal or financial problems with clients, their family or friends.

While in the client's home it is critical that you perform only tasks on the assignment sheet/care plan. You should avoid any type of social or personal relationship with the client or family. Do not provide the client or family with your address, home, or cell phone number. Instead, direct all communication through the Comfort Health office.

CONFIDENTIALITY

It is critically important to maintain confidentiality of client information, as well as to maintain confidentiality about Comfort Health employees and business information. Privacy of our clients is important to Comfort Health. We want our clients to be informed about our privacy and security practices so they will feel as comfortable as possible receiving our home care services. Our Privacy and Security Policies and Procedures tell clients what information we collect about them and how we protect it. We urge our clients to read carefully the privacy and security policies and procedures applicable to their use of our services so that they will understand both our commitment to them and their privacy, and how they can help us to honor that commitment.

As an employee of Comfort Health you may be allowed access to confidential protected health information (PHI) of clients that have engaged Comfort Health as a business associate. HIPAA Section 160.103 defines a "Business Associate" as a person who acts in a capacity other than as a member of the workforce or a covered entity to perform or assist in the performance of a function or activity involving the use of disclosure of protected health information, or any other function or activity otherwise governed by the privacy regulations. A business associate cannot use or disclose the information in any manner, which would not be permissible for the covered entity under the HIPAA privacy regulations. Comfort Health Privacy and Security Policies and Procedures define our plan for meeting or exceeding HIPAA business associate requirements.

PRIVACY POLICY

Comfort Health has established the following privacy policy that governs all aspects of your employment whether on the premises of Comfort Health or elsewhere while you are performing your duties. Comfort Health reserves the right to amend these policies at any time without notice.

Comfort Health property, offices, desks, machines and equipment are the employer's property and not the employees private workspace. Employees and company property and workspace are subject to search and monitoring at any time while on Comfort Health property and during working hours. This specifically includes but is not limited to the person, office, desks, lunch boxes, and/or briefcases. Anything employees bring to the work place is subject to monitoring and search. You should not bring anything dangerous, improper, or illegal to the workplace such as weapons, drugs, pornography or any other material that you do not want discovered or disclosed. You have no expectation of privacy in anything in the work place.

SOCIAL MEDIA POLICY

Employees should remember that any messages or information sent on Comfort Health provided equipment to one or more individuals via an electronic or other network – for example, internet mailing lists, bulletin boards, social media tools, and online services (collectively, “Online Tools” or “Social Media”) – are often labeled, automatically, as originating with Comfort Health. You should not assume any posting by you is or will remain anonymous, even if it appears to be.

There is no expectation of privacy in connection with the use of equipment or the transmission, receipt, or storage of information in company equipment. All electronic communication systems and all information transmitted, received, or stored in these systems are Comfort Health property. Employees are to use such systems solely for job related purposes and not personal uses. Do not to use a code, access a file, or retrieve any stored communication unless authorized. Comfort Health will monitor the use of company equipment at any time. Such monitoring may include printing and reading all E-mail entering, leaving, or stored in these systems and reviewing all Internet web-sites accessed.

Comfort Health recognizes that participation in some social media may be important to the performance of an employee’s job. For instance, an employee may find the answer to a technical problem by consulting members of a news group devoted to the technical area or referral leads may be discovered on industry specific bulletin boards. Remember that use of social media during work hours must be for business purposes.

Employees who participate in social media, whether at work or on their own time, must adhere to the following rules:

