



## **Employee Handbook**

**2016**

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## **I. CONTACTS**

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For questions regarding WellsBrooke and matters pertaining to your employment, please contact your supervisor.

### **Office Hours:**

Staffing: Monday – Friday: 8:30 a.m. – 5:00 p.m.  
Payroll: Monday – Friday: 9:00 a.m. – 5:30 p.m.

### **Phone Numbers:**

	<b>Michigan</b>	<b>Ohio</b>
Main:	(734) 525-0640	(419) 874-7766
Staffing:	(734) 468-1770	(419) 874-7766
* On Call:	(888) 773-1001	(844) 214-6700

\* After business hours support (after 5:00 p.m. Monday – Friday, weekends and holidays)

For questions regarding your paycheck:

Payroll: (734) 468-1774

For questions regarding benefits:

Benefits: (734) 357-0119

## **II. INTRODUCTION**

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Welcome to WellsBrooke! This employee handbook has been designed to smooth your transition into our company by answering questions typically posed by new employees. It outlines the policies and expectations of WellsBrooke, as well as your responsibilities as an employee, and will prove useful throughout your employment.

It is important that you read and understand these policies, as they constitute an integral part of your employee relationship with WellsBrooke. This document is not an employment contract. Material contained herein is subject to change without notice and supersedes any previous verbal or written policy. All employees are obligated to keep informed of any changes to the employee handbook, which can be found on the WellsBrooke website at [www.WellsBrooke.com](http://www.WellsBrooke.com). Login information will be provided during orientation.

The male gender is used for ease of writing style. Whenever the male gender is used, it applies to both male and female employees.

Any questions you have after reading this booklet may be directed to your immediate supervisor.

## **III. MISSION STATEMENT**

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WellsBrooke is wholeheartedly committed to devoting exceptional attention to detail and supplying personal, compassionate care to its clients. These goals can only be achieved by employing knowledgeable and considerate health care professionals who have been trained for excellence.

## **IV. HIRING AND EMPLOYMENT RELATED MATTERS**

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### **Probationary Period:**

After coming on board with WellsBrooke, all new employees are subject to a 90-day probationary period. This time is used to evaluate performance and to make certain that the job is a good fit for all parties.

### **Driving Record, Criminal Background and TB Testing:**

WellsBrooke requires a driving record, criminal background check and a

TB test of all employees; furthermore, the company reserves the right to order a drug screen or breath alcohol test either at random or if there are grounds to suspect that an employee is under the influence. A minimal deduction is taken from the paycheck to cover these expenses. Results are available upon request.

**Training:**

- A. New employee orientation is required by WellsBrooke before any case assignment to ensure that our caregivers are equipped to meet diverse medical requirements and interpersonal situations. This orientation is mandatory and is considered part of the hiring process thus employees are not compensated for attending.
- B. WellsBrooke Training and Certification Program participation is encouraged and attendance is by invitation only to those employees who qualify. Employees are paid at the orientation rate for each progressive level of training - bronze, silver and gold. Employees who complete gold level training are awarded a \$250 longevity bonus.
- C. Case-specific orientation for new cases or for those newly assigned to a case may be required to assure immediate caregiver productivity as well as client comfort. Employees are compensated at the orientation rate.

**Placement:**

- A. The policy of WellsBrooke regarding the placement of any employee is to effectively match the skills of the employee with the needs of the client.
- B. A record of each employee's abilities is kept on file to facilitate proper placement on assignments.
- C. Ohio Passport employees may not provide care for any WellsBrooke client to whom they are a spouse, step-parent, legal guardian, medical or durable power of attorney, or authorized representative.
- D. An employee may not leave or terminate his assignment before its

completion without notifying WellsBrooke and the appropriate client representative.

- E. In the event of an unusual request, problem or change of assignment, employees are to contact WellsBrooke immediately.

**Identification Badges:**

Every WellsBrooke employee is issued an identification badge, which must be worn at all times when on assignment. For the safety of our clients, show your badge upon arrival at the home. There is no cost to replace worn or lost badges.

