

Trinity In-Home Care

Employee's Handbook

Welcome!

On behalf of all of us at Trinity In-Home Care (TIHC), I welcome you and wish you every success here.

I believe that each employee contributes directly to TIHC's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with TIHC.

I hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Megan

Megan Poindexter
Executive Director

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ORGANIZATION DESCRIPTION

About Trinity In-Home Care

Individuals and families in Douglas County have benefited from Trinity In-Home Care services since 1976. These many years have brought amazing growth to the agency. Starting with 5 clients served the first year, TIHC In-Home Care now serves over 300 people annually and provides over 6,000 hours of services each month.

Trinity In-Home Care is a licensed, non-profit agency run by a volunteer Board of Directors.

Trinity In-Home Care provides private pay services based on a sliding scale, HCBS services, and is also affiliated with other agencies to provide supportive services.

Our Mission

Trinity In-Home Care reduces stress and provides relief by offering quality in-home services to individuals of all ages and all abilities.

Trinity In-Home Care provides greater independence to clients and much-needed relief to caregivers.

Our Purpose

To provide a community-based alternative to prevent or delay the institutionalization of children and adults with intellectual, developmental, physical, and/or emotional disabilities,

To assist individuals in the community with their day-to-day needs so they may remain in their own homes as long as possible,

To provide respite care for a family member experiencing caregiver stress.

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INTRODUCTORY STATEMENT

This handbook is to provide you with information you need as an employee of Trinity In-Home Care, outline details such as working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by TIHC to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As TIHC continues to grow, the need may arise and TIHC reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or TIHC to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

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EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about TIHC, and I understand that I should consult the administrative staff regarding any questions not answered in the handbook.

I have entered into my employment relationship with TIHC voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or TIHC can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Pursuant to Kansas Statute K.S. A (a) this agreement notifies me that I understand that I am an employee of Trinity In-Home Care (TIHC) and only TIHC or I can terminate my employment. I understand that the assignments that I am given are temporary in nature and that when an assignment ends, I must report to TIHC the next succeeding business day in order to receive a new job assignment. Failure to report to TIHC for my next assignment or failure to do so, or to accept, or show up to my next job assignment will indicate that I have voluntarily quit and I will not be eligible for unemployment benefits.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to TIHC's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Executive Director or Board of Directors of TIHC has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

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101 Nature of Employment

Effective Date: 7/31/2007

Revision Date:

Employment with TIHC is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, TIHC may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between TIHC and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at TIHC's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Executive Director or Board of Directors of TIHC.

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102 Employee Relations

Effective Date: 7/31/2007

Revision Date:

TIHC believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that TIHC amply demonstrates its commitment to employees by responding effectively to employee concerns.

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103 Diversity and Inclusion

Effective Date: 7/31/2007

Revision Date: 3/2/2010

Since its founding, Trinity In-Home Care has demonstrated an ongoing commitment to people and our community. As TIHC has grown and expanded, its work force has become more diverse. TIHC believes that this diverse work force helps the company realize its full potential. Recognizing and developing the talents of each individual brings new ideas to TIHC. The company benefits from the creativity and innovation that result when TIHC employees who have different experiences, perspectives and cultures work together. This is what drives quality respite and support. We believe a well managed, diverse work force expands TIHC's base of knowledge, skills, and understanding, which in turn, enables us to relate and respond to our diverse and changing community, connecting them to the benefit of relief services.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at TIHC will be based on merit, qualifications, and abilities. TIHC does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, gender, gender identity, gender expression, marital or family status, national or ethnic origin, caregiver status, age, sexual orientation, mental or physical disability, genetic information, veteran status, ancestry, or any other characteristic protected by law.

TIHC will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Executive Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

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104 Business Ethics and Conduct

Effective Date: 7/31/2007

Revision Date: 7/7/2015

The successful business operation and reputation of TIHC is built upon the principles of compassion, fairness and ethical conduct of our Direct Support Professionals (DSPs) and administrative employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a dedication to the highest standards of conduct and personal integrity.

The continued success of TIHC is dependent upon our client's trust and we are dedicated to preserving that trust. In addition, DSPs are the key to fulfilling the nonprofit-mission of TIHC. DSPs are expected to act in a way that will merit the continued trust and confidence of our clients and the public.

