



**Comfort
Keepers®**

Comforting Solutions for In-Home Care®

Employee Handbook Guidelines

The information in this handbook is taken from the Comfort Keeper Employee Manual. This abbreviated version is designed to be carried by the employee and referenced frequently.

A copy of the entire Employee Manual is available at the Omaha office. An employee may request copies of any part of the manual or the manual in whole at any time. The full Employee Manual is also located on the WIKI under "Other Items" for easy printing access.

Contents of the entire manual are covered during orientation.

This handbook and all related material (caregiver and client) is the property of Comfort Keepers. It is loaned to me for the duration of my employment. All information within it is considered confidential; I will not distribute or make copies of any portion of the Employee Handbook. I will immediately return the Employee Handbook, ID Badge, and any other Comfort Keepers information to Comfort Keepers upon termination of my employment.

I understand that my employment with Comfort Keepers is at-will. Neither I nor Comfort Keepers has entered into a contract regarding the duration of your employment. There are no guarantees of employment hours.

WELCOME

We want to extend a warm welcome to you on behalf of all the dedicated, special and talented people at Comfort Keepers. You are to be congratulated for your decision to join one of the leading non-medical, in-home service providers to the elderly in the country.

Our successful and dynamic growth can be attributed to several factors, including:

- A highly selective employment process that effectively matches individual and organizational values, and
- An entrepreneurial environment that promotes creativity, constant improvement and excellence in every aspect of our personal and corporate lives.

You've been selected for our team because we believe you possess the skills, abilities, and personal values that closely match our standards.

Our success as a company is quite literally a composite of the many successes of our individual employees; people with diverse backgrounds and unique abilities who have come together to build, share, and contribute to a common mission.

Again, welcome!

Rick & Denise Magill
Comfort Keeper Owners

OUR MISSION

To provide our Comfort Keepers Family with the highest level of quality of life that is achievable.

We shall treat each of our family with the respect and dignity they deserve, as though we were caring for a member of our own family.



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COMFORT KEEPERS CONTACT INFORMATION

OMAHA OFFICE

5437 N. 103rd St
Omaha, NE 68134

OFFICE HOURS: 8:00 a.m. to 5:00 p.m. M-F

PHONE NUMBER: 402-991-9880

FAX NUMBER: 402-991-9889

E-MAIL ADDRESS: admin@comfort.omhcoxmail.com

COUNCIL BLUFFS OFFICE

State Farm Insurance
Judd Knispel
1860 Madison Ave. Suite 2
Council Bluffs, IA 51503

An area to drop off timesheets is located in the State Farm Insurance office. Timesheets must be in a sealed envelope with Comfort Keepers written on the envelope and may be dropped through the slot by the outside door.

PHONE NUMBER: 712-256-5800

TELETRACK PHONE NUMBER

1-888-624-0163

The following pages are excerpted from the complete Employee Manual which is available in the office or on the WIKI. Any employee may review, print, or request a copy of the entire manual at any time.

EMPLOYMENT-AT-WILL

This **Employee Information Guide** should not be construed as, and does not constitute, a contract, expressed or implied, or a guarantee of employment for any specific duration. Although we hope that your employment relationship with us is long-term, either you or Comfort Keepers may terminate this relationship at any time, for any reason, with or without cause or notice. Please understand that no supervisor or Comfort Keepers representative other than the owner or his/her designee(s) has the authority to enter into any agreement with you for employment for any specified period of time or to make any promises or commitments contrary to the foregoing. Further, any employment agreement entered into by the owner or his/her designee(s) will not be enforceable unless it is in writing.

EQUAL EMPLOYMENT OPPORTUNITY

Comfort Keepers is an equal employment opportunity employer. While the employment philosophy of Comfort Keepers stresses the need to employ and promote the best qualified person to perform a particular job, it provides for equal employment opportunity without regard to race, color, religion, sex, national origin, age, disability, or veteran status, in connection with, but not limited to, solicitation, hiring, compensation, selection for training, advancement, participation in social and recreational functions, use of employee facilities, and layoff or termination.