**After Business Hours Support Phone:**

- A. After normal business hours, on weekends and on holidays, WellsBrooke maintains an after hours support phone for emergency calls and cancellations.
- B. Routine scheduling, availability and general questions should be addressed during regular business hours.

**Scheduling:**

- A. Routine scheduling is conducted Monday through Friday from 8:30 a.m. to 5:00 p.m.
- B. Employees are to contact WellsBrooke with availability changes immediately.
- C. Before accepting an assignment, employees should consider if they are able to fulfill the schedule requirements.
- D. It is the employee's responsibility to ensure that he provides a valid phone number, email and/or other contact information to the staffing office.
- E. If an employee is unable to fulfill a scheduled shift, WellsBrooke must be notified immediately.

- F. An employee must arrive in sufficient time to take care of all preliminary matters and begin duties at the assigned start time.
- G. Employees must remain at their job through the conclusion of the scheduled shift and may not leave early; for back-to-back shifts or 24/7 care, an employee may not leave until the next scheduled employee arrives.
- H. After regular business hours, the after business hours support phone should be called to notify WellsBrooke of a cancellation.
- I. Employees may not directly schedule or change schedules with the client. **In the event that a client requests additions, deletions or changes in the schedule, WellsBrooke is to be called immediately.**
- J. All full time WellsBrooke employees are required to work three weekend shifts a month, totaling 18 hours at the minimum; all part time employees are required to work two weekend shifts per month, totaling a minimum of 9 hours. Weekend shifts are defined as Friday night, Saturday day, Saturday night and Sunday day.
- K. All full time WellsBrooke employees must be willing and able to work at least three holidays a year; all part time employees must be willing and able to work a minimum of two holidays a year. Based on the Client Care Coordinator's record of previous holiday work rosters, holiday schedules will be rotated. Holiday scheduling may vary from case to case.
- L. For all 24/7 cases, in order to cover all shifts, a staff member may be required to work every other weekend and every other holiday.
- M. Personnel substitution is not permitted without the approval of a Client Care Coordinator.
- N. To facilitate scheduling, all reasonable time off and vacation requests must be submitted to a WellsBrooke Client Care Coordinator. A "Time Off Request Form" must be on file no later than the tenth of the month prior to the date(s) requested. Approval is contingent upon staff and client census and requests will be processed on a first come, first served basis.



- O. Employees are scheduled to work at the address provided for the allotted time scheduled. If the client's expected location or duration of time scheduled, changed (i.e., hospital, facility), the WellsBrooke office must be immediately informed and approval for the new location and/or duration must be obtained. Failure to do so may result in the withholding of pay and disciplinary action.

**Absence and Cancellation:**

- A. Employees are under no obligation to accept an assignment; however, once a position is accepted, it is expected that all family, transportation and childcare arrangements have been made and that the employee will complete the assignment.
- B. Employees must call WellsBrooke immediately if they are not able to fulfill their commitment. Do NOT call the client.
- C. Employees must give a phone number when leaving a cancellation message, so WellsBrooke is able to confirm the cancellation.
- D. Employees will be required to provide documentation for cancellations due to personal or family illness or injury.
- E. Please refer to Conduct and Performance policies related to absence and cancellation.

**Status and Eligibility:**

- A. All field employees who work thirty (30) or more hours per week are considered full time contingent employees. All field employees who work less than thirty (30) hours per week are considered part time contingent employees.
- B. It is the field employee's responsibility to remain in active communication with the office and Client Care Coordinators. Failure to do so may result in the status of employment changing from active to inactive without the possibility of rehire.
- C. It is the employee's responsibility to assure that current credentials are on file at WellsBrooke. Failure to do so may change the status of employment from active to inactive until this issue is resolved.