TIHC will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where you are unsure of the proper course of action, please contact the office. You will be free to discuss the situation openly with your immediate supervisor and, if necessary, with the Executive Director for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every TIHC employee. **Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.**

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105 Personal Relationships in the Workplace

Effective Date: 7/31/2007

Revision Date:

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Although TIHC has no prohibition against employing relatives of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems which impact client services, TIHC will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

In the case that a family member of the client is also the DSP assigned to work with the client, TIHC remains the formal employer of the DSP. All employment policies will apply.

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107 Immigration Law Compliance

Effective Date: 7/31/2007

Revision Date:

TIHC is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with TIHC within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the office. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

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108 Conflicts of Interest

Effective Date: 7/31/2007

Revision Date:

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which TIHC wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the administrative office for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of TIHC's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside agencies. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to the Executive Director or a Board Member of TIHC as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in an agency with which TIHC does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving TIHC.

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110 Outside Employment

Effective Date: 7/31/2007

Revision Date: 7/7/2015

Employees may hold outside jobs as long as they meet the performance standards of their job with TIHC. All employees will be judged by the same performance standards and will be subject to TIHC's scheduling demands, regardless of any existing outside work requirements.

If TIHC determines that an employee's outside work interferes with performance or the ability to meet the requirements of TIHC as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with TIHC.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside TIHC for materials produced or services rendered while performing their jobs.

TIHC employees are not allowed to solicit clients for personal business, or charge clients for services outside TIHC's assigned services.

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114 Disability Accommodation

Effective Date: 7/31/2007

Revision Date:

TIHC is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, and position descriptions.

TIHC is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. TIHC will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. TIHC is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

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201 Employment Categories

Effective Date: 7/31/2007

Revision Date: 7/7/2015

It is the intent of TIHC to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and TIHC.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by TIHC management.

All Direct Support Professionals are considered Part-Time Employees. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are not eligible for other monetary benefits.

Non-monetary benefits include but are not limited to:

- Reasonable use of TIHC's computer station, including access to the internet
- Reasonable use of TIHC's copier, scanner, printer and fax machine,
- Free notarization of documents, provided the notary is available.

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202 Access to Personnel Files

Effective Date: 7/31/2007

Revision Date:

TIHC maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of TIHC, and access to the information they contain is restricted. Generally, only supervisors and management personnel of TIHC who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the administrative office. With reasonable advance notice, employees may review their own personnel files in TIHC's offices and in the presence of an individual appointed by TIHC to maintain the files.

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203 Employment Reference Checks

Effective Date: 7/31/2007

Revision Date:

To ensure that individuals who join TIHC are well qualified and have a strong potential to be productive and successful, it is the policy of TIHC to check the employment references of all applicants.

The administrative office will respond to all reference check inquiries from other employers. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held.

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204 Personnel Data Changes

Effective Date: 7/31/2007

Revision Date:

It is the responsibility of each employee to promptly notify TIHC of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the administrative office.

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205 Introductory Period

Effective Date: 7/31/2007

Revision Date: 7/7/2015

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. TIHC uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or TIHC may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Any significant absence approved by the administrative office will automatically extend an introductory period by the length of the absence.

Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification and may be eligible for a wage increase.

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208 Employment Applications

Effective Date: 7/31/2007

Revision Date: 7/7/2015

TIHC relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Falsification of information provided on an application, including information about previous criminal, child abuse, adult abuse neglect or exploitation, may be cause for immediate termination. Employees may be given an opportunity to provide personal explanation of any past criminal record.

TIHC does not hire individuals who have been investigated and found guilty of child or adult abuse, neglect or exploitation.

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209 Performance Evaluation

Effective Date: 7/31/2007

Revision Date: 7/7/2015

Direct Support Professionals are encouraged to discuss job performance and goals with the administrative staff on an informal, day-to-day basis. As needed, the administrative staff may schedule meetings with DSPs to discuss specific issues and opportunities to improve.

Additional formal performance evaluations may be conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled approximately every 12 months.