- Know and follow Comfort Health’s other employment policies. For example, employees must not engage in any communication that violates Comfort Health’s policy prohibiting sexual and other unlawful harassment, Comfort Health’s conduct rules, or Comfort Health’s policy regarding confidential information or defamation of others or the company.
- Identify yourself when relevant and, if you publish something about Comfort Health, the work you do, or any subjects associated with Comfort Health, use a disclaimer that the views expressed are exclusively your own. Your disclaimer could say something like “I am an employee of Comfort Health. However, the views I express on this site are my own and do not represent those of Comfort Health.”
- Do not violate copyright, trademark, confidentiality, and financial disclosure State and Federal laws. Follow the rules and policies of any specific website or forum you are on.
- Remember that what you write is public and will be for a long time.
- Do not disclose confidential or propriety information to others. This is not limited to just client information (State and Federal laws, i.e. HIPAA), but also includes business information and personal information of others such a home address or names of co-worker’s family without their permission.
 - Confidentiality of resident information (personal, medical, financial, and any other information) and all Federal and State laws regarding resident confidentially remain in effect after termination of employment. (continued)
 - Confidentiality of business information and personal information of others remains in effect after termination of employment.
- Do not give the individual name or the company name of any co-worker, customer, or vendor without the explicit permission of that person or company. If in doubt, don’t name them.
- Comfort Health expects its employees to be courteous and respectful toward supervisors, co-workers, customers, residents, and any other persons associated with Comfort Health. Do not engage in any personal attacks on such individuals.
- Disclose any conflicts of interest.
- Issue corrections where needed.
- Nothing in this policy is intended to interfere with employees’ right to engage in protected concerted activity.

CODE OF CONDUCT

As a representative of Comfort Health, you are expected to act in a manner that promotes a positive image of the agency to the community. The following are some situations that Comfort Health considers to be serious violations of conduct and are grounds for disciplinary action or may justify immediate termination.

1. Insubordination or refusal to perform assigned duties.
2. Possession, use, or sale of drugs or alcohol while on duty, or while on company premises.
3. Any conduct with a potential for harm to clients, employees or the agency.
4. Reporting for work while under the influence of alcohol or controlled substances.
5. Unauthorized use of client or Comfort Health property.
6. Theft, vandalism, fraud, forgery or dishonesty.
7. Failure to report any misdemeanor or felony while in the employ of Comfort Health.
8. Sleeping on the job.
9. Professional incompetence.
10. Gross violation of agency policy and procedure.
11. Unauthorized disclosure of confidential information.
12. Violation of Comfort Health's non-solicitation rule.
13. Falsification or alteration of agency records.
14. Absence from work without notifying the supervisor.
15. Failure to complete the Shift Trade Approval form in accordance with Comfort Health guidelines.
16. Calling in short notice as unavailable to work more than 5 times in a rolling calendar year.
17. Late for work more than 3 times in a 6 month rolling timeframe.
18. More than 3 missed punches in a rolling calendar year.
19. Other serious offences.

UNPAID SUSPENSION

Occasionally, due to the significant nature of an occurrence, Comfort Health must suspend an employee from working while the occurrence is being investigated. All suspensions are without pay; however Comfort Health will make every effort to complete the investigation quickly and efficiently.

CORRECTIVE ACTION

Throughout your employment with Comfort Health, we strive to assist you in problem solving and setting goals for improvement or change. We work hard to give you ongoing feedback and support. Preventive counseling through Comfort Health's Employee Assistance Program is preferred to disciplinary action. However, when disciplinary action is warranted the corrective action will be at the discretion of your supervisor, Human Resources Director or Executive Director.

LATENESS

If you know you are not going to arrive to work when scheduled, please notify your primary place of work or Off Hours Scheduler as soon as possible so we can notify the client or facility. Employees late for work more than 3 times in a 6 month rolling timeframe may be terminated from employment.

NO CALL NO SHOW

If you are absent from work or leave your shift without notifying your supervisor you may be considered to have abandoned your job, and could be dismissed.

SMOKING

Comfort Health promotes a healthy work environment and image. In accordance with Minnesota Statute 144.414 smoking, or the use of any tobacco product, is prohibited while working or when taking a paid work break. In addition, smoking is prohibited within the building, on the facility grounds, and in company vehicles. Smoking lingers on clothing and can be an irritant to the client.

DRESS CODE - 3 SECTIONS: PROFESSIONAL, COMMUNITY, ASSISTED LIVING

SECTION 1: PROFESSIONAL STAFF DRESS CODE

Comfort Health established a business casual dress code, to allow employees to work comfortably in the workplace. Yet, still project a professional image for our customers, potential employees, and community visitors. Business casual dress is the standard for this dress code.

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear to work. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests may not be appropriate for a professional appearance at work.

Clothing that reveals too much cleavage, your back, your chest, your feet, your stomach or your underwear is not appropriate for a place of business, even in a business casual setting.