The following is a list of required credentials:

RN/LPN

- Auto insurance
- CPR Certification
- Driver License
- OSHA
- Professional license
- TB test (Two step required in Ohio)

PT/OT

- Auto insurance
- CPR Certification
- Driver License
- OSHA
- TB test (Two step required in Ohio)

HHA/HTA

- Auto insurance
- CPR Certification
- Driver License
- OSHA
- TB test (Two step required in Ohio)
- 12 Training hours
- First Aide (Ohio only)

- D. An employee requesting a temporary leave of absence must officially designate his change of status in writing to his immediate supervisor.
- E. To maintain work eligibility, employees must be able to perform all duties listed on their job description. **An employee must be free from all lifting and other medical restrictions.**
- F. In order to return to work, employees who are absent for three or more consecutive days due to illness or injury are expected to do the following:

1. Present a doctor's note to WellsBrooke, certifying that there are no health restrictions.
2. At management discretion, perform a lift test at a company-approved clinic and undergo a drug screen, with a portion of the expense deducted from the employee's next paycheck.
3. Produce current license
4. Complete the appropriate skill assessment test
5. Update all employee information and credentials

## **V. CONDUCT AND PERFORMANCE**

### **Personal Appearance:**

- A. While on assignment, employees are to wear scrubs of any kind or color. Khaki or scrub pants, along with a WellsBrooke t-shirt or polo shirt, is also acceptable. Footwear should consist of hose or socks and closed toe shoes. Employees should take a change of shoes during inclement weather conditions
- B. Street clothes are only permissible to wear on assignment when requested by the client and approved by WellsBrooke management. The employee must maintain a clean, neat appearance. The following types of dress are not allowed: shirts that display any type of offensive writing or logo, shirts that expose the midriff, low-cut or tank tops, low-riding pants or skirts, sundresses and sweat suits. Clothing with the WellsBrooke logo is also acceptable.
- C. Occasionally, accompanying the client to a social function will require dressing differently.
- D. Clothing and jewelry that would draw attention is prohibited. Jewelry should be worn sparingly. Fingernails, whether natural or enhanced, should be no more than ¼ inch in length.

### **Conduct:**

WellsBrooke expects all employees to demonstrate the highest degree of

integrity, responsibility and professionalism at all times. Acceptable conduct involves not only sincere respect for the rights and feelings of others, but also the assurance that personal conduct in both business and personal life avoids any actions that might be harmful to the employee, other employees, clients and the company or could cause unfavorable reactions from our current or potential clients or employees.

- A. All professionally licensed personnel must retain their valid license and be prepared to present it.
- B. When transporting clients in their vehicle, WellsBrooke employees must carry their valid driver's license, a valid vehicle registration and current proof of insurance.
  - **Please note:** Approval for client transportation must be received from WellsBrooke prior to transporting ANY client.
- C. The employee must project appropriate professional behavior and refrain from discussing with clients or their families information regarding his personal life, such as relationships, politics, religion or medical and financial information. Such disclosures may make the client or his family members uncomfortable, and therefore jeopardize the job of the employee. In the event that the employee feels that a personal issue may impact his ability to perform the duties of his job, a Client Care Coordinator should be called before having any conversation with the client on the topic.
- D. Discussion with the client or their family of issues relating to other WellsBrooke employees is prohibited. These matters should be discussed with a Client Care Coordinator.
- E. During work hours, WellsBrooke employees must:
  - 1. Provide clients with care as deemed necessary by their Care Plan.
  - 2. Project a courteous and considerate attitude toward others.
  - 3. Abstain from using profane or obscene language.
  - 4. Refrain from smoking or taking smoking breaks.
  - 5. Remain awake and alert at all times.