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210 Job Descriptions

Effective Date: 7/31/2007

Revision Date:

TIHC makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

TIHC maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The administrative office prepares job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the administrative office if you have any questions or concerns about your job description.

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301 Employee Benefits

Effective Date: 7/31/2007

Revision Date: 7/7/2015

In addition to being provided Social Security benefits, TIHC employees are also provided the benefits of workers' compensation, state disability, and unemployment insurance, as well as any other benefits prescribed by law.

The following benefit programs are also available to eligible employees, and are described in the following sections:

- * Gas reimbursement
- * Bereavement Leave
- * Family Leave
- * Holidays
- * Jury Duty Leave
- * Medical Leave
- * Military Leave
- * Voting Time Off

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305 Holidays

Effective Date: 7/31/2007

Revision Date: 7/7/2015

Direct Support Professionals who choose to work the following holidays will be paid time and a half. DSPs do not qualify for paid holidays if not assigned to a shift scheduled to occur on a designated holiday.

DSPs who need a fill-in for a shift on the following holidays are required to give at least two weeks notice so the administrative staff has sufficient notice to locate a replacement.

- * New Year's Day (January 1)
- * Independence Day (July 4)
- * Thanksgiving (fourth Thursday in November)
- * Christmas Eve (December 24)
- * Christmas (December 25)

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306 Workers' Compensation Insurance

Effective Date: 7/31/2007

Revision Date: 7/7/2015

TIHC provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should first address their injury or illness. Employees must then contact the administrative office within 48 hours or risk losing eligibility for workman's compensation coverage.

No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither TIHC nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty activity, including but not limited to recreational, social, or athletic activity sponsored by TIHC.

Workman's compensation does not cover any injury or illness sustained when not on an authorized and assigned TIHC shift.

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308 Time Off to Vote

Effective Date: 7/31/2007

Revision Date:

TIHC encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their nonworking hours, TIHC will grant up to 2 hours of unpaid time off to vote.

Employees should request time off to vote from their supervisor at least two working days prior to the election day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

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309 Bereavement Leave

Effective Date: 7/31/2007

Revision Date:

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

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311 Jury Duty

Effective Date: 7/31/2007

Revision Date: 7/7/2015

TIHC encourages employees to fulfill their civic responsibilities by serving jury duty when required.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either TIHC or the employee may request an excuse from jury duty if, in TIHC's judgment, the employee's absence would create serious operational difficulties.

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316 Health Insurance

Effective Date: 7/31/2007

Revision Date: 7/7/2015

According to the Affordable Care Act, all people are required to have health insurance. If you do not have health insurance, TIHC is happy to offer you resources to purchase your health insurance on the Marketplace. Please call the office for details or assistance.

You can also check www.tihc.org/helpful-links/ for more information.

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401 Timekeeping

Effective Date: 7/31/2007

Revision Date: 7/7/2015

Accurately recording time worked is the responsibility of every nonexempt employee using *Telephony* (clocking in and out of the shift over the phone). Federal and state laws require TIHC to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is the authorized hours spent clocked in and performing assigned duties.

Employees should accurately record the time they begin and end their work. Duties should begin as soon as the employee is clocked in and end as soon as the employee is clocked out.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Employees should use an authorized phone to clock in and out. All tasks completed should be logged through the phone as the employee clocks out of the shift.

Telephony should be used for all shifts. In the case that the client's phone is out of order or unavailable, employees must complete an error report and turn it into the office within 48 hours of the end of the shift. It is the employees' responsibility to date, sign and get the needed initials and signatures for error reports to certify and verify the accuracy of all time recorded. Failure to turn in an error report in the required 48 hours results in payroll or billing delays, and if abused, can result in disciplinary actions.

TIHC administrative staff is here to help with any difficulties an employee or client experiences with clocking in or clocking out. Prompt communication about any difficulties is appreciated.

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402 Gas Reimbursement

Effective Date: 2/1/2013

Revision Date: 7/7/2015

Employees meeting certain requirements may be reimbursed for mileage driven. Gas reimbursement forms must be completed in full and turned into the office in a timely manner.

DSPs working with clients outside of Lawrence city limits may be reimbursed per mile for driving the distance from Lawrence city limits to the client's residence and back.

