Community Health Care, Inc.

Communityhealthcarenc.com

EMPLOYEE ORIENTATION PACKAGE

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Welcome To Community Health Care

Community Health Care is a home health agency that provides personal care, home management , transportation, respite care , companionship and case management. Our registered nurses, licensed practical nurses, medical technicians, certified nurse aides, personal care assistants and social workers render services to individuals with physical, mental disabilites, social, environmental needs and finanacial limits. Our exceptional, nurturing care helps relieve overwhelming stress and anxiety for clients and their family caregivers.

Our offices in Maryland serve Allegany, Anne Arundel, Baltimore City, Baltimore County, Calvert County, Caroline, Carroll, Cecil, Dorchester, Frederick, Garrett, Harford, Howard, Kent, Montgomery, Prince Georges's, Queen Anne's, Saint Mary's, Somerset, Talbot, Washington and Worcester. We render an environment that genuinely cares for the people we serve.

Our office in North Carolina serves Alamance, Caswell, Davidson, Davie, Forsyth, Guilford, Montgomery, Randolph, Rockingham, Stokes, Surry, Yadkin, Mecklenburg, Cabarrus, Catawba and Chatham.

We serve the Washington, DC area for home management and sitting services only. We render an environment that genuinely cares for the people we serve.

CONTACT INFORMATION

GREENSBORO -27282
OFFICE: 336-285-7001 FAX:301-341-2274
EMAIL: communityhealthcarenc@aol.com
Website: communityhealthcareinc.com

Olivia Martin-Director

Leah Martin-Assistant Director

ADMINISTRATIVE POLICIES

SITE POLICIES

OFFICE HOURS

The normal hours of operation for the Greensboro location is Monday through Thursday 9:00am to 5:00pm and Friday 9:00am to 1:00pm. We are closed for all federal observed holidays. In addition, any closures due to local, state or national security emergencies including severe inclement weather mandates will be observed.

EMERGENCY CALL OUTS

Life Happens!! We require that all employees – Registered Nurses, Certified Nursing Assistants and office personnel - handle incidents and emergency call outs professionally and consistent with our company standards and values. You are required to notify our office immediately so that we can minimize interruptions of our clients scheduled services. ***All calls relative to emergency call outs must always be routed through the office number (336-285-7001) and made within 2 hours of your designated start time. This includes during regular business hours, before regular business hours and after business hours.*** To avoid any conflicts, you should never create a schedule with a client without prior office approval. Adherence to these procedures ensures consistent handling and resolution of problems as well as minimizing interruption of client services.

CHECK AND PAYROLL PROCEDURES

On January 1, 2019, Community Health Care's pay day changed from Friday to Monday. (See the attached Payroll Schedule.) For the fastest, safest way to receive your payroll check, we encourage the use of direct deposit. If you do not have a checking or savings account, you may use a ***Rush Card*** by calling 1-855-992-4848 to have this card activated for you. You may also obtain a ***Green Dot*** card from your local ***Wal-Mart Store***. ***All requests for checks to be mailed must be in writing.*** *We will not be responsible for lost checks. We cannot guarantee the US Postal service delivery time for mail.* ***You are responsible for any stop payment fees associated with issuing a new check.*** All questions regarding payroll and associated issues should be addressed during normal business hours only Monday – Thursday 9am -5pm; Friday 9am – 1pm.

Community Health Care, Inc. has implemented ***iSolved*** as the system for ease in accessing your paystubs starting in January 2020. Therefore, we will not release paystubs from the office. You will receive an email from no-reply <no-reply@isolvedhcm.com giving you your log in credentials and activation instructions. Your account must be activated before it can be used. To access your employee self-service information, you will click on the activation link sent in your email to get started. To activate your account, you will need to provide the following information on the activation form:

Authorization Code/Pin (This will be the last 4 digits of your SSN)
User name: communityhealthcaremd@verizon.net

Please keep your information in a secured place. ***We have no access to your account*** and cannot provide you with lost or forgotten passwords.

It is inappropriate to discuss payroll issues with your clients. Your clients are not responsible for decisions regarding payroll, salary or associated issues.

DRESS CODE

Community Health Care Inc. requires attire that is appropriate and comfortable to complete the assigned task. Scrubs are preferred but not mandatory for RN's and CNA's. ***Closed toe shoes are required to ensure safety.***

AID LOGS – TIME SHEETS

Community Health Care, Inc. is reimbursed for services rendered by Medicaid, which is a federally funded program paid through the State of North Carolina's Division of Medical Assistance (DMA). DMA will not pay the provider's time if not properly documented. All CNA's are required to submit their signed Aid Logs by 5:00pm on Mondays. The exception is Tuesday by 5:00pm when there is a federally observed Holiday or inclement weather closure on Mondays. These Logs must be properly signed by the Aid and Client.