6. Maintain calm and reassuring behavior in all situations.
  7. Seek clarification of assignments as necessary.
  8. Seek assistance when unable to complete assignments.
  9. Complete assignments in a satisfactory manner.
- F. Employees are required to follow universal precautions on assignment.
  - G. Client confidentiality must be protected. Employees may not give out their clients' phone numbers or addresses. WellsBrooke also does not condone employees giving their phone numbers or addresses to clients.
  - H. **Employees may not accept gifts, gratuities or payments from clients or their families.**
  - I. **Employees may not request, accept, take, or otherwise use any of the following from WellsBrooke clients: prescription drugs, non-prescription drugs, medical supplies or personal belongings of any kind.**
  - J. Clients should be treated with respect. Employees must bring their own food and drink to work and eat only in designated areas of the clients' home. Consuming the clients' food or drink or use of their personal property without consent is not allowed. Trespassing in restricted areas of the clients' home is prohibited.
  - K. Dating of clients is discouraged, as it may undermine the professional relationship that must be maintained between client and employee at all times.
  - L. It is prohibited to engage with the client in sexual conduct or in conduct that may reasonably be interpreted as sexual in nature, regardless of whether or not the contact is consensual.
  - M. Employees may not leave a client's home for purposes unrelated to care without notifying the WellsBrooke Client Care Coordinator.
  - N. Employees may not perform any of their own personal care or

business at a client's home, including but not limited to: Showering, doing laundry, cooking, making appointments, personal calls, texting or emailing.

- O. Employees may not engage in activities that distract from providing care, including but not limited to: Social media, television, computer or video games or providing care to individuals other than the client.
- P. Employees may not sell to or purchase from the client products or personal items.
- Q. It is prohibited for employees to be designated to make decisions for the client in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, guardianship or authorized representative.
- R. Employees may not engage in behavior that constitutes a conflict of interest, takes advantage of or manipulates ODA-certified services, resulting in an unintended advantage for personal gain and detrimental results to the client, their family or caregivers, or another provider.
- S. Providing less than twenty four hours cancellation notice for any shift without documentation of an emergent issue will result in disciplinary action.
- T. Two unexcused cancellations within a sixty day period, regardless of prior notice will result in disciplinary action.
- U. Failure to report for an assignment without prior notification will be considered a voluntary resignation.
- V. Discussion of compensation with non-supervisory personnel is strictly prohibited.
- W. Being on company or clients' premises during non-working hours without prior authorization; allowing family and/or friends on company or clients' premises during any shift is prohibited.
- X. Unauthorized use of company property is prohibited.
- Y. Verbal misconduct with a supervisor, including but not limited to

swearing, yelling and threatening is strictly prohibited.

- Z. Email, fax and/or texting is not an acceptable form of “calling off” for a shift.

**Disciplinary Action:**

- A. Disciplinary action for violation of company policy, procedures or any of the rules or regulations contained within this handbook will result in the following:

- 1st infraction: 1st write-up
- 2nd infraction: 2nd write-up
- 3rd infraction: Termination of employment \*

An infraction is in effect for 90 days. If no other infraction occurs during that time, the record is expunged. If a second infraction is received within the 90-day term, the waiting period is reset from that point.

- \* At the discretion of WellsBrooke management, employees may be placed on probation in lieu of termination.

**Grounds for Immediate Termination:**

Employees will be terminated without notice for work-related issues that include but are not limited to:

- A. Falsification of a timesheet or client documentation
- B. Absence without supervisory notification which jeopardizes the health and welfare of a client
- C. Theft, fraud or commission of any other crime
- D. The conviction of felonies or certain misdemeanors
  - Please contact your WellsBrooke Recruiter for a list of qualifying misdemeanors for your state
- E. The failure to disclose conviction(s) to WellsBrooke management

- F. Non-disclosure of previous or current warrants for arrest, including those in effect during the course of employment by WellsBrooke
- G. Indecent conduct
- H. Receiving or soliciting any gifts or gratuities of value from clients
- I. Falsification of information on a skills checklist
- J. Possessing, drinking or being under the influence of alcohol, controlled substances or drugs
- K. Failure of any drug or alcohol screening
- L. Insubordination, including the willful refusal to perform work assigned
- M. Failure to remain awake and alert
- N. Negligent behavior
- O. Willful or reckless damage to company or client property or to the property of others
- P. Fighting, arguing and other forms of disorderly conduct, including threatening or intimidating behavior or harassment
- Q. Leaving an assignment without permission
- R. Possession of any weapon
- S. Breach of privacy or failure to comply with the Notice of Privacy Practices and the HIPAA Privacy Rule

**Cooperation:**

Employees must assist WellsBrooke management with any requested paperwork, including incident reports or documents for Workers Compensation claims.