Even in a business casual work environment, clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable. All seams must be finished. Any clothing that has words, terms, or pictures that may be offensive to clients or other employees is unacceptable. Clothing that has the Comfort Health logo is permitted.

Certain days can be declared dress down days, generally Fridays. On these days, jeans and other more casual clothing, although never clothing potentially offensive to others, are allowed.

Guide to Business Casual Dressing for Work

This is a general overview of appropriate business casual attire. Items that are not appropriate for the office are listed, too. Neither list is all-inclusive and both are open to change. The lists tell you what is generally acceptable as business casual attire and what is generally not acceptable as business casual attire.

No dress code can cover all contingencies so employees must exert a certain amount of judgment in their choice of clothing to wear to work. If you experience uncertainty about acceptable, professional business casual attire for work, please ask your supervisor or Human Resources Director.

Slacks, Pants, and Suit Pants

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, dressy capris, and nice looking dress synthetic pants are acceptable.

Inappropriate slacks or pants include jeans, sweatpants, exercise pants, Bermuda shorts, short shorts, shorts, bib overalls, leggings, and any spandex or other form-fitting pants such as people wear for biking.

Skirts, Dresses, and Skirted Suits

Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be at a length at which you can sit comfortably in public. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.

DRESS CODE (continued)

Shirts, Tops, Blouses, and Jackets

Casual shirts, dress shirts, sweaters, tops, golf-type shirts, and turtlenecks are acceptable attire for work. Most suit jackets or sport jackets are also acceptable attire for the office, if they violate none of the listed guidelines. Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket, or dress.

Shoes and Footwear

Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, dress heels, and leather deck-type shoes are acceptable for work. Wearing no stockings is acceptable in warm weather. Flashy athletic shoes, flip-flops, and slippers, are not acceptable in the office.

Jewelry, Makeup, Perfume, Cologne and Body Art

Should be in good taste, with no visible body piercings or tattoos. Remember, that some employees are allergic to the chemicals in perfumes, sprays and make-up, so wear these substances with restraint.

When working with clients perfume and cologne may not be used.

Hats and Head Covering

Hats are not appropriate in the office. Head Covers that are required for religious purposes or to honor cultural tradition are allowed and must be tucked under the collar of your work attire.

Conclusion

If clothing fails to meet these standards, as determined by the employee's supervisor and Human Resources staff, the employee will be asked not to wear the inappropriate item to work again. If the problem persists, the employee may be sent home to change clothes and will receive a written warning.

All other policies about personal time use will apply. Disciplinary action will be applied if dress code violations continue.

SECTION 2: COMMUNITY HOMEMAKER & HOME HEALTH AIDE DRESS CODE:

Comfort Health established a casual dress code for paraprofessional staff, to allow employees to work comfortably while in client homes. Yet, certain standards are established so employees are not confused about the meaning of the terms: relaxed, casual, and informal dress. Casual dress is the standard for this dress code.

Casual Dress Code Guidelines

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear to work. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests may not be appropriate for a professional, yet casual appearance at work.

Clothing that reveals too much cleavage, your back, your chest, your stomach or your underwear is not appropriate for a place of business. In our work environment, clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable.

Casual Attire Recommendations

In a casual work setting, employees should wear clothing that is comfortable and practical for work, but not distracting or offensive to others. Any clothing that has words, terms, or pictures that may be offensive to clients or other employees is unacceptable. Clothing that has the company logo is permitted.

DRESS CODE (continued)

Slacks, Pants, and Suit Pants

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, dressy capris, denim jeans and nice looking dress synthetic pants are acceptable. Inappropriate slacks or pants include sweatpants, exercise pants, Bermuda shorts, short shorts, shorts, bib overalls, leggings, and any spandex or other form-fitting pants such as people wear for biking.

If the outside temperature is above 75 degrees dress shorts to the knee or Capri pants are acceptable.

Skirts, Dresses, and Skirted Suits

Dress and skirt length should be at a length at which you can sit comfortably in public. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for work.

Shirts, Tops, Blouses, and Jackets

Casual shirts, dress shirts, sweaters, polo shirts, and turtlenecks are acceptable attire for work. Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket, or dress.

