

ITN Health America LLC

Home Care Policy & Procedure Handbook for Employees

NON-MEDICAL

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Welcome to ITN Health America LLC!

On behalf of your colleagues, we welcome you to **ITN Health America LLC** and wish you every success here. We have created this handbook to provide employees with key information about what the responsibilities are as a member of the **ITN Health America LLC** team.

At **ITN Health America LLC**, we believe that each employee contributes directly to the growth and success of the company, and we hope you will take pride in being a member of our care 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 become familiar with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with **ITN Health America LLC**.

We believe that professional relationships are easier when all employees are aware of the culture and values of the organization. This guide will help you to better understand our vision for the future of our business and the challenges that are ahead.

We hope that your experience here will be challenging, enjoyable, and rewarding career!

Thank you and welcome to the team,

Marta Njos
President
ITN Health America LLC

1. Organization Description

ITN Health America LLC provides non-medical home health care support to individuals in the areas of meal preparation and feeding, bathing/personal care/grooming, light housekeeping, bedside care for minor illness, assistance with errands, medical reminders, and 24-hour live-in care. The core values of **ITN Health America LLC** are trust, hospitality, compassion, and respect, and responsibility.

1.1 Introductory Statement

This employee handbook is designed to acquaint employees with information about working conditions, benefits, and some of the policies affecting employment. Employees should read, understand, and comply with all provisions of the handbook. It describes many of the responsibilities as an employee and outlines the programs developed by **ITN Health America LLC** 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 **ITN Health America LLC** continues to grow, the need may arise and **ITN Health America LLC** 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. Employees will be notified of such changes to the handbook as they occur.

1.2. Office Location

**7150 Forest Glen Drive
Rockford, Illinois 61114**

Phone: (779) 772-3638

Email: Itnhealthamerica1@gmail.com

1.3. Management Philosophy

Clients are among our organization's most valuable assets. Every employee represents **ITN Health America LLC** to our clients and to our entire home care organization. Clients judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any client or potential client.

ITN Health America LLC's management philosophy is based upon a foundation of strength, responsibility, accountability, and mutual respect. The company wishes to maintain a work environment that places a strong importance on work-life balance for the employees, and to provide an optimal experience for its clients. Maintaining such an environment is the responsibility of each staff person to work together and create a positive and encouraging workspace. Managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for every care team member.

At least quarterly, **ITN Health America LLC** will review its files to assure that established policies are followed in providing an optimal experience to our clients.

1.4. Employee Identification

The Agency Manager of **ITN Health America LLC** reserves the unilateral right to require employees of **ITN Health America LLC** to wear identification badges.

1.5. Dress Code

Clothing or accessories should never obstruct job performance or cause a safety concern. It is expected that all employees will follow standard personal hygiene practices. Hair, mustaches, and beards must be neatly trimmed and/or styled so as to not come in contact with clients or interference with job performance or safety. Artificial fingernails or extenders must not be worn when providing direct client care.

1.6. Privacy / Confidentiality

ITN Health America LLC and its employees will acquire confidential information about clients and are required to treat all such information with the utmost confidentiality, and privacy. Employees are **NOT** permitted to discuss or otherwise disclose any such information directly or indirectly in any manner whatsoever including to any other **ITN Health America LLC** employees. Records of clients shall not be removed or released from the client's residence.

Employees must be conscious when mixing business and personal lives. Online, personal and business personas are likely to intersect. **ITN Health America LLC** respects the free speech rights of all its employees, but employees must remember that clients, colleagues, supervisors, and other employees often have access to the online content that they post. Employees must keep this in mind when publishing information online that can be seen by more than friends and family and know that information originally intended just for friends and family can be forwarded on. Employees are **NEVER** allowed to disclose nonpublic information of **ITN Health America LLC** (including confidential information).

2. Employment

2.1. Nature of Employment

Employment with **ITN Health America LLC** is voluntarily entered into and the employee is free to resign at any time, with or without cause. Similarly, **ITN Health America LLC** 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, state, or local law.

Policies set forth in this manual 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 **ITN Health America LLC** and any of its employees.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Agency Manager.

Prior to hire, all employees shall be subject to fingerprinting and background checks in accordance with State of Illinois law.

It is the express policy of **ITN Health America LLC** that all In-Home Services Workers, as defined in Section 3.9 below, shall be independently-contracted workers and are not to be considered or construed as employees of **ITN Health America LLC**. Accordingly, such workers are not eligible for and shall not participate in any employer benefit including pension, health, or other fringe benefits, or any of the other

specific benefits set forth in Section 4. Additionally, payroll taxes, including federal, state, and local taxes, shall not be withheld or paid by ITN Health America on behalf of any independently-contracted worker.

2.2. Employee Relations

ITN Health America LLC 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 the Agency Manager.

To provide equal employment and advancement opportunities to all individuals, employment decisions at **ITN Health America LLC** will be based on merit, qualifications, and abilities. **ITN Health America LLC** does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Any employee found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

2.3. Diversity

ITN Health America LLC is opposed to all forms of unlawful and unfair discrimination. All employees, no matter whether they are part-time, full-time, or temporary, will be treated fairly and with respect. When **ITN Health America LLC** selects candidates for employment, promotion, training, or any other benefit, it will be on the sole basis of their aptitude and ability.

The successful business operation and reputation of **ITN Health America LLC** is built upon the principles of fair dealing and ethical conduct of our employees. The continued success of **ITN Health America LLC** is dependent upon our clients' trust and we are dedicated to preserving that trust.

ITN Health America LLC abides by all applicable federal, state, and local 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.

If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly between management and the employee for advice and consultation. 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.

2.4. Personal Relationships in the Workplace

The employment of relatives or individuals involved in a relationship in the same department/section 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.

Although **ITN Health America LLC** has no prohibition against employing relatives of current employees or individuals involved in a relationship with current employees, we are committed to monitoring situations. In case of actual or potential issues, **ITN Health America LLC** will take prompt action, and this can include reassignment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

2.5. Conflicts of Interest

Employees of **ITN Health America LLC** have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which **ITN Health America LLC** 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.

To participate in other jobs or businesses that do business with or are in competition with **ITN Health America LLC**, an employee must disclose his or her intention before becoming involved and obtain company approval. Otherwise, it could be a cause for immediate dismissal.

NOTE: Employees of **ITN Health America LLC** are not permitted to work privately with any of their current or past clients/client. Furthermore, employees are not permitted to work privately with any of their current or past clients/clients providing the same or similar services after leaving or being terminated from **ITN Health America LLC** for a period of one [1] calendar year.

2.6. Outside Employment

Employees may hold outside jobs if they meet the performance standards of their job with **ITN Health America LLC**. All employees will be judged by the same performance standards and will be subject to **ITN Health America LLC** scheduling demands, regardless of any existing outside work requirements.

If **ITN Health America LLC** determines that an employee's outside work interferes with performance or the ability to meet the requirements of **ITN Health America LLC** 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 **ITN Health America LLC**.

2.7. Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of **ITN Health America LLC**. Employees who improperly use or disclose trade secrets or confidential business information may be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

2.8. Internal Job Posting

ITN Health America LLC provides employees an opportunity to indicate their interest in open positions and advance within the company according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although **ITN Health America LLC** reserves its discretionary right to not post a particular opening.

To apply for an open position, employees should submit a job application to the Agency Manager listing job-related skills and accomplishments. It should also describe how their current experience with **ITN Health America LLC** and prior work experience and/or training.