**Performance Review:**

Each employee may be periodically evaluated for performance by the appropriate WellsBrooke supervisor. The results may be documented,



discussed with the employee and placed in the employee's personnel file.

## **VI. COMPENSATION AND REPORTING**

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### **Timesheets and Client Care Records:**

- A. The pay period is 2 weeks long.
- B. The payroll week begins on Sunday at 7:00 a.m. and ends on the following Sunday at 6:59 a.m.
- C. One timesheet may be used per one-week period, Sunday through Saturday, for the same client. If the employee is servicing multiple clients within the same week, a separate timesheet should be used for each client.
- D. Timesheets are to be completed at the end of the shift. Prefilling a timesheet is considered falsifying documentation, which is grounds for immediate termination.
- E. Documentation, must be filled out for each shift worked by a WellsBrooke employee.
- F. Documents must be accurate, legible and dated. Timesheets must be signed by the client/clients authorized representative, incoming employee, or supervisor and by the submitter of the timesheet at the end of each shift.
- G. **Any schedule changes must go through the WellsBrooke office.**
- H. At the end of each week, timesheets and client documents must be mailed, emailed or faxed **immediately** following the last shift worked. **Do not** retain paperwork for 2 weeks and then submit.
  - **Please note:** Ohio employees are excluded from ALL electronic submissions including text and/or email.
- I. If timesheets and client documents are not received by Tuesday at 9:00 a.m. of the following week, disciplinary steps **will** be taken as follows:  
  
1st infraction: 1st write-up

2nd infraction: 2nd write-up  
3rd infraction: Probation/Termination of employment

- J. Employees should always verify with Client Care Coordinators regarding compensation for training and/or case work.

**Holidays:**

- A. The following are recognized holidays: New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.
- B. For field employees who work on one of the eight recognized holidays, the regular hourly pay will be multiplied by one and one-half.

**Expense Reporting:**

- A. Expenses of field personnel should be itemized by utilizing the "WellsBrooke Expense Report" spreadsheet and submitted by 9am Tuesday of the following week.
- B. Office employee expenses should be itemized via the "Employee Expense Report" spreadsheet and submitted on a monthly basis.
- C. Employees who use their vehicle in the performance of pre-approved company business may be reimbursed for mileage expenses in accordance with the company mileage reimbursement rate.

**Changes in Employee Information:**

Employees should advise WellsBrooke within ten days whenever there is a change in personal information, including bank routing number, address, marital status, or births and deaths in the family. Modification of personal data could impact named beneficiaries and family notification, as well as employee benefits and income tax deduction status.

**VII. WORKPLACE PRACTICES**

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**Smoking:**

For the good health of all employees and visitors, smoking is prohibited inside all facilities and client locations.

**Company Property:**

All materials, supplies and equipment are the property of WellsBrooke. No one is permitted to remove or make copies of any company records, reports, software or documents without management approval. Unauthorized use of company property is considered an act of theft and will result in disciplinary action up to and including termination.

**Housekeeping:**

Employees must present a professional appearance at all times by keeping their work area clean.

**Phone Calls:**

- A. The company's phone equipment is for business purposes only. Personal calls should only be made or accepted during the scheduled break or meal period, except in the case of an emergency. Cellular phones and related devices taken on assignment should be set on vibrate.
- B. Client telephones should be used exclusively for client business, and then only with the permission of the client. The employee will be charged for all personal calls made on a client's phone.

**Automobile and Equipment Usage:**

- A. Due to the nature of home health care, WellsBrooke employees must have their own reliable and safe mode of transportation and a WellsBrooke accepted driving record. Reliance on public transportation is not acceptable. A valid Driver License and current automobile insurance, as required by law, must be presented prior to hire and maintained throughout employment.
- B. Employees are not permitted to use client vehicles unless they have received verbal authorization from the specific client and WellsBrooke management. Employee use of a client vehicle is

restricted to business purposes only.