Shoes and Footwear

Toes must be covered. Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, and leather deck-type shoes are acceptable for work. Stockings must be worn at all times. Flashy athletic shoes, flip-flops, and slippers, are not acceptable for work.

Jewelry, Makeup, Perfume, Cologne and Body Art

Should be in good taste, with no visible body piercing or tattoos. Remember, that some employees are allergic to the chemicals in sprays and make-up, so wear these substances with restraint.

When working with clients perfume and cologne may not be used.

Hats and Head Covering

Hats are not appropriate in the office. Head coverings that are required for religious purposes or to honor cultural tradition are allowed and must be tucked under the collar of your work attire.

Conclusion

No dress code can cover all contingencies so employees must exert a certain amount of judgment in their choice of clothing to wear to work. If you experience uncertainty about acceptable casual attire for work, please ask your supervisor or your Human Resources Director.

If clothing fails to meet these standards, as determined by the employee's supervisor and Human Resources staff, the employee will be asked not to wear the inappropriate item to work again. If the problem persists, the employee may be sent home to change clothes and will receive a written warning. All other policies about personal time use will apply. Disciplinary action will be applied if dress code violations continue.

ASSISTED LIVING HOME HEALTH AIDE DRESS CODE

Comfort Health established a uniform dress code for paraprofessional staff in assisted living, to allow employees to work comfortably while in client apartments. Yet, certain standards are established so employees are not confused about the meaning of the terms.

DRESS CODE (continued)

Uniform Dress Code Guidelines

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear to work. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests may not be appropriate for a uniform appearance at work.

Clothing that reveals too much cleavage, your back, your chest, your stomach or your underwear is not appropriate for a place of business. In our work environment, clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable.

Attire Recommendations

In a uniform work setting, in addition to the company provided polo shirt with logo, employees should wear clothing that is comfortable and practical for work, but not distracting or offensive to others. Any clothing that has words, terms, or pictures that may be offensive to clients or other employees is unacceptable.

Slacks, Pants, and Suit Pants

Black or Khaki slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, and nice looking dress synthetic pants are acceptable. Inappropriate slacks or pants include sweatpants, jeans, exercise pants, Bermuda shorts, short shorts, shorts, bib overalls, leggings, and any spandex or other form-fitting pants such as people wear for biking.

Skirts, Dresses, and Skirted Suits

Skirt length should be at a length at which you can sit comfortably in public and must be in Black or Khaki. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for work.

Shirts, Tops, and Jackets

Comfort Health provides a polo shirt with company logo. This shirt must be worn at all times when working at the assisted living facility. Turtlenecks or casual shirts may be worn under the polo shirt in white or an appropriately matching color to the polo shirt. Sweaters without hoods may be worn over the polo shirt provided the employee name tag remains visible.

Inappropriate attire for work includes jackets or sweaters with potentially offensive words, terms, logos, pictures, cartoons, or slogans; sweatshirts, and t-shirts unless worn under the polo-shirt.

Shoes and Footwear

Toes must be covered. Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, and leather deck-type shoes are acceptable for work. Stockings must be worn at all times. Flashy athletic shoes, flip-flops, and slippers, are not acceptable for work.

Jewelry, Makeup, Perfume, Cologne and Body Art

Should be in good taste, with no visible body piercing or tattoos. Remember, that some employees are allergic to the chemicals in sprays and make-up, so wear these substances with restraint. When working with clients perfume and cologne may not be used.

Hats and Head Covering

Hats are not appropriate in the office. Head coverings that are required for religious purposes or to honor cultural tradition are allowed and must be tucked under the collar of your work attire and in a color appropriately matched to the work polo-shirt.

DRESS CODE (continued)

Conclusion

No dress code can cover all contingencies so employees must exert a certain amount of judgment in their choice of clothing to wear to work. If you experience uncertainty about acceptable casual attire for work, please ask your supervisor or your Human Resources Director.

If clothing fails to meet these standards, as determined by the employee's supervisor and Human Resources staff, the employee will be asked not to wear the inappropriate item to work again. If the problem persists, the employee may be sent home to change clothes and will receive a written warning. All other policies about personal time use will apply. Disciplinary action will be applied if dress code violations continue.

If there are any questions about specific items or clothing contact your supervisor.