DISCRIMINATION/HARRASSMENT

Comfort Keepers is committed to providing work environments that are free from discrimination. In keeping with this commitment, we will not tolerate any form of unlawful discrimination or harassment against our employees by anyone, including supervisors, other employees, vendors, or clients. If harassment occurs, confront the harasser and tell him/her to stop. Many times a simple confrontation will end the situation. If the confrontation is unsuccessful, immediately report the harassment to either your supervisor or the Human Resource Office.

MEAL AND BREAK PERIODS

You are not allowed to take breaks while with a client. If you are scheduled to work more than four hours, you may bring food with you and eat while at the client's house.

PERFORMANCE EVALUATIONS

Employees are entitled to know how they are performing. New employees will be evaluated after their first 90 days of service. If they have met the expectations of their probationary period, they will be offered a permanent position with Comfort Keepers. Subsequent evaluations will occur annually on or near their date of hire.

HOLIDAYS

Comfort Keepers observes the following seven holidays:

| | |
|----------------|------------------|
| New Year's Day | Labor Day |
| Easter | Thanksgiving Day |
| Memorial Day | Christmas Day |
| Fourth of July | |

For Comfort Keepers, you are eligible to receive holiday pay (double) as long as you meet the following requirements:

You must not call off work the day before or the day after to receive double pay for the holiday worked. You will only receive double pay for the holiday hours that you work.

EMPLOYEE EXPECTATIONS

The next three pages summarize what we expect from each member of the Comfort Keeper Team. The only way we can consistently live out our mission is to hold each other accountable to meet these expectations on a daily basis. Keep in mind that we are there for our clients. Our performance and our attitude are always based on what is best for our clients.

ATTITUDE

We expect each Comfort Keeper to

- Make each day enjoyable and rewarding.
- Know his or her duties and to perform them promptly, correctly and pleasantly.
- Call the office if you have any questions or are ever unsure of your duties
- Cooperate with management and fellow employees.
- Perform every task to the very best of your ability every time.

PERFORMANCE

We expect each Comfort Keeper to be

- **DEPENDABLE**
 - Arrive on time for every shift
 - Ask for days off in writing at least two weeks in advance
 - If you must miss a shift, **CALL AS SOON AS POSSIBLE** so that we can find someone to care for our client
 - Have a working phone at all times and make sure the office has your correct phone number
- **DEDICATED**
 - Be prepared for every shift. Always keep an adequate supply of all materials on hand.
 - Do not shorten or lengthen a work shift without approval from the office. If you are scheduled for two hours, stay for two hours.
 - Remain on continuous cases until relieved.
- **RELIABLE**
 - Confirm your schedule each Thursday and go to all assigned shifts.
 - Request specific days off in writing at least two weeks in advance.
 - Arrive on time for every shift. When you're going to a new clients' print out a map or carefully write out directions. Leave early in case you get lost.
 - Promptly return calls from the office.
 - Anytime you are going to be late to a visit, call the office so we can alert our client
- **A GOOD TEAM MEMBER**
 - Represent Comfort Keepers well by always dressing neatly and wearing your name badge to all shifts
 - Speak well of other Comfort Keepers. Don't complain to our clients about the office or other caregivers
 - Cooperate with caseworkers and staff at facilities, hospitals and nursing homes. Remember that these people are vital referral sources.
 - Update the Plan of Care for each of clients at least once each quarter

Employee Guidelines

Comfort Keepers is an at-will employer and provides equal employment opportunities for all applicants and employees. We continually focus on employing the best qualified person for each job. Comfort Keepers provides a harmonious work place. If you have a concern, we believe in direct access to management to facilitate a problem or answer questions.

Unacceptable Behavior

The following is a list of unacceptable behavior. The list is not all inclusive.

- Sleeping on any shift
- Theft
- Working under the influence of drugs or alcohol
- Fighting or threatening violence in the work place
- Improper conduct
- Excessive absenteeism or tardiness
- Falsifying any type of record such as a time sheet
- Unauthorized disclosure of confidential information
- Insubordination
- Soliciting or accepting gifts from clients
- Taking someone to a shift with you (child, friend, spouse, etc)
- Soliciting a client for extra hours
- No smoking
- No cell phones allowed

Any of these behaviors may result in immediate discipline up to and including termination.