- C. WellsBrooke will not be held responsible for any liability claims for accidents which occur when an employee uses his car on company time for WellsBrooke business. Additionally, the company is not responsible for any collision damage to any employee's vehicle, for any reason, at any time.
- D. By credential or signature, employees are prohibited from representing WellsBrooke in the rental of any equipment or vehicle. Situations such as this must be approved and handled by WellsBrooke management.

**Confidentiality:**

- A. All client medical and financial information is considered by WellsBrooke as confidential.
- B. All personnel files and information therein are considered confidential and will not be disclosed without the written permission of the employee or a legally binding order.
- C. Wages and salaries are considered confidential information and are not to be discussed with anyone other than your supervisor.
- D. All employees are expected to read and understand the Notice of Privacy Practices and HIPAA Privacy Rules and sign a confidentiality statement. Violations of confidentiality may result in termination.
- E. Employees have access to confidential company, client, employee, customer, student, contractual personnel and medical information and records during the daily performance of duties. Confidential company, client, employee, customer, student, contractual personnel and medical information and records should be accessed and read only as part of the employee's normal job responsibilities and should never be printed, copied or disclosed in any manner or for any reason outside of the direct functions of the employee's job responsibilities. Also, the HIPAA Privacy Rules restrict the use of and disclosure of patient data and records. Disclosure of confidential company, client, employee, customer, student, contractual personnel and medical information and records will result in

disciplinary action, up to and including termination, and may also be cause for other punitive action, including possible criminal prosecution. At no time will the company be responsible for incurred legal fees.

**Electronic Communications Policy:**

The ability to communicate via email, Internet and voice is provided by WellsBrooke to assist in the conduct of business within the company. Every employee has a responsibility to maintain and enhance the company's public image, and to use these communication systems in a productive and appropriate manner. Any employee who discovers a violation of policy shall notify management immediately.

- A. The hardware and software of each of the above mentioned communication methods are company property. All messages/texts composed, sent or received are and remain the property of the company. They are not the private property of any employee.
- B. The use of the e-mail is reserved for the conduct of company business. It may not be used for personal business or for other ventures, religious or political causes, or other non-job-related solicitations or subscriptions. All messages transmitted are treated as business messages.
- C. None of the above mentioned communication systems are to be used to create any offensive or disruptive messages. Among those considered offensive are any messages that contain sexual implication, racial slurs, gender-specific comments or any other comment that offensively addresses someone's age, sexual orientation, religion, political beliefs, race, national origin, marital status or disability.
- D. Neither e-mail, Internet or social media shall be used to send or receive copyrighted materials, trade secrets, proprietary financial information, software, items including unknown attachments or other similar materials without prior authorization from upper management.
- E. The company reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received or

sent via email, Internet, text or voice for any purpose. The contents of these communications properly obtained for legitimate business purposes may be disclosed within the company without the permission of the employee.

- F. The confidentiality of any message should not be assumed. Even when a message is erased, it is still possible to retrieve. Further, the use of passwords for security does not guarantee confidentiality. All passwords must be disclosed to the company or they are invalid and cannot be used.
- G. Notwithstanding the company's right to retrieve and read any messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any messages that are not sent to them. Any exception to this policy must receive prior approval from management.
- H. Employees shall not use a code, access a file, or retrieve any stored information unless authorized to do so. Employees should not attempt to gain access to another employee's messages without permission. All computer and phone pass codes must be registered with upper management, and may not be shared with any other person inside or outside the company. No pass code may be used that is unknown to the company.
- I. Logging in, viewing or posting to any non-company-related social or media sharing websites (Facebook, Twitter, Instagram, Pinterest, etc.) is not allowed during business hours.
- J. Employees may not "friend" any client or client family member on any social website.
- K. At any time, posting to social websites regarding clients or their families is in direct violation of HIPAA Privacy Laws and will result in disciplinary action.

**Acceptable Computer Usage Policy:**

- A. In order to safeguard the security of WellsBrooke computers and accessible information, any employee who uses a company computer is required to follow the Acceptable Computer Usage Policy.