EMPLOYEE VISITORS

Employees of Comfort Health are not permitted to entertain visitors while on duty. This includes husbands, wives, children, etc. If someone transports you to a client's home, that person is to remain in the car and not ring the client's doorbell or honk the car horn to announce their arrival.

NON-SOLICITATION & NON-COMPETE

All employees must sign the non-solicitation & non-compete statement before starting work. This is a legally binding agreement prohibiting solicitation of clients away from Comfort Health or working in a position for a direct competitor of Comfort Health while holding the same position at Comfort Health. In addition, this agreement prohibits solicitation of any items or memberships in any organization to an employee or client.

TIPS, GIFTS & LOANS

Accepting tips, gifts or loans from clients or families is prohibited. Employees are also prohibited from borrowing personal property from clients or families. If such a situation arises, contact the RN Care Coordinator or Director of Clinical Services.

TELEPHONE PROCEDURES

You may not use facility or client telephones for personal reasons except in the event of an emergency. Use of personal cell phones is prohibited while working. In the event of an emergency the employee must report to the office in assisted living or, if in a client home, wait until removed from the client's presence in order to respond.

EMPLOYEE & CLIENT GRIEVANCES

We welcome the opportunity to help you succeed in your job. If there is any situation which makes you uncomfortable or makes it difficult for you to do your job, we encourage you to bring it to the attention of your supervisor, the Executive Director, CEO or Human Resources Director. Situations are best resolved when dealt with in a timely manner.

If the grievance or issue is with a coworker, we encourage you to resolve it directly with that person outside of the client's home/apartment. If it is a client related issue, please discuss the problem with the client's Director of Clinical Services or RN. If you are unable to resolve the problem at those levels, bring it to the attention of the Executive Director or Human Resources Director.

EMPLOYEE & CLIENT GRIEVANCES (CONTINUED)

If you wish to file a formal grievance, first discuss the grievance with your supervisor and document the grievance, **in writing**, within five calendar days of its occurrence. Formal grievances should be submitted to the Human Resources Director **in writing** and will be resolved as soon as possible.

SAFETY

EMPLOYEE & CLIENT SAFETY

Everyone at Comfort Health shares the responsibility for a safe and secure work environment. **Any accident which involves an employee or a client must be reported immediately and followed by the completion of a written report within 24 hours.** In addition, any employee who has caused himself/herself or another employee to sustain a personal injury, has caused a work-related accident, has operated or helped operate machinery, equipment, or vehicles involved in a work-related accident **must immediately report for a “post-injury” drug screen.** Contact your supervisor or the Human Resources Director to discuss the procedure to complete the drug screen.

If you are concerned about an unsafe situation, please contact the supervising RN, Director of Clinical Services, the Human Resources Director, the Executive Director or the CEO.

EMPLOYEE INJURIES

Employees are covered by workers compensation insurance, which provides benefits to employees who are injured on the job. If you are injured while at work, you must report this to your supervisor immediately. Any injury must be documented on an Employee Safety Accident/Incident Report within 24 hours. The Human Resources Director will file a first report of injury with the agency’s worker compensation insurance carrier.

MANTOUX TEST & HEPATITIS B VACCINE

Employees must be checked for Tuberculosis upon hire. If you test positive with the Mantoux, a chest x-ray will be required immediately and then annually an assessment for signs and symptoms of tuberculosis will be completed by an RN. Comfort Health also provides the Hepatitis B vaccine series for employees who request it.

PERSONAL PROTECTIVE EQUIPMENT

You will be issued personal protective supplies and equipment appropriate to your position. You must use the supplies and equipment as instructed. If you have any questions about their usage, please contact your supervisor, the Director of Clinical Services or Human Resources Director. Please contact the office if you need to be re-supplied with any items.

BLOODBORNE PATHOGENS STANDARD & EXPOSURE TO HAZARDOUS MATERIALS OR CONDITIONS

It is the policy of Comfort Health to comply with all federal and state laws governing the operation of the agency in an effort to minimize occupational exposure to hazardous materials, Hepatitis B Virus, Human Immunodeficiency Virus and other bloodborne pathogens. It is the obligation of each employee of Comfort Health to comply with the laws. This includes but is not limited to initial training and annual retraining provided for employees without cost.