2.9. Whistleblower Policy

ITN Health America LLC is committed to always conducting its business with honesty and integrity. If, at any time, this commitment is not respected or appears to be in question, **ITN Health America LLC** will endeavor to identify and remedy such situations. Therefore, it is the company's policy to ensure that when a person has reasonable grounds to believe that an employee, manager, or any other person related to the company has committed, or is about to commit, an offence that could harm the company's business or reputation, it denounces the wrongdoers in question.

3. Employment Status and Records

3.1. Employment Categories

It is the intent of **ITN Health America LLC** to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Each employee is designated as either **NON-EXEMPT** or **EXEMPT** from federal and provincial wage and hour laws. **NON-EXEMPT** employees are entitled to overtime pay under the specific provisions of federal law. **EXEMPT** employees are excluded from specific provisions of federal and provincial wage and hour

laws. An employee's EXEMPT or NON-EXEMPT classification may be changed only upon written notification by ITN Health America LLC management. In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or probation status and who are regularly scheduled to work a ITN Health America LLC full-time schedule. Generally, they are eligible for ITN Health America LLC benefits, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees who are regularly scheduled to work less than thirty (30) hours per week. While they do receive all legally mandated benefits (such as social security and unemployment insurance), they are ineligible for all ITN Health America LLC benefits.

INITIAL EMPLOYMENT PROBATIONARY PERIOD is for employees those whose performance is being evaluated to determine whether further employment in a specific position or with ITN Health America LLC is appropriate. Employees who satisfactorily complete the probation period of ninety (90) days will be notified of their new employment classification.

Personnel records for all employees will include the name and address of the employee, Social Security number, date of birth, name and address of next of kin, evidence of qualifications, and dates of employment and separation from the agency, along with reason for separation.

3.2. Employment Applications

ITN Health America LLC 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.

3.3. Access to Personnel Files

ITN Health America LLC 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 wage/salary increases, and other employment records.

Personnel files are the property of ITN Health America LLC, and access to the information they contain is restricted. Permission to access files must be granted by authorized management personnel of ITN Health America LLC and must have a legitimate reason to review information in a file.

3.4. Employee Documents on File

The following forms are required to be kept in an employee's file:

- Job Application
- Background Checks with Results
- Social Security Number
- Acknowledgment of Policy and Procedure Manual
- Training Certificate(s)
- Emergency Contact
- Applicable Tax Forms
- Eligibility to Work
- Documentation of qualifications, orientation, training, and performance evaluations as required by Illinois laws
- Verbal /Written Warnings
- Date of first supervised contact with client and date of first unsupervised client contact
- Any leaves of absence

Each employee has the responsibility of notifying **ITN Health America LLC** of changes to information within the employee's file to ensure that such employee's records are current.

3.5. Competency Evaluation (Skills Test)

A series of behavioural, situational, and technical questions will be asked to get to know care worker applicants and test their current knowledge and skills of the industry.

3.6. Employee Training

The Illinois Department of Public Health currently sets and maintain the necessary standards to practice in the Home Support Services industry within the State of Illinois. These standards may change from time to time. It will be an employee's sole responsibility to maintain all required certifications as well as to successfully complete any new certification/training requirements as may be designated by any governing body. These standards and requirements must be met by **ITN Health America LLC** employees in every aspect of the delivery of services to our clients. Employees must provide copies of certifications before beginning work, and anytime during employment.

3.7. Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both care managers

and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage, and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

At the time of the performance review, the employer and employee will review the objectives and the results achieved. Throughout the year, the employee and employer may refer to this document to track progress made toward objectives, highlight areas of concern, and indicate challenges identified along the way. The annual salary review of all employees is based on performance and is evaluated beginning the month of December and effective January 1st of the following year.

3.8. Employee Performance Re-Evaluation

At the time of the performance review, the employer and employee will review the objectives and the results achieved. Throughout the year, the employee and employer may refer to this document to track progress made toward objectives, highlight areas of concern, and indicate challenges identified along the way. The annual salary review of all employees is based on performance and is evaluated beginning the month of December and effective January 1st of the following year.

3.9. Job Descriptions

ITN Health America LLC makes every effort to create and maintain accurate job descriptions for all positions within the company.

Job descriptions are also reviewed and revised to ensure they are up to date, and accurate. Prior to be hired for any position that requires a State of Illinois professional license, ITN Health America will contact the Illinois Department of Financial and Professional Regulation to verify that the individual's license is active.

Job Positions/Titles	Brief Description of Role
Agency Manager	Ensures that the agency is in compliance with all applicable federal, State, and local laws; is familiar with the applicable rules of the Illinois Department of Public health and maintains the same; familiarizes all employees and/or contracted workers with the rules of the Illinois Department of Labor and will make copies of the same available; ensures that reports and records as required are completed, maintained, and submitted; maintains ongoing liaison with the President of ITN Health America LLC; manages business affairs and the overall operation of ITN Health America LLC; maintains personnel records; administrative records and all policies and procedures of ITN Health America LLC; hires qualified personnel in accordance with job descriptions; provides orientation for new staff, as well as education and continuing education

	opportunities; designates in writing a qualified worker or employee to act in the absence of the Agency Manager
In-Home Services Worker	Provides live-in client assistance with activities of daily living, housekeeping, personal laundry, companionship, in the client's personal residence. Specific duties/expectations may include meal preparation and feeding, bathing/personal care/grooming, housekeeping, bedside care for minor temporary illnesses, errands/groceries, and medical reminders. PLEASE NOTE THAT THIS POSITION MAY BE FILLED BY AN INDEPENDENT CONTRACTOR PURSUANT TO A SEPARATE INDEPENDENT CONTRACTOR AGREEMENT
Supervisor	Shall be available to In-Home Services Workers for responses to questions at any time; provides on-site supervision a minimum of every 90 days (or more frequently if required by the plan of service); shall make annual on-site visit to each client's residence in order to observe and assess each In-Home Services Worker while said Worker is providing care to the client; shall make on-site visits to client residences as needed if an area of concern in the performance of an In-Home Services Worker as been previously identified by the Supervisor. PLEASE NOTE THAT THIS POSITION MAY BE FILLED BY AN INDEPENDENT CONTRACTOR PURSUANT TO AN INDEPENDENT CONTRACTOR AGREEMENT.

3.10. Salary Administration

The salary administration program at ITN Health America LLC was created to achieve consistent pay practices, comply with federal and state law, and to mirror our commitment to 'Equal Employment Opportunity' to all employees, and offer competitive salaries within our labor market.

Compensation for every position is determined by several factors, including job analysis, competency evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. ITN Health America LLC periodically reviews its salary administration program and restructures it as necessary. Merit-based pay adjustments may be awarded in conjunction with superior employee performance documented by the performance evaluation process.

Employee bonus: Awarded to an employee in addition to their regular salary or pay rate. Employees may be eligible to earn bonus pay as an award for excellent work or as an end-of-year reward. This will depend on the overall profitability of the company.

4. Employee Benefit Programs

4.1. Employee Benefits

Eligible employees at **ITN Health America LLC** may be provided a wide range of benefits. Several programs (such as unemployment insurance) cover all employees in the manner mandated by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. A supervisor can identify the programs for which employees are eligible.