DSPs providing transportation for errands of the client's choice in the DSPs personal vehicle are eligible for gas reimbursement. If a client requests special transportation, please call the office for approval.

DSPs should not accept cash directly from a client for gas reimbursement.

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403 Paydays

Effective Date: 7/31/2007
 Revision Date: 7/7/2015

All employees are paid every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period. This results in 26 payrolls annually.

In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

Paychecks will include error reports and gas reimbursements which are completed in full and were received in a timely manner.

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
Pay Period Week 1							
Pay Period Week 2							
							Payday for week 1 and 2

Days worked during the first two pay period weeks will be paid on Friday, 2 weeks later.

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405 Employment Termination

Effective Date: 7/31/2007

Revision Date: 7/7/2015

Employment typically ends due to resignation or discharge. Descriptions of each are as follows:

- * Resignation - voluntary employment termination initiated by an employee.
- * Discharge - involuntary employment termination initiated by the organization.

Since employment with TIHC is based on mutual consent, both the employee and TIHC have the right to terminate employment at will, with or without cause, at any time.

In order to qualify for rehire, upon resignation employees are required to give two-week's notice and are requested to provide written summary of their current clients, scheduled shifts and other applicable information.

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408 Pay Advances

Effective Date: 7/31/2007

Revision Date: 7/7/2015

New employees can apply for a pay advance within the first 30 days of their employment.

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409 Administrative Pay Corrections

Effective Date: 7/31/2007

Revision Date: 7/7/2015

TIHC takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the administrative office. Should the error be the result of administrative action, corrections will be made as quickly as possible. Should the error be the result of inaccurate timekeeping or other action of the employee, corrections will be made on the following paycheck.

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410 Pay Deductions and Setoffs

Effective Date: 7/31/2007

Revision Date:

The law requires that TIHC make certain deductions from every employee's compensation. Among these are applicable Federal, state, social security and Medicare taxes.

Pay setoffs/garnishment are pay deductions taken by TIHC, usually to help pay off a debt or obligation to TIHC or others.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, the administrative office can assist in having your questions answered.

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502 Work Schedules

Effective Date: 7/31/2007

Revision Date: 7/7/2015

Scheduling is determined by the client and employee and will be monitored by the administrative office. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

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505 Smoking

Effective Date: 7/31/2007

Revision Date: 7/7/2015

In keeping with TIHC's intent to provide a safe and healthful work environment, smoking in the workplace is prohibited. This includes inside a client's home or vehicle, regardless of the client's approval or permission.

This policy applies equally to all employees, customers, clients, and visitors.

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507 Overtime

Effective Date: 7/31/2007

Revision Date: 7/7/2015

TIHC will comply with all Federal guidelines regarding overtime. Direct Support Professionals will not be assigned or authorized shifts totaling over 40 hours per work week. A work week is defined as Sunday through Saturday.

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601 Medical Leave

Effective Date: 7/31/2007

Revision Date: 7/7/2015

TIHC provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Employees qualifying under the FMLA guidelines are eligible to request medical leave (see Family Leave policy).

Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to TIHC. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12 month period. Any combination of medical leave and family leave may not exceed this maximum limit.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide TIHC with at least two weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, TIHC will assume that the employee has resigned.

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602 Family Leave

Effective Date: 7/31/2007

Revision Date: 7/7/2015

TIHC provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for self, a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Eligible employees should make requests for family leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of self, a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

Eligible employees may request up to a maximum of 12 weeks of family leave within any 12 month period. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12 month period for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide TIHC with at least two weeks advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, TIHC will assume that the employee has resigned.

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605 Military Leave

Effective Date: 7/31/2007

Revision Date: 7/7/2015

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as paid time off or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the administrative office for more information or questions about military leave.