Comfort Health has developed an AWAIR Program, Exposure Control Plan, Employer and Employee Manuals as well as forms to report incidents, employee training, Influenza Program and Hepatitis B vaccination. The agency has designated the Human Resources Director as the Safety Officer. Any employee, who feels that the possibility of exposure to bloodborne pathogens exists, should immediately report to the Safety Officer. Employees observing another employee performing duties contrary to the Exposure Control Plan have the obligation to report the incident to the Safety Officer. Any employee found to have violated the agency's Exposure Control Plan will be subject to disciplinary action which may include termination.

EDUCATION & EMPLOYEE MEETINGS

Comfort Health is committed to professional and paraprofessional self-development. It is important that you participate in our inservice programs, whether they be on-site, web based, or self-study. If you are unable to attend Comfort Health's inservices, it is your responsibility to view a videotape in the office, complete a web based inservice or self-study packet, and complete the necessary paperwork. Additionally, you may submit documentation that inservices were completed at another facility. **Federal regulation requires that Home Health Aides have twelve (12) hours of inservice education per year.** Comfort Health has some inservices per year that are mandatory for all direct caregivers (Homemakers, Home Health Aides, LPN's, and RN's) this includes Infection Control, Dementia, and Medicare Fraud and Abuse.

Failure to attend required inservices may result in loss of certification or license credentials in accordance with the agency. **Employees, who have not completed the necessary inservice activities, are ineligible to work for Comfort Health.**

We also encourage you to seek inservice education from outside sources. To receive credit toward Comfort Health inservice hours, please bring a certificate of completion to the Human Resources Director for approval. Comfort Health does not pay to attend non-agency seminars or education inservices. Participation at monthly employee meetings is also strongly encouraged as it enhances communication and team support.

COMMUNICATION

On-Call RN

Comfort Health employs two Registered Nurses on-call when the office is closed; one for assisted living and one for community. This nurse is available as an informational resource, to triage situations that require nursing attention and to complete necessary client visits. The On-Call RN is not an emergency responder and if a client requires immediate care or attention, 911 should be called.

Off Hours Scheduler

Comfort Health employs an Off Hours Scheduler who responds to staffing issues and other incoming calls that occur when the office is closed. If you are unable to meet a scheduled obligation, you must contact the Off Hours Scheduler at 507-281-2332. This person is not a nurse and therefore unable to make nursing judgments. If your situation requires the attention of a nurse you should request the Off Hours Scheduler to contact the On-Call RN.

Telephone Etiquette

Good telephone etiquette is critical to demonstrate an efficient, helpful and friendly agency. The following guidelines are basic to telephone courtesy:

Office Telephone Etiquette

1. Answer promptly, accurately and with a smile.
2. Answer the phone using the full name of the agency. Example: "Comfort Health, this is Stacy, how may I assist you?"
3. Transfer the call professionally or take a written message and route it to the appropriate in-box immediately.

Field Staff Telephone Etiquette

1. Answer promptly, accurately and with a smile.
2. Indicate whose home it is and who you are. Example: "Jones residence, this is Stacy, how may I assist you?"
3. Transfer the call tactfully to the client, or take a message when the client is unavailable to come to the phone.

Assisted Living Telephone Etiquette

1. Answer promptly, accurately and with a smile.
2. Answer the phone and indicate who you are. Example: "Home Health this is Stacy."
3. Transfer the call professionally or take a written message and route it to the appropriate in-box immediately.

DOCTOR'S CALLS

There will always be a physician who will assume responsibility for the medical direction of the client. The Director of Clinical Services or RN Care Coordinator will contact the physician when necessary for client related issues. Only licensed professional staff is allowed to take telephone or verbal orders from a physician. If an LPN takes the verbal order the RN must be notified within one (1) hour. Medical emergencies require that you call 911. Check with the appropriate Director of Clinical Services or RN Care Coordinator to determine the steps to follow for each of your clients.

QUESTIONS OR COMMENTS

If you have any questions about this handbook, or any aspect of your employment with Comfort Health, please ask your Human Resources Director or supervisor.

Once again, welcome to Comfort Health! We look forward to working with you, and assisting you in making your employment a positive and rewarding experience.