4.2. Vacation Pay

The amount of paid vacation time to **ITN Health America LLC** employees each year increases with the length of their employment as shown in the following schedule:

Upon initial eligibility, the employee is entitled to a maximum of five (5) vacation days each year or one vacation day per month of service to a maximum of 4 days, if the employee has less than 1 year of service as of the end of the reference period, which is calculated from January to January.

After 5 years of eligible service, the employee is entitled to 10 vacation days each year.

To take vacation, employees should request advance approval from their manager(s). Requests will be reviewed based on several factors, including business needs, and staffing requirements.

Vacation time off is paid at the employee's pay rate at the time of vacation.

As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. If available vacation is not used by the end of the reference period, the balance of unused vacation will be paid out to the employee. Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work.

Equal opportunity laws generally require employers to accommodate the religious beliefs of employees, but do not require them to provide paid leave. ITN Health America LLC respects the religious beliefs of employees and, will provide 3 days of paid leave to employees who, for religious reasons, who must be away from the office on days of normal operation. Employees who require additional time off may use vacation and/or personal days. This leave must be requested through the department manager two weeks prior to the event.

4.3. Recognized Holidays

ITN Health America LLC will grant holiday time off to all employees on the holidays listed below:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Christmas Day

ITN Health America LLC will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day

If a statutory holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible non-exempt employees work on a recognized holiday, they will receive holiday pay plus wages at one and one-half times their straight-time rate for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

4.4. Workers Insurance & Sick Leave Benefits

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. 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 **ITN Health America LLC** 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 recreational, social, or athletic activity sponsored by **ITN Health America LLC**.

ITN Health America LLC provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Eligible employee classification(s):

- Regular Full-Time Employees

Employees who are eligible will accrue on a pro-rated basis sick leave benefits at the rate of 5 days per year. Sick leave benefits are calculated based on a "calendar year," the 12-month period that begins when the employee starts to earn sick leave benefits.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday if possible. The direct supervisor must also be contacted on each additional day of absence. If an employee is absent for 2 or more consecutive days due to illness or injury, a physician's statement may need to be provided verifying the disability and its beginning and expected ending dates.

Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick leave benefits.

Sick leave benefits are intended solely to provide income protection in the event of illness or injury and may not be used for any other absence.

4.5. Bereavement Leave

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

Paid bereavement leave will be provided to employees having worked **180** calendar days for **ITN Health America LLC**:

- 10 working days in the case of the death of an employee's spouse, child, or the employee's spouse's child.
- 5 working days in the case of the death of an employee's father, mother, sister, or brother.
- 3 working day in the case of the death of an employee's grandfather, grandmother, uncle, aunt, nephew, niece, son-in-law, daughter-in-law, father-in-law, mother-in-law, brother-in-law, sister-in-law, grandson, granddaughter (except the uncle, the aunt, the brother-in-law, the sister-in-law, the grandfather, the grandmother, the nephew, and the niece of the spouse).

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. The employees on leave without balance, of maternity, disease, in preventive withdrawal, parental leave, will not be able to prevail themselves of this benefit.

Bereavement leave will normally be granted **unless** there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

4.6. Relocation Benefits

When ITN Health America LLC asks employees to relocate to a new area, certain relocation benefits may be provided to facilitate the transition. Relocation may be available to any eligible transferred employee who must relocate to reside within 100 miles of the new place of work. For specific information regarding the terms and extent of relocation benefits, discuss with your immediate supervisor.

Employees must request relocation assistance for specific items before any expenses are incurred. ITN Health America LLC will reimburse expenses only if the employee has received advance approval, incurs reasonable expenses, and submits satisfactory proof of the expense within 30 calendar days of the date the expense was incurred.

ITN Health America LLC extends these relocation benefits to contribute to the success of every employee's relocation. However, if an employee separates from ITN Health America LLC service within one year of the relocation, the amount of the relocation reimbursement will be considered only a loan. Accordingly, the employee may be asked to reimburse all relocation expenses.

4.7. Educational Assistance Program(s)

ITN Health America LLC recognizes that the skills and knowledge of its employees are critical to the success of the organization. However, at this time, ITN Health America LLC does not offer any educational assistance programs.

4.8. Professional Development

At the discretion of managers/supervisors, employees may be able to attend conferences, courses, seminars, and meetings, identified through annual work plans and performance reviews, which may be beneficial to the employee's professional development. However, ITN Health America does not cover the cost of registration, course materials, and/or travel expenses.

5. Timekeeping / Payroll

5.1. Timekeeping

Accurately recording time worked is the responsibility of every **non-exempt** employee. Federal and state/provincial laws require ITN Health America LLC to keep an accurate record of time worked to calculate employee pay and benefits. Time worked is considered all the time spent on the job performing assigned duties. 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.

If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

5.2. Payday Schedule

All employees are paid **bi-weekly** on every other **Friday**. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

If a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to **ITN Health America LLC**. Employees will receive an itemized statement of wages when **ITN Health America LLC** makes direct deposits.

5.3. Travel Reimbursement Policy

Employees who are required to travel with a client are eligible for travel reimbursement should receive authorization from their supervisor prior to performing the travel. Situations may arise while performing job duties that may require employees to incur travel expenses which are generally not reimbursable. You may be granted exceptions for an unusual circumstance.

Expenses that generally will be reimbursed include the following:

- Mileage for use of personal car while out with clients during a shift.
- Meals while out with clients
- Activities while on outings with clients

When travel is completed, employees must submit completed travel expense reports within five (5) business days. Reports should be accompanied by receipts for all individual expenses. Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

NOTE: Employees will work primarily in our clients' residences. Travelling to and from any such locations or to our offices is the employee's sole responsibility and cost. You will not be compensated for any time nor any expenses incurred to travel to any client locations or between client locations.

5.4. Administrative Pay Corrections

- **ITN Health America LLC** 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.
- If **ITN Health America LLC** made an error on your pay that affects you financially, you have the option of waiting until next pay for the adjustment or we will write you a check for the normal payroll deposit day.

6. Work Conditions and Hours

6.1. Work Schedules

While ITN Health America LLC does not guarantee hours, we make every effort to provide reasonably consistent schedule patterns, when possible, for the employees. If an employee is scheduled in a regular pattern, then they will always know the schedule unless the office communicates a change. If there are any changes to the schedule, the personnel in charge of scheduling will make every effort to provide your weekly schedule by Monday each week for the following week.

RECORDING TIME IN & TIME OUT (arrival and departure to visit clients)

Clocking in and out registers worked hours in our payroll system. Employees must check-in on time or before the shift begins at the client's location and check-out when the shift is finished.

6.2. Overtime Compensation

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization to be compensated for the additional time.

Overtime compensation is paid to all non-exempt employees in accordance with federal and/or state wage and hourly restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including termination of employment.

6.3. Absence Policy

Absence without leave (AWOL)

If an employee does not report to work as scheduled and fails to notify his/her supervisor prior to the beginning of their shift, the occurrence is counted as an AWOL offense.

will be considered to determine the severity of the discipline.

Sick days

In a calendar year, employees will be granted 3 unpaid sick days. Employees must call the Agency Manager when they are not able to report for duty.

Personal days

Upon completion of 365 calendar days of service, an employee will be awarded 3 unpaid personal days per year to use for Doctor's appointments, children's concerts etc. A minimum of 5 days' notice is required. Personal days cannot be carried forward to the next year.