Appearance

All Comfort Keeper employees are expected to always look neat, clean and professional when they are at work. We encourage, but do not require, Comfort Keepers to wear company polos or t-shirts which can be purchased in the office. The following dress code applies to both CNAs and home companions:

- When you are on a shift you must always wear your name badge.
- No blue denim jeans, skirts, shorts or capris. You may wear neat denim in other colors
- No spandex
- No scrub tops
- No under garments should be visible
- No clothing printed with large advertisements or inappropriate sayings
- No flip flops. Comfort Keepers are encouraged to wear close-toed shoes with sturdy soles
- Capri pants and conservative shorts are acceptable
- Facial piercings, other than earrings must be removed before going to a shift

Attendance Policy

Consistent attendance is required of all Comfort Keeper employees. Your client and your teammates rely on you showing up for every shift on your schedule. If you cannot make it to a shift, you must personally notify the office as soon as possible. If you call off less than four hours before the start of a shift, you may be required to go to the shift until we can find a replacement.

Any shift you have confirmed and do not attend counts as a call off.

- The **first** call off in a quarter will be documented and you will lose your Incentive Bonus for the pay period.
- The **second** time call off in a quarter will result in a verbal warning and you will lose your Incentive Bonus for the pay period.
- The **third** call off in a quarter will result in a written warning. This is considered the final warning. Documentation of this call off will remain in your file and any additional missed shifts will result in further disciplinary action up to and including termination.

One illness lasting more than two days counts as only one call off. A doctor's note is required when an employee misses more than two days of work for medical reasons.

This policy is intended to allow for an employee who encounters occasional illness and other emergencies.

Management reserves the right to review each instance on a case by case basis.

The Comfort Keeper Incentive Program

Earn an extra 75 cents per hour

The incentive program is designed to reward those Comfort Keepers who meet all performance expectations during a two-week pay period. To earn your incentive, you must meet all of the following expectations:

- Clock in and out for every shift using the Telephony system. Record any miles driven for a client through Teletrack and on your timesheet.
- Confirm your schedule online every Thursday before midnight.
- Turn in timesheets filled out completely and correctly before the weekly deadline
 - Timesheets are due in the Council Bluffs' office by 5:00 p.m. each Monday
 - Timesheets are due in the main office by midnight every Monday
 - Timesheets must be filled out completely and signed by the client. Mileage on the timesheet must match the mileage recorded on Telephony.
- Show up for every scheduled shift.
- Arrive at every shift on time.
- Turn in any availability changes or time off requests at least two weeks in advance.

EMPLOYEE BENEFITS

At Comfort Keepers, we offer a variety of benefits to our employees:

- ❖ Flexible hours, based on your availability
- ❖ Paid holidays (earn double on holiday shifts)
New Year's Day, Easter, Memorial Day, 4th of July,
Labor Day, Thanksgiving Day, Christmas Day
- ❖ Incentive Program (IP)
- ❖ On Call Pay for weekend shifts
- ❖ On-Call Bonus Pay
- ❖ Referral Bonus
- ❖ Discretionary Bonus Plan
- ❖ Discounted Zoo Memberships
- ❖ Half price Flu shots
- ❖ Workplace banking at US Bank
- ❖ Free enrollment at the YMCA
- ❖ 401(k) Retirement Savings Plan

Contact Comfort Keepers at 991-9880
with any questions regarding benefits



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Our mission to provide our COMFORT KEEPERS FAMILY with the highest level of quality of life that is achievable. We shall treat our Family with the respect and dignity they deserve.