- B. Password protection is mandatory on all company computers; passwords should only be given to authorized company personnel.
- C. No programs, applications, or upgrades should be installed on company computers, except by or with the approval of upper management.**
- D. Altering system software or hardware configurations on company computers without authorization is prohibited.
- E. All computer repairs should be handled by upper management.
- F. Unauthorized use of company computers for personal, commercial or profit-making purposes is prohibited.
- H. Information stored on computer hard drives should be consistent with the guidelines of generally accepted moral and ethical conduct. Employees must refrain from storing inappropriate materials.
- I. Use of company computers for illegal activities is prohibited.

**Electronic Device Security and Usage:**

In addition to previously mentioned policies regarding computer usage, users of company notebooks, tablets or cellphones, hereafter referred to as “Devices”, must also adhere to the following:

- A. Company Devices should always be contained in the furnished protective case and kept in a safe place.
- B. Unless absolutely necessary, Devices should not be left in vehicles, since this promotes theft as well as damage which could occur due to extremes in temperature and humidity.
- C. Devices that have to be left in a vehicle, should be stored in a locked trunk.
- D. Devices should not be used by unknown or unauthorized individuals, including family members, for any reason.
- E. While not on company premises and/or company business, responsibility for damage or loss of devices rests with the employee.

- F. Employees may save copies of non-sensitive company files to devices for temporary use when out of the office. Upon completion of use, data should be deleted from the device.

## **VIII. BENEFITS**

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### **Worker's Compensation:**

- A. Recognizing that injuries, incidents or near misses may occur, WellsBrooke follows specific protocol for all incidents involving our employees. All workplace incidents and/or near misses must be reported immediately to the WellsBrooke's office and the employee's Client Care Coordinator. This includes any injury, no matter how slight. Failure to do so may result in disciplinary actions including termination as well as the incident not being recognized under Worker's Compensation. Contact with WellsBrooke is available 24 hours a day, 7 days a week. If medical attention is required, the employee must receive authorization from WellsBrooke. Seeking medical attention without authorization may result in the claim not being recognized as well as the bill(s) not being paid by the insurance company. In this case, the employee could be held financially responsible for medical expenses incurred. It is the responsibility of the employee to notify our office. Please contact our office to report the injury and we will direct you to the nearest approved medical facility. Any medical treatment that is not arranged and approved in advance by a WellsBrooke representative will not be covered under Worker's Compensation. If, however, the injury is so serious as to require immediate emergency assistance, call 911 for care and then report the injury to WellsBrooke as soon as possible.
- B. During business hours, all work-related incidents must be reported to the WellsBrooke Client Care Coordinator. After business hours, incidents must be reported by calling the after hours support phone for Michigan at **(888) 773-1001** or Ohio at **(844) 214-6700**.
- C. Any employee who sustains a work-related injury must submit a written physician's statement with no restrictions prior to his return to work.



- D. Employees must submit a written incident report within 24 hours.
- E. Every eligible employee will be required to participate in a light duty transitional work program during recovery. Failure to participate in this program may result in a denial of worker's compensation benefits.

**Insurance:**

Employees may qualify for certain insurance benefits offered by the company at the time of their employment. Employees should check with the company benefits administrator to gain more information about applicable insurance benefits. Insurance benefits may not be available if employees do not remain actively employed with the company.

**IX. MISCELLANEOUS**

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**Non-Solicitation**

WellsBrooke clients are defined as the actual person that receives or received WellsBrooke home health care services. WellsBrooke has a contractual relationship with its customers and/or clients and, while employed by WellsBrooke or if the employee resigns, quits or is terminated, leaves or discontinues employment with WellsBrooke for any reason, he may not:

- A. Directly or indirectly divert or attempt to divert any business away from WellsBrooke for his personal benefit or for the benefit of any other home health care provider while he is a WellsBrooke employee, and for a period of one year after discontinuing his employment with WellsBrooke.
- B. Directly or indirectly induce, request, advise or persuade any WellsBrooke clients to cease to do business with WellsBrooke or reduce the number of hours or services provided by WellsBrooke for his personal benefit or for the benefit of any other home health care provider while he is a WellsBrooke employee, and for a period of one year after discontinuing his employment with WellsBrooke.
- C. Contact or provide services (outside of his regular WellsBrooke assigned duties) to WellsBrooke's clients for his personal benefit or for the benefit of any other home health care provider while he is a

WellsBrooke employee, and for a period of one year after discontinuing his employment with WellsBrooke.