Unexcused absence

Example of unexcused absence is not having a ride to work, car broken down etc. More than 2 unexcused absences in any 12-month period will be considered excessive absenteeism and may result in disciplinary action.

6.4. Client Not Home to Receive Services

When a client is not home for a scheduled shift and has not provided at least 24 hours' notice to **ITN Health America LLC**, the employee will be paid for the full hours for that shift and the client will be billed for the full amount of time. Employees called to work, but not provided work, through no fault of their own, will be paid 8 hours call in time at their regular rate, unless the employee has been duly notified with over 12 hours' notice of the shift cancellation.

These forms of communication count as notice: Voicemail and/or text message.

6.5. Emergency Closures

At times, emergencies such as severe weather, fires, or power failures, and most recently infectious disease can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility, or the closure of care facilities.

When operations at **ITN Health America LLC** are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits.

6.6. Workplace Monitoring

Workplace monitoring may be conducted by **ITN Health America LLC** to ensure quality control, employee safety, security, and Client satisfaction.

Employees who regularly communicate with Clients may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our clients' image of **ITN Health America LLC** as well as their satisfaction with our service.

Computers furnished to employees are the property of **ITN Health America LLC**. As such, computer usage and files may be monitored or accessed.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

6.7. Security Inspections

ITN Health America LLC wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, **ITN Health America LLC** prohibits the possession, transfer, sale, or use of such materials on its premises. **ITN Health America LLC** requires the cooperation of all employees in administering this policy.

7. Employee Conduct & Disciplinary Action

7.1. Workplace Etiquette

ITN Health America LLC strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Agency Manager if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

7.2. Employee Conduct and Work Rules

ITN Health America LLC expects employees to follow rules of conduct that will protect the interests and safety of all 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:

- Unauthorized use of telephones, mail system, or other employer-owned equipment.

- Unauthorized disclosure of business "secrets" or confidential information.
- Violation of personnel policies.
- Unsatisfactory performance or conduct.

7.3. Visitors in the Workplace

To provide for the safety and security of employees and our clients at **ITN Health America LLC** we ask that visitors not enter your workplace. If there is an emergency the office will contact. Restricting unauthorized visitors helps maintain safety standards and avoids potential distractions and disturbances.

7.4. Workplace Violence Prevention

ITN Health America LLC is committed to preventing workplace violence and to maintaining a safe work environment. Conduct that threatens, intimidates, or coerces another employee, a Client, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to the immediate supervisor or any other member of management.

7.5. Sexual and Other Unlawful Harassment

ITN Health America LLC 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, 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. If an employee experiences or is a witness to sexual or other unlawful harassment in the workplace, it must be reported immediately to the employee's direct supervisor or Agency Manager.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Agency manager or any member of management 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.

7.6. Attendance and Punctuality

To maintain a safe and productive work environment, **ITN Health America LLC** expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on **ITN Health America LLC**. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor 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.

If an employee will be absent for a shift for whatever reason at least 12 hours' notice before a shift is scheduled to begin. This will allow time for the scheduling department to find a replacement for the client. Failure to provide proper notice of an absence is grounds for discipline, up to and including termination without notice or pay in lieu of notice. These notices must be given verbally over the phone, not via a text message or an email.

7.7. Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image of **ITN Health America LLC** presents to Clients and visitors. Wearing a uniform may apply.

7.8. Cell Phone Use

While at work employees must exercise discretion in using personal cell phones. Personal calls, texting, using social media etc. during your shift are not acceptable behavior/practices. Ensure that friends and family members are aware of this policy. **ITN Health America LLC** will not be liable for the loss of personal cell phones brought into the workplace.

7.9. No Smoking/Vaping Policy

In keeping with **ITN Health America LLC** intent to provide a safe and healthful work environment, smoking/vaping is prohibited throughout the workplace. This policy applies equally to all employees, clients, and visitors.

7.10. Drug & Alcohol Policy

The use and misuse of alcohol and/or drugs can and does impair the ability of an employee to perform his/her duties and may endanger the employee, his/her co-workers, as well as the equipment or property. **ITN Health America LLC** seeks to prevent the use/abuse/misuse of drugs and alcohol by employees in any way that impairs their ability to perform their job duties.

The use, possession, sale, transfer, dispensing or storage of illegal drugs, drug paraphernalia and/or alcohol by an employee during employment on **ITN Health America LLC** property or in a company vehicle is strictly prohibited. Further, an employee is strictly prohibited from reporting for work or working under the influence of an illegal drug(s) or in an impaired condition.

Employees taking drugs prescribed by their doctor must advise their direct supervisor in writing of the possible effects of such medication on their job. Employees in breach of this policy will be subject to disciplinary action up to and including dismissal. All breaches of this policy must be referred to his/her direct supervisor who will advise as to the extent of the disciplinary action to be taken.

7.11. Cannabis Use

Employees are subject to Illinois law regarding cannabis use and possession. The use of recreational cannabis immediately prior to or during a shift is strictly prohibited. Employees are not permitted to transport recreational cannabis while on or in between shifts and are NOT allowed to bring it into a client's home.

7.12. Return of Property

Employees are responsible for all **ITN Health America LLC** property, materials, or written information issued to them or in their possession or control. Employees must return all **ITN Health America LLC** property immediately upon request or upon termination of employment. Where permitted by Illinois law, **ITN Health America LLC** may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. **ITN Health America LLC** may also take all action deemed appropriate to recover or protect its property.

8. Employee-Client Boundaries

Boundaries in client care are mutually understood, unspoken, physical and emotional limits of the relationship between the trusting patient and the caring provider. Professional boundaries represent a set of culturally and professionally derived rules for how our employees and our clients interact

In caring for clients, it is common for strong emotional bonds to develop, however when the limits of the provider-patient/family relationship are not clear, or where normal professional boundaries are not respected, problems are likely to arise.

8.1. Warning Signs of Employee-Client Boundaries Being Crossed

Main warning signs and examples of potential boundary blurring include:

1. Gift giving from/to patient/family.
2. Clients having or wanting access to provider's home phone number, or other personal information.
3. Client/family expectations that the provider will provide care or socialize outside of care settings.
4. The provider revealing excessive personal information with client/family

Common reasons for boundary problems include:

- Personality styles
- Psychiatric disorders in which normal boundaries are not recognized or respected.
- Health professional stress/burnout
- Cultural misunderstandings

Note: Not all boundary issues are detrimental to the provider-client relationship, sometimes they can also enhance compassionate care and serve to reinforce a trusting relationship. Employees are instructed to notify the immediate supervisor of any money or gifts were exchanged. The Agency Manager will notify the authorized person in charge of the care and arrangements will be made for the return of any items given to the employee.

9. Workplace Safety

Safety is, and will always be, our top priority at ITN Health America LLC. All areas of workplace safety are a part of the initial and ongoing training at ITN Health America LLC.

Employees must:

- Understand and follow the safety and health rules and practices that apply.
- Take precautions necessary to protect ITN Health America LLC employees, clients, and equipment from harmful or dangerous situations.
- Immediately report accidents, injuries, hazards, unsafe practices, or conditions to supervisor.
- Not possess firearms or weapons on client premises or on ITN Health America LLC property.
- Not retaliate against or threaten anyone for the good faith reporting or supplying of information about workplace safety violations.

9.1. Safe Work Practices

Safe Work Practices are guidelines for the performance of a particular type of work or activity. Their purpose is to help avoid types of incidents that have occurred in the past when using certain types of tools, equipment, or performing a particular task.