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701 Employee Conduct and Work Rules

Effective Date: 7/31/2007

Revision Date: 7/7/2015

To ensure orderly operations and provide the best possible work environment, TIHC expects employees to follow rules of conduct that will protect the interests and safety of all clients, employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- * Theft or inappropriate removal or possession of property
- * Falsification of timekeeping records
- * Working under the influence of alcohol or illegal drugs
- * Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- * Fighting or threatening violence in the workplace
- * Boisterous or disruptive activity in the workplace
- * Insubordination or other disrespectful conduct
- * Violation of safety or health rules
- * Smoking in prohibited areas
- * Sexual or other unlawful or unwelcome harassment
- * Use of position as a DSP to influence a client's behavior or choices
- * Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- * Excessive absenteeism or any absence without notice
- * Unauthorized absence from work station during an assigned and authorized shift
- * Violation of personnel policies
- * Unsatisfactory performance or conduct

Employment with TIHC is at the mutual consent of TIHC and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

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702 Drug and Alcohol Use

Effective Date: 7/31/2007

Revision Date: 7/7/2015

It is TIHC's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on TIHC premises and while conducting business-related activities off TIHC premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with the administrative office without fear of reprisal.

If you are concerned about your use or a loved one's use of drugs or alcohol, TIHC administrative staff encourage you to seek assistance. Our door is always open to help, and we are happy to provide you with referrals and resources for treatment without fear of judgment.

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703 Sexual and Other Unlawful Harassment

Effective Date: 7/31/2007

Revision Date: 7/7/2015

TIHC is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- * Unwanted sexual advances.
- * Offering employment benefits in exchange for sexual favors.
- * Making or threatening reprisals after a negative response to sexual advances.
- * Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- * Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- * Verbal sexual advances or propositions.
- * Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- * Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

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If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact any other member of the administrative team. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Executive Director so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

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704 Attendance and Punctuality

Effective Date: 7/31/2007

Revision Date: 7/7/2015

TIHC expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on clients, other employees and on TIHC.

In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their clients and administrative office as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

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705 Personal Appearance

Effective Date: 7/31/2007

Revision Date: 7/7/2015

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image TIHC presents to customers and visitors.

During business hours or when representing TIHC, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with clients, customers, or visitors in person.

The Executive Director is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult the administrative office if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made.

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706 Return of Property

Effective Date: 7/31/2007

Revision Date: 7/7/2015

Employees are responsible for all TIHC or client's property, materials, or written information issued to them or in their possession or control.

Employees who are given client's keys are required to follow the TIHC key policy. This policy can include but is not limited to:

- Employees signing in and out a key as needed.
- Accepting that employees may be financially responsible for replacing lost keys or replacing a lock if a key is lost.
- If a key is lost, notifying the client and the TIHC administrative office immediately so the client's safety can be protected.

All TIHC property must be returned by employees on or before their last day of work.

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712 Solicitation

Effective Date: 7/31/2007

Revision Date: 7/7/2015

Persons not employed by TIHC may not solicit or distribute literature in the workplace at any time for any purpose.

TIHC recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time.

In addition, the posting of written solicitations on company bulletin boards is restricted. These bulletin boards display important information, and employees should consult them frequently.

If employees have a message of interest to the workplace, they may submit it to the administrative office, and all approved messages will be posted by the administrative office.

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716 Progressive Discipline

Effective Date: 7/31/2007

Revision Date: 7/7/2015

The purpose of this policy is to state TIHC's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

TIHC's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with TIHC is based on mutual consent and both the employee and TIHC have the right to terminate employment at will, with or without cause or advance notice, TIHC may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

TIHC recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and TIHC.

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718 Problem Resolution

Effective Date: 7/31/2007

Revision Date:

TIHC is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from TIHC supervisors and management.

TIHC strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with TIHC in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to the Executive Director or any other member of management.
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee presents problem to Executive Director if problem is unresolved.
4. Executive Director counsels and advises employee, assists in putting problem in writing, visits with employee's manager(s), if necessary, and directs employee to Appeals Committee for review of problem.
5. Employee presents problem to the Board of Directors in writing.
6. The Board of Directors reviews and considers problem. The Board of Directors informs employee of decision and forwards copy of written response to the Executive Director for employee's file. The Board of Directors has full authority to make any adjustment deemed appropriate to resolve the problem.

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Problems, disputes, or claims not resolved through the preceding problem resolution steps are subject to mediation. Mediation will be conducted under the Employment Mediation Rules of the American Arbitration Association. Employees who choose to use mediation to resolve a problem will be expected to share the cost of mediation with TIHC.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.