DHHS COMPLIANCE POLICIES

NORTH CAROLINA NURSES REGISTRY

The first step in your employment as a Registered Nurse (RN) or Certified Nursing Assistant (CNA) in the state of North Carolina is to meet all the requirements set forth on the Board of Nurses website (www: ncbon.com) and the Division of Health Service Regulation (www.ncnar.org). These websites house your training, licensing and information related to any investigations into *allegations of abuse and neglect, misappropriation of property, fraud and drug diversion, and posts pending investigations and findings to the Health Care Personnel and Nurse Aide I Registry.*

CONDITION OF EMPLOYMENT CERTIFICATIONS

The State of North Carolina's Department of Health and Human Services (DHHS) requires ***all Certified Nursing Assistants*** to have current identification (driver's license, state issued identification or passport), social security card, current CPR and First Aid Certifications, current Tuberculosis Test (TB) and submit to a criminal background check. These should be submitted with your employment application. ***In addition, as a condition of employment they must be kept current.***

BACKGROUND CHECKS

Per the North Carolina Department of Health and Human Services Clinical Coverage Policy (3L Section 1.7), we are required to perform a criminal background check on RN's and CNA's. This background check will include a review of the North Carolina Health Care Registry to determine if the potential employee has any substantiated findings for any criminal activity, including client neglect, stealing or selling drugs belonging to a provider, abusing or stealing a client's property, or fraud. Additionally, we cannot bill for Medicaid PCS services provided by an individual with any listed convictions on the criminal background check conducted in accordance with 7.10(d.1) of the Clinical Coverage Policy 3L. After the initial background checks have been processed and received, ***annually on the anniversary of your employment, you are required to provide to the agency a police report or criminal record from the courthouse.***

CORPORATE - AGENCY COMPLIANCE POLICIES

EMPLOYEE RIGHTS

Personnel policies and procedures apply to all employees and are detailed in our *Employee Handbook* to provide information about Community Health Care, Inc. practices, procedure and rules of conduct. All individuals are

required to read, understand, and become familiar with the policies and comply with the standards. Procedures and standards in the personnel policies are intended to guide employees who are hired within the agency and make them aware of their rights and benefits.

Community Health Care, Inc. is committed to equal employment opportunity for all qualified persons, without regard to race, color, ancestry, national origin, religion, sex, marital status, physical handicap, medical condition, or age to the extent required by law. This applies to all employment practices, including hiring, promotions, training, disciplinary action, termination, and benefits.

We are also committed to providing a work environment that is free of discrimination. In keeping with this commitment, Community Health Care, Inc. maintains a strict policy prohibiting unlawful harassment, including sexual harassment. It is important for you to understand that jokes, stories, cartoons, nicknames, and comments about appearance may be offensive to others. *Sexual harassment of employees by the directors, staff, coworker, or clients is prohibited.* Unlawful sexual harassment includes unwelcome sexual advances, request for sexual favors, and other verbal, visual, or physical conduct of a sexual nature. If you believe that you are being, or have been harassed in any way, please relay the facts of the incident or incidents to your Director or Board of Directors immediately, without fear of reprisal.

Community Health Care, Inc. is committed to maintaining a *workplace* that is as free as possible from threatening and *violent* behaviors. Workplace violence (WPV) is a recognized hazard in the healthcare industry. *It is defined as* ***any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior*** *that occurs at the work site. It can affect and involve employees, clients, vendors and visitors.* All employees are to report concerns regarding workplace violence risks, hazards and incidents immediately to the Directors and management personnel immediately. This meets the standards of the "Health Care Workplace Violence Prevention Act".

CLIENT - PATIENT RIGHTS

Community Health Care, Inc. is committed to *all employees respecting the rights of our clients.* We recognize and adhere to the following statement of client rights:

- The right to be treated with respect and dignity of his or her individuality and privacy
- To receive care and services which are adequate, appropriate with relevant to Federal and State Laws, Rules and Regulations
- To be free of mental and physical abuse, neglect and exploitation
- The right to be encouraged and supported in maintaining one's independence to the extent that conditions and circumstances permit
- The right to self-determination and being informed about services rendered and the opportunity to participate in developing one's plan for care
- The right to be cared for in an atmosphere of sincere interests and concern in which needed support and services are provided
- The right to have personal and medical records kept confidential and not disclosed without written consent of the individual or guardian
- The right to voice grievances about their care and not be subject to discrimination or reprisal for doing so
- The right to be informed of their liability for payment for services
- The right be informed of the process for acceptance and continuance of service and eligibility determination
- The right to accept or refuse services
- The right to be informed of the agency's on-call service
- The right to be informed of supervisory accessibility and availability
- The right to be advised of the agency's procedures for discharge

Client Quarterly Reviews will address questions and concerns regarding the beneficiary's care. Any deviations will be addressed by the Directors and management team.

ACKNOWLEDGEMENTS
ORIENTATION & EMPLOYEE TRAINING

I fully understand CommunityHealth Care, Inc.'s ***Administrative Procedures and Policices*** as set forth in this ***Employee Orientation Package.*** This includes the following:

SITE POLICIES

- Office Hours
- Emergency Callouts
- Check and Payroll Procedures
- Aid Log/Time Sheets

DHHS Compliance Policies

- North Carolina Nurses Registry
- Condition of Employment Certifications
- Criminal Background Checks

CORPORATE – AGENCY COMPLIANCE POLICIES

I also acknowledge receipt of the following In-Service Training:

AIDE

- Client/Beneficiary Rights
- Confidentiality and privacy practices/HIPPA
- Personal Care Skills
- Memory Impairment
- Documentation & Reporting of Beneficiary Accidents and Incidents
- Recognizing and Reporting Abuse and Neglect
- Infection Control
- Electronic Visit Verification (EVV) System

_____ _____
Employee Signature Date

_____ _____
Home Health Supervisor Date

_____ _____
Registered Nurse Date