9.2. Specialized Task Training

Any training required under Illinois law must be provided by a certified trainer or an accredited training organization.

*The name of the trainer responsible for providing all safety information will be clearly indicated on the forms

9.3. Scope of Practice Policy

While employed clients may ask an employee while on duty to perform a procedure that requires authorization or does not feel safe to perform. If this occurs, the employee should contact their assigned supervisor immediately. No employee is required to do a job task/procedure that unlawful or unsafe.

9.4. Protective Personal Equipment (PPE)

All employees of ITN Health America LLC must wear a mask any other protective gear if directed by State of Illinois public health professionals to do so.

Protective gloves should be always worn when there is a foreseeable risk of injury or biohazard contamination to the hands, or when duties involve food handling.

9.5. Client Lifting Protocol

The law of the State of Illinois indicates how a client can be safely moved by a home support worker:

9.5.1. Supervision Assistance: Refers to an act or series of actions helping another person; to give supplementary support or aid to another person. To assist can pertain to the act of supervision, stand by,

or hands on. The task must be performed without the aid of mechanical means, i.e., Hoyer lift (see also Two Person Transfer). A transfer belt can be used but the client must participate.

9.5.2. Partial Assistance: Refers to moving a client from one position to another, for example, assisting the client from their bed to a chair, from a wheelchair to another chair, to and from the toilet without the aid of a mechanical device.

9.5.3. Complete Assistance: Refers to moving a client from one position to another using two persons and could include a mechanical device.

*Employees are required to notify their supervisor immediately if they are being asked to lift a client and it is not indicated in the care plan. The Agency Manager will plan for more immediate care on site and schedule a reassessment to determine the present level of care required.

10. Safety Response (Employees)

ITN Health America LLC will report immediately any incident/accident as per incident/accident procedure.

ITN Health America LLC will follow up on the reported incident/accident;

- Identify corrective measures
- Assess the loss
- Implement corrective measures
- Monitoring the effectiveness of the corrective measures implemented.

11. Emergency Situations / Unstable Health of Clients

It is the policy of ITN Health America LLC to effectively respond to, report, and review all emergencies to ensure the safety of persons receiving services and to promote the continuity of services until emergencies are resolved.

11.2. Severe Weather and Natural Disasters

In the event of a severe weather emergency, employees of ITN Health America LLC will take the following actions.

Monitor weather conditions: Listen to local television or radio or a weather-radio for weather warnings and watches. Follow their directions on the need to change plans and activities, stay indoors, and seek shelter.

WARNING: Severe weather is either occurring or is imminent. A warning is the most significant and employees must take immediate appropriate action to protect themselves and others by seeking immediate shelter.

WATCH: Severe weather is possible as conditions are favorable for the weather event. Staff should plan and prepare for the possibility of the severe weather. Employees should help people change their plans for travel and outdoor activities.

ADVISORY: Weather conditions may cause inconvenience or difficulty when traveling or being outside. Staff should change plans for travel, outdoor activities, and expect that additional time may be required to complete plans. It is essential to inform people why plans and activities are changing and what they are doing to keep them safe.

Extreme cold (hypothermia):

Extreme cold results when air temperature and wind remove body heat. Most people will shiver.

* Avoid extreme cold by paying attention to the wind chill factor in the weather reports.

First aid for extreme heat:

Heat cramps are painful spasms in leg and belly muscles. They come from over exercising and prolonged sweating in a hot place.

*Treatment : Keep client(s) cool and give sips of slightly salted water every 10 minutes.

Heat exhaustion:

Occurs when too much sweating causes a depletion of body fluids

*Treatment : Keep the person cool and give sips of slightly salted water every 10 minutes. Remove most of their clothing, elevate their legs and feet, monitor breathing, and call 911.

Power failures:

- Report power failures to the client's power company.
- Use emergency supplies (flashlights, battery-operated radio).
- Account for the well-being of all people receiving services.
- Inform people why plans and activities are changing and what they are doing to keep them safe.

Emergency shelter:

- Home emergencies will be best met by seeking safety in an emergency shelter. Depending on the emergency you may need to shelter in place or shelter outside the disaster area.
- Follow directions of local emergency personnel to locate the closest emergency shelter.
- If time allows, move to the emergency shelter with a 24-48 hour supply of life saving medications a first aid kit, medical books/information, and emergency contact names and information.
- At the emergency shelter, notify personnel of any special needs required to use the emergency shelter.
 - Use of an emergency shelter may include severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services.

11.3. Emergency Area Evacuation

Emergency evacuation may include severe weather, natural disasters, power failures, and other events that threaten the immediate health and safety of people receiving services. Often the emergency evacuation will be directed by police, fire, or other emergency personnel who will direct people where to seek safety.

- Account for the well-being of all people receiving services.
- Inform people of the reason for the evacuation and what is being done to keep them safe.
- Follow directions received from administrative staff, police, fire, and other emergency personnel.
- If time allows, evacuate with medication and medical supplies, medical and programs
- Books/information, clothing, grooming supplies, other necessary personal items, and emergency contact names and information.

11.4. Vehicle Accident Procedure

- Stop immediately and move off the road
- Call 911 - Report What & Where
- Assist with first aid.
- Protect the scene until the police come.

After a vehicle accident with another vehicle take down the following information:

- Name of the other driver(s)
- Address and phone number of other driver(s)
- Vehicle make, year and license number
- The other driver(s) license number and driver license information
- The other driver(s) insurance company name, agent, and policy number
- Apparent damage to the other vehicle
- Names, addresses and phone numbers of any witnesses

What to do:

- Do not admit fault to anyone at the incident scene.
- Provide statements to the Police and ITN Health America LLC.
- Vehicle accidents must be reported as soon as possible directly to the insurance company by the Agency Manager

11.5. Client Falls and Injuries

If a client has fallen before or during the time an employee is in their home, employees is instructed to **NOT** attempt to help the client get up. If the client cannot get up on his/her own and/or is unconscious, call 911 immediately and then the supervisor on duty. Attempting to assist the client may result in further injury. Employees are instructed to **NOT** call client's family member rather than calling 911.

During orientation at the client's home, **ITN Health America LLC** will point out possible client fall risks such as uneven floors, places that get wet and poor lighting. While you work, clean without creating slippery places. If possible, dry the floor. Keep the workspace well lit.

11.6. Emergency Incident Response

It is the policy and procedure of **ITN Health America LLC** to respond to, report, and review all incidents that occur while providing service in a timely and effective manner to protect the health and safety of and minimize risk of harm to clients receiving personal support services.

"Emergency Incident" means an occurrence which involves a person that requires an immediate response which is not part of the ordinary provision of services:

- Serious injury of a person
- A death of a person
- Any medical emergencies, unexpected serious illness, or significant unexpected change in an illness or medical condition that requires calling 911, physician treatment, or hospitalization.
- Any mental health crisis that requires an employee to call 911 or a mental health crisis intervention team.
- An act or situation involving a person that requires an employee to call 911, law enforcement, or the fire department.

11.7. Reporting Emergency Incident

Incident reports will be completed by the employee involved as soon possible after the occurrence, but no later than twenty-four (24) hours after the incident occurred.

The written report will include:

- The name of the person or persons involved in the incident.
- The date, time, and location of the incident.