- D. If found in violation of any terms mentioned in A, B and C the employee may be held financially responsible for said violation(s) and/or face disciplinary action, up to and including termination.

**Equal Opportunity Employment:**

WellsBrooke is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed service member status, race, color, religion, sex, age (40 and over), pregnancy (including child birth, lactation and related medical conditions), national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state, or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers

**Family Medical Leave:**

It is the policy of the company to follow procedures as set forth in the Family Medical Leave Act. Should you have any questions about Family Medical Leave, please contact WellsBrooke management.

**Employment at Will:**

Every employee's relationship with the company is an "employment at will" association. This means that either the employee or the company may terminate employment at any time and for any reason.

**Harassment:**

Harassment of or by any employee is prohibited. If an employee feels that he is being subjected to sexual, racial, or other harassment or discrimination of any kind, he is required to report it to the appropriate manager and to the corporate offices in Plymouth, Michigan immediately.

**Arbitration:**

Employee agrees, in partial consideration of employment, to file a demand for arbitration to resolve any disputes arising from employment. Employee agrees to file such demand within six (6) months after the claim arises or within the applicable statutory limitation period(s) provided by law, whichever occurs first. ANY DISPUTE ARISING OUT OF OR IN CONNECTION WITH ANY ASPECT OF EMPLOYMENT OR ANY TERMINATION THEREOF (INCLUDING BY WAY OF EXAMPLE BUT NOT LIMITATION, DISPUTES CONCERNING ALLEGED CIVIL RIGHTS VIOLATIONS, EMPLOYMENT DISCRIMINATION OF ANY KIND INCLUDING ON THE BASIS OF ANY PROTECTED CATEGORY UNDER FEDERAL OR STATE LAW, RETALIATION, WRONGFUL DISCHARGE, ENTITLEMENT TO OVERTIME PAY, SEXUAL HARASSMENT, BREACH OF EXPRESSED OR IMPLIED CONTRACT OR TORT), SHALL BE EXCLUSIVELY SUBJECT TO BINDING ARBITRATION UNDER THE NATIONAL RULES FOR THE RESOLUTION OF EMPLOYMENT DISPUTE OF THE AMERICAN ARBITRATION ASSOCIATION ("AAA"), provided all substantive rights and remedies including any applicable damages provided under pertinent statute(s) related to such claims, the right to representation by counsel, a neutral arbitrator, a reasonable opportunity for discovery, a fair arbitral hearing, a written arbitral award containing findings of facts and conclusions of law, and any other provisions required by law, shall be available in the AAA forum. Any decision of the Arbitrator shall be final and binding as to both parties, and enforceable by any court of competent jurisdiction. Nothing contained herein shall prohibit employee from filing any claims or charges with any appropriate government agency. FURTHER, AS AN EMPLOYEE OF THIS COMPANY THE EMPLOYEE UNDERSTANDS THAT THE EMPLOYEE WAIVES ANY RIGHT TO ADJUDICATE CLAIMS AGAINST THE COMPANY IN COURT AND WAIVES A JURY TRIAL, AND INSTEAD THE EMPLOYEE MUST ARBITRATE ANY SUCH CLAIMS.

**Amendments:**

The WellsBrooke Employee Handbook is subject to change at any time without notice. Only approved managers have the authority to make changes to the policies and procedures set forth in this document. All employees are obligated to keep informed of any changes to the employee handbook, which can be found on the WellsBrooke website at [www.WellsBrooke.com](http://www.WellsBrooke.com). Upon request, login information will be provided by WellsBrooke management.

Ohio and Michigan rules and regulations may vary. Please check with WellsBrooke management for any clarification needed

**Notes**



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