- A description of the incident.
- A description of the response to the incident
- The name of the staff person or persons who responded to the incident

Reporting incidents to team members:

All incidents must be reported to the person's legal representative or designated emergency contact and Agency Manager within 24 hours of the incident occurring while personal support services were provided.

12. Infection Prevention and Control

12.1. Aging and Infections

It is important for all employees of ITN Health America LLC to be aware that as adults age, they can become more vulnerable to infections due to changes in their bodies such as:

- Breaks in the skin
- Wounds
- Trouble chewing, swallowing, and drinking
- Difficulty moving
- Loss of bladder and bowel control
- Mental status changes/impairments
- Medical conditions such as lung disease and diabetes
- Inability to clean their hands or take a deep breath when asked

Infections may occur when the following are present:

- Bacteria
- Viruses
- Molds
- Fungi

Germs are present on our skin and within our bodies. In addition, germs can be found in the air, on surfaces in the environment, and sometimes in food and water. They can enter a person's body through mucus membranes such as the nose, eyes, or mouth, as well as through breaks in the skin.

Most Common Types of Infection

- Urinary tract
- Lungs

- Skin and soft tissue
- Gastrointestinal system

Spread of Infection

Germs can be found on the hands or gloves of care workers, on surfaces in the home/facility, and on equipment. If these are not properly cleaned and disinfected, the germs may spread to other people and the environment. In healthy individuals, the immune system fights off germs and prevents infection. Older people, due to the declining ability of their immune systems to resist germs, are more susceptible to infection.

Germs can be spread by:

- Coughing and sneezing germs into the air.
- Touching other people / surfaces with hands
- Touching body fluids and secretions

SIGNS of Infection:

Care staff members of **ITN Health America LLC** will report any signs of infections in or around the client, including themselves while on duty to the Agency Manager:

- Coughing
- Congestion
- Soar Throat
- Vomiting
- Diarrhea
- Discolored/Thick mucus
- Pus
- Rash
- Redness /Swelling
- Loss of Taste or Smell
- Change in mental status

SYMPTOMS of Infection:

- Nausea
- Pain
- Feeling feverish
- Burning when urinating

12.2. Care Team Protocol

Cleaning hands with an alcohol-based hand rub or soap and water, also known as practicing hand hygiene

- Wearing gloves and other personal protective equipment
- Keeping the environment clean and properly disinfecting surfaces
- Handling waste safely
- Avoiding touching face
- Covering mouths and noses when sneezing or coughing
- Not going to work when sick
- Staying up to date on all recommended vaccinations

Care workers will assist senior clients to reduce risk of infection by:

- Clean hands before meals and after toileting
- Cover their mouths and noses when sneezing or coughing
- Maintain personal hygiene, including oral care
- Take all recommended vaccines
- Eat healthy foods
- Stay hydrated
- Adequate rest

12.3. Hand Hygiene

All employees of ITN Health America LLC are instructed to clean their hands with soap and water for 20 seconds or using an alcohol-based hand sanitizer. In addition, employees are to change gloves frequently and perform hand hygiene each time gloves are changed as dirty gloves can spread germs.

- Wash hands with soap and water for at least 20 seconds
 - Before handling food.
 - After using the toilet.
 - If hands are visibly soiled.
 - If hands have had contact with blood or body fluids
 - Before and after assisting client with toileting
- Rings as they can trap germs and get caught on clothing or equipment. If care workers must wear a ring (a wedding ring, for example), leave the ring on the finger and wash/clean the ring along with the hands
- Dry hands thoroughly with paper towels. Turn off the water faucet with paper towels

- Don't touch dirty sink handles with clean hands
- Hand sanitizer may be used in all other hand hygiene situations not mentioned above
- Make sure clients place of residence is stocked with alcohol-based hand rub or alcohol hand wipes
- The Agency Manager will determine how and where staff will clean their hands.

12.4. Disinfection of Surfaces

All surfaces and equipment of the clients of ITN Health America LLC must be routinely cleaned and disinfected by the employees who are assigned to care for the client, including between use on each client, to prevent the spread of germs and diseases. This includes cleaning and disinfecting high-touch areas such as:

- Doorknobs & closet, drawer knobs, entry door inside and out
- Flat top surfaces
- Wheelchair, walker & Cane
- Bed rails & electric positioning buttons
- Land line phones & cell Phones
- Call lights & call buttons
- All remote devices
- Personal care wipe packages
- Pack away all small items in a safe place to discourage touching

12.5. Company Cleaning Protocols

- Gloves and mask will be worn if cleaning product is toxic or harmful
- Gloves will be changed between rooms or moving from a contaminated surface area to a clean one
- Appropriate use of cleaning product for the right surface
- Make sure the product you are using stays wet on the surface for the time needed to kill germs
- No cleaning chemicals will be mixed as some combinations can release toxic gas
- Chemicals will be locked up away from clients when not in use

12.6 Personal Protective Equipment [PPE] for Employees

- The PPE must be worn to prevent contact between skin, mucous membranes, and clothes from blood, body fluids, and other potentially infectious disease
- All care staff are to wear PPE any time there is a chance of contact with blood and body fluids.
- Explain to clients that PPE is a standard precaution used to protect everyone.

- **[ENTER POSITION/TITLE]** will oversees making sure that PPE is replenished when supplies in the work area run low

PPE include:

- Gloves
- Gowns
- Masks
- Goggles/Visor and other eye protection

Federal and state law requires that all home care companies in Illinois provide PPE for all staff who may encounter infection, or disease.

PPE USE:

- Use a piece of personal protective equipment once then throw it away
- Do not use the same PPE for the care of more than one client
- Change mask if it becomes moist/wet
- Change gloves when soiled, and when moving from a contaminated to a clean area
- Perform hand hygiene prior to wearing and after removing gloves

12.7 Isolate the Spread of Disease

- The Agency Manager will notify family, or the person with legal mandate to oversee care of client that isolating the spread or germs will be the best way to prevent the spread of infection.
- A client will be notified by the Agency Manager as to why he/she is being moved into isolation.
- The care team will communicate the reason for resident placement in a different room or location.
- The Agency Manager is responsible that all staff are aware of the revised care plan.

12.8. Respiratory Hygiene

- Vaccinations are an important prevention tool
- Employee will stay home if sick, or show symptoms of illness
- Employee will go home if they develop respiratory symptoms while working
- Clients will be encouraged to stay in their rooms if they develop a new cough with fever or other symptoms of a respiratory infection

Suspected Illness Reporting:

- Care staff will be instructed to contact the Agency Manager about coughing and sneezing by family members, visitors, or other care staff

- Visible signs will be posted to urge the use of hand hygiene and masks, and place masks and hand sanitizer at entrances, during community outbreaks and flu season

12.9 Soiled Linen

- Care staff will treat all soiled linen as infectious
- Heat and chemical disinfection will be used
- Soiled and clean linen will be color coded in different bins/laundry bags

Safety Measures:

- Make sure that there are enough linen bags close to points of care
- Transport all clean linen in covered clean bins
- Hold soiled linen away from your clothing when you are changing and carrying linens
- Minimize handling and agitation of soiled linen and place in a soiled-linen bag at the point of care

12.10. Transmission Precautions

Contact precautions, such as wearing gloves, eye protection, and a gown, are special safeguards that staff must put in place when dealing with clients who are infected with germs that are easy to transmit through equipment or by touching other clients or care team staff members.

Contact Precautions:

- Care worker will always clean hands before entering or exiting clients home /room
- Wear gloves and a gown when entering client(s) home/ room and remove upon exit
- Shared equipment will be cleaned and disinfected before and after each use
- **[POSITION/TITLE]** will make sure the reason for the contact precautions is documented on the care plan and assignment sheets and shared with all staff

Droplet Precautions:

- Care workers will wear a mask in addition to using standard precautions
- Clients should stay in a designated area of their place of residence
- If client must leave the room, the client must wear a mask
- Consider using both droplet and contact precautions if the respiratory virus causing the illness is unknown or if the resident has nausea, vomiting, or diarrhea
- The reason for the droplet precautions is documented on the care plan and assignment sheets and communicated to all employees

Airborne Precautions:

Airborne precautions are put in place by when an infectious organism floats in the air and can be spread through the air.

- Care workers will only enter the isolated room when necessary
- Wash hands for at least 20 seconds with soap and water or use an alcohol-based hand rub before entering and after leaving the room
- Care Staff on duty will wear respiratory protection (such as an N95), or a surgical mask
- Client will be isolated in the room, with the door closed, unless client needs to be transported to a hospital where they can further assist and maintain airborne precautions
- Clients will wear a surgical mask while awaiting transfer and during any transfers
- The Agency Manager will alert all close contacts of client to possible exposure of the virus or bacteria
- The reason for the airborne precautions is documented on the care plan and assignment sheets and communicated to all employees

12.11. Outbreak Management

- Quick identification of clusters of infections is critical
- Keep the environment and equipment clean and disinfected
- Make sure there are disinfectants at the point of care
- Droplet and contact precautions will be taken
- Staff are to report any new respiratory or gastrointestinal symptoms, especially if a fever develops

12.12. Controlling Communicable Disease

Tests may need to be taken by potential and existing clients/Clients as well as the employees of **ITN Health America LLC** to ensure the safety of both the client and care worker staff, and to prevent the spread of disease.

TUBERCULOSIS TEST:

If the box is checked, then **ITN Health America LLC** will require clients to take a tuberculosis test required by law.

Type of Test: **At ITN Health America LLC's discretion**

Where the test will be taken: **TBD**

When will the client/or authorized person in charge of care be notified of results: **3 Days**

Frequency of Testing: Once Routinely As needed

COVID-19 TEST :

If the box is checked then ITN Health America LLC may require clients, staff, and visitors to take a covid-19 test if an outbreak or suspected outbreak is present.

Type of test: **At ITN Health America LLC's discretion**

Where the test will be taken: **TBD**

When will the client/or authorized person in charge of care be notified of results: **3 days**

Frequency of Testing: Once Routinely As needed

13. Client Care Reporting

Employees at ITN Health America LLC are instructed to observe any important changes in our client's condition after each visit. A master template titled [i.e., Daily Caregiving Checklist] will be provided to the employees. This report is to be filled out after each visit regarding the client's physical and emotional condition, along with any assistance offered or provided for their Activities of Daily Living (ADL's), home care services provided. The report is based upon observations only and is required to be submitted to the Agency Manager before 5:00 P.M. on Friday.

The daily caregiving report includes the following:

- Client's full name and address
- Date and time of visit with client
- The services that were provided according to the care plan
- Log any food and liquid intake
- Report what happened at appointments
- Elimination Charting
- Note any physical activity or participation in social activities
- Note any outings-outside of where the client resides
- Note if the living environment has changed
- Note any observations of changes in client's physical behaviors & cognitive abilities
- Any supplies that are running low and need to be restocked
- Signature of employee who provided the support services

14. Elder Abuse - Reporting Suspicious Observations

Employees of ITN Health America LLC are to always watch for signs of abuse or neglect in the course of their daily work with clients. Employees are instructed at the time that they hired and throughout training to immediately report any suspicions or observations to their care supervisor. The supervisor is responsible to report it to the Agency Manager and ensure that the situation in question is investigated in a timely manner, and that it is followed up on and recorded. If any evidence points to the employee that is involved directly with the clients care it will be marked on the employees file permanently, the employee will be immediately dismissed, and his/her employment terminated with ITN Health America LLC. The client, the person in charge of care, or the employer will file a report with local authorities and present any evidence that directly linked to the report.

Signs and Symptoms of Abuse that need to be reported:

Victims of abuse can be subjected to one or more of the following types of abuse:

Physical Abuse:

Physical Injuries, New injuries that appear while older injuries are still healing, Frequent Injuries, Unexplained missing/loose teeth, Groggy or overly sedated client

Emotional Abuse:

Change in behavior, client is showing signs of depression, fearful behavior, unwillingness to talk/answer questions, any change in behavior when suspected abuser enters and leaves the room, withholding permission to socialize w/ family/friends, private conversations are not allowed, failure for caregiver/employee to show any care/concern to care recipient, frequent statements by the caregiver/employee that the client is difficult/demanding

Neglect:

Unsafe, unsanitary, or inadequate living conditions, lack of personal hygiene, poor nutrition, signs of dehydration, pressure sores, medication inconsistencies, lack of supervision or attention

Financial Abuse:

Lack of adequate essential goods for daily living, unpaid bills (may include essentials such as utilities), person in charge of care will not spend clients money on caring for the client and is not concerned about the quality of care, suspected abuser does not have a job and is secretive about their source of income, money is going missing out of clients purse/wallet in and around clients lace of residence, client must ask for permission to spend money

Sexual Abuse:

Intense fear or bathing or perineal care, fearful reaction to touching, Irritation/Injury, fear or change in behavior (appears withdrawn) when suspected abuser is near client.

15. Employee Discipline

ITN Health America LLC 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 **ITN Health America LLC** is based on mutual consent and both the employee and **ITN Health America LLC** have the right to terminate employment at will, with or without cause or advance notice, **ITN Health America LLC** 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.

ITN Health America LLC 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.

In the event of the hiring or firing of an employee, **ITN Health America LLC** will indicate employment and termination dates within 30 days of hiring or terminating an employee.

All personnel files of **ITN Health America LLC** are strictly confidential.

15.1. Problem Resolution

ITN Health America LLC 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 **ITN Health America LLC** supervisors and management.

- 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 supervisor or any other member of management.
- Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
- Employee presents problem to Agency Manager if problem is unresolved.

- Agency Manager counsels and advises employee, assists in putting problem in writing and visits with employee's manager(s), if necessary.
- Employee presents problem to the President in writing. The President has full authority to make any adjustment deemed appropriate to resolve the problem.

16. Employment Termination

Termination of employment at **ITN Health America LLC**. Examples of these actions include but are not limited to:

- Sabotage of company/client property
- Breach of Confidentiality
- AWOL (Absent without Leave)
- Falsifying hours worked
- Insubordination
- Substandard quality of work
- Stealing, robbery, burglary or other dishonestly
- Conflict of interest
- Trying to report to work while under the influence of intoxicants
- Misrepresentation of credentials
- Soliciting for any purpose in working area at working times

16.1. Procedural steps for employment termination:

1. Oral reprimand
1. Written warning
2. Written (final)
3. Suspension (without pay)
4. Termination of employment

17. Voluntary Employment Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with **ITN Health America LLC**. Although advance notice is not required, **ITN Health America LLC** requests at least 14 days' written notice of resignation from employees.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

18. Acknowledgement of Receipt

I acknowledge that I have received a copy of the **ITN Health America LLC** Employee Handbook ("**Handbook**"). I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of the Company.

I also understand that the purpose of this Handbook is to inform me of the Company's policies and procedures, and it is not a contract of employment. Nothing in this Handbook provides any entitlement to **ITN Health America LLC** or to any company employees, nor is it intended to create contractual obligations of any kind.

I expressly agree to the provisions of the Handbook, in which I have agreed to use alternative dispute resolution, in lieu of litigation, as the sole means of resolving any dispute that may arise between the Company and me, subject to the Company's right to seek injunctive relief. I understand that by agreeing to arbitration I waive any right I may have to sue or seek a jury trial. The decision of the arbitrator will be final and binding.

Narantsetseg

Signature

r

Date

Narantsetseg

Full Name

Please sign and date one copy of this acknowledgement and return it to the Agency Manager. We ask you to retain a second copy for your reference.

1.3. Management Philosophy

Clients are among our organization's most valuable assets. Every employee represents **ITN Health America LLC** to our clients and to our entire home care organization. Clients judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any client or potential client.

ITN Health America LLC's management philosophy is based upon a foundation of strength, responsibility, accountability, and mutual respect. The company wishes to maintain a work environment that places a strong importance on work-life balance for the employees, and to provide an optimal experience for its clients. Maintaining such an environment is the responsibility of each staff person to work together and create a positive and encouraging workspace. Managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for every care team member.

At least quarterly, **ITN Health America LLC** will review its files to assure that established policies are followed in providing an optimal experience to our clients.

1.4. Employee Identification

The Agency Manager of **ITN Health America LLC** reserves the unilateral right to require employees of **ITN Health America LLC** to wear identification badges.

1.5. Dress Code

Clothing or accessories should never obstruct job performance or cause a safety concern. It is expected that all employees will follow standard personal hygiene practices. Hair, mustaches, and beards must be neatly trimmed and/or styled so as to not come in contact with clients or interference with job performance or safety. Artificial fingernails or extenders must not be worn when providing direct client care.

1.6. Privacy / Confidentiality

ITN Health America LLC and its employees will acquire confidential information about clients and are required to treat all such information with the utmost confidentiality, and privacy. Employees are **NOT** permitted to discuss or otherwise disclose any such information directly or indirectly in any manner whatsoever including to any other ITN Health America LLC employees. Records of clients shall not be removed or released from the client's residence.

Employees must be conscious when mixing business and personal lives. Online, personal and business personas are likely to intersect. ITN Health America LLC respects the free speech rights of all its employees, but employees must remember that clients, colleagues, supervisors, and other employees often have access to the online content that they post. Employees must keep this in mind when publishing information online that can be seen by more than friends and family and know that information originally intended just for friends and family can be forwarded on. Employees are NEVER allowed to disclose nonpublic information of ITN Health America LLC (including confidential information).

2. Employment

2.1. Nature of Employment

Employment with ITN Health America LLC is voluntarily entered into and the employee is free to resign at any time, with or without cause. Similarly, ITN Health America LLC 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, state, or local law.

Policies set forth in this manual 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 ITN Health America LLC and any of its employees.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Agency Manager.

Prior to hire, all employees shall be subject to fingerprinting and background checks in accordance with State of Illinois law.

It is the express policy of ITN Health America LLC that all In-Home Services Workers, as defined in Section 3.9 below, shall be independently-contracted workers and are not to be considered or construed as employees of ITN Health America LLC. Accordingly, such workers are not eligible for and shall not participate in any employer benefit including pension, health, or other fringe benefits, or any of the other

specific benefits set forth in Section 4. Additionally, payroll taxes, including federal, state, and local taxes, shall not be withheld or paid by ITN Health America on behalf of any independently-contracted worker.

2.2. Employee Relations

ITN Health America LLC 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 the Agency Manager.

To provide equal employment and advancement opportunities to all individuals, employment decisions at **ITN Health America LLC** will be based on merit, qualifications, and abilities. **ITN Health America LLC** does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Any employee found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

2.3. Diversity

ITN Health America LLC is opposed to all forms of unlawful and unfair discrimination. All employees, no matter whether they are part-time, full-time, or temporary, will be treated fairly and with respect. When **ITN Health America LLC** selects candidates for employment, promotion, training, or any other benefit, it will be on the sole basis of their aptitude and ability.

The successful business operation and reputation of **ITN Health America LLC** is built upon the principles of fair dealing and ethical conduct of our employees. The continued success of **ITN Health America LLC** is dependent upon our clients' trust and we are dedicated to preserving that trust.

ITN Health America LLC abides by all applicable federal, state, and local 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.

If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly between management and the employee for advice and consultation. 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.

2.4. Personal Relationships in the Workplace

The employment of relatives or individuals involved in a relationship in the same department/section 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.

Although **ITN Health America LLC** has no prohibition against employing relatives of current employees or individuals involved in a relationship with current employees, we are committed to monitoring situations. In case of actual or potential issues, **ITN Health America LLC** will take prompt action, and this can include reassignment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

2.5. Conflicts of Interest

Employees of **ITN Health America LLC** have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which **ITN Health America LLC** 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.

To participate in other jobs or businesses that do business with or are in competition with **ITN Health America LLC**, an employee must disclose his or her intention before becoming involved and obtain company approval. Otherwise, it could be a cause for immediate dismissal.

NOTE: Employees of **ITN Health America LLC** are not permitted to work privately with any of their current or past clients/client. Furthermore, employees are not permitted to work privately with any of their current or past clients/clients providing the same or similar services after leaving or being terminated from **ITN Health America LLC** for a period of one [1] calendar year.

2.6. Outside Employment

Employees may hold outside jobs if they meet the performance standards of their job with **ITN Health America LLC**. All employees will be judged by the same performance standards and will be subject to **ITN Health America LLC** scheduling demands, regardless of any existing outside work requirements. If **ITN Health America LLC** determines that an employee's outside work interferes with performance or the ability to meet the requirements of **ITN Health America LLC** 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 **ITN Health America LLC**.

2.7. Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of **ITN Health America LLC**. Employees who improperly use or disclose trade secrets or confidential business information may be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

2.8. Internal Job Posting

ITN Health America LLC provides employees an opportunity to indicate their interest in open positions and advance within the company according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although **ITN Health America LLC** reserves its discretionary right to not post a particular opening.

To apply for an open position, employees should submit a job application to the Agency Manager listing job-related skills and accomplishments. It should also describe how their current experience with **ITN Health America LLC** and prior work experience and/or training.

2.9. Whistleblower Policy

ITN Health America LLC is committed to always conducting its business with honesty and integrity. If, at any time, this commitment is not respected or appears to be in question, **ITN Health America LLC** will endeavor to identify and remedy such situations. Therefore, it is the company's policy to ensure that when a person has reasonable grounds to believe that an employee, manager, or any other person related to the company has committed, or is about to commit, an offence that could harm the company's business or reputation, it denounces the wrongdoers in question.

3. Employment Status and Records

3.1. Employment Categories

It is the intent of **ITN Health America LLC** to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Each employee is designated as either **NON-EXEMPT** or **EXEMPT** from federal and provincial wage and hour laws. **NON-EXEMPT** employees are entitled to overtime pay under the specific provisions of federal law. **EXEMPT** employees are excluded from specific provisions of federal and provincial wage and hour