COMPANIONSHIP CARE SERVICES

- ❖ Conversation and companionship
- ❖ Meal preparation
- ❖ Light housekeeping
- ❖ Errand and transportation services
- ❖ Grocery shopping
- ❖ Respite and relief for family
- ❖ Assistance with reminders
- ❖ Grooming and dressing guidance
- ❖ Laundry and linen washing
- ❖ Recreational activities and crafts
- ❖ Help maintain home safety and appropriate home emergency interventions

PERSONAL CARE SERVICES

- ❖ Bathing: bed, tub, shower
- ❖ Hair care, shampoo, and routine skin care
- ❖ Shaving (no straight edge razor)
- ❖ Dressing and undressing
- ❖ Oral hygiene and denture care
- ❖ Incontinence Care
- ❖ Assist with use of bedpan, urinal and commode
- ❖ Empty urinary collection bag or ostomy bag
- ❖ Transferring and positioning
- ❖ Assist with mobility and ambulation
- ❖ Feeding assistance
- ❖ Nail Care (nail color only, no cutting or filing)

The Services We *DON'T* Provide

No employee of Comfort Keepers is allowed to do the following for any client:

- Administer medication (See details below)
- Cut fingernails
- Total lifting or transferring of a client
- Climbing on ladders, stools or chairs. Comfort Keepers must always keep two feet on the floor
- Lifting anything greater than 25 pounds

Medication Policy

Comfort Keepers is an independently owned and operated, non-medical, in-home care company. Administering medications(s), or pre-filling a client's medication box, by any employee of Comfort Keepers, is not permissible. If a client asks a Comfort Keeper to fill their medication box, he/she must instead have a family member or other responsible parties complete the activity. If a Comfort Keeper is asked to provide this service, he/she is to immediately inform the office.

A Comfort Keeper:

- **MAY** assist client and/or family members with reviewing the reminder board.

A Comfort Keeper

- **MAY NOT** set up medication in a medication-set
- **MAY NOT** touch, handle, dispense, count out or pour out any medication from any container that has not already been pre-counted for a client. This also includes:
 - ◆ Placing medications directly in the client's mouth
 - ◆ Crushing or altering medications
- **MAY NOT** apply prescription medication to the client's skin, eyes, etc.
- **MAY NOT** make determinations regarding when medication is on an "as needed" basis (PRN)
- **MAY NOT** administer suppositories
- **MAY NOT** place inhalation medications into a breathing treatment
- **MAY NOT** change the oxygen setting or in any way alter oxygen
- **MAY NOT** assemble or disassemble any oxygen, nebulizer or other medical machinery

Failure to adhere to this policy will result in Immediate termination.

SHIFT CHECKLIST

A Step-by-Step Process to Follow When You're Assigned a New Client

We want to set you up for success from your very first visit with a new client. Please follow these steps to help you make a great first impression.

1. Write down the client's name

You should always know the name of the client you are going to see. Write it down and remember it so you can greet the client by name.

2. Get directions to the client's home.

Make sure you have clear directions to your client's home as well as other important information including apartment numbers or door codes.

3. Read and Understand the Plan of Care

The plan of care is available on line through the link to your schedule. Read it carefully BEFORE you go to the client's for the first time.

If you have any questions, please call client services BEFORE your first shift.

4. Prepare for Your Shift

Make sure you are dressed appropriately and are wearing your nametag. Check to make sure you have gloves, timesheets, your gait belt and other supplies.

5. Arrive Early

Give yourself extra time to find the client's home and still arrive a few minutes early. Nothing starts a relationship off on the wrong foot like showing up late for the very first shift.

6. Review the Plan of Care

Just before going to door, do a quick review of the Plan of Care.

7. Put on a Smile and Greet Your Client by Name

When your client opens the door smile and say, "Hello Mr. Jones. I'm Samantha from Comfort Keepers. I've read your plan of care. What would you like me to do first?" (Greeting pets or other family members by name will earn you bonus points!)

8. Begin Interactive Care Giving.

It may take you and your new client a while to get used to each other. You can make the first hours more comfortable by knowing the Plan of Care and asking lots of questions about how your client would like things done.

TELECHECK INSTRUCTIONS

Telecheck works by using caller ID to identify where you are. All billing and payroll will be based on actual time spent at a client's home. The billing will start when you "clock in" from the clients home and stop when you "clock out."

Step 1

From the Client's telephone, dial 1-888-624-0163 (*82 are optional. This will unblock Caller ID for one call)

(If the Telecheck System fails to recognize the client's telephone number, the System will ask you to enter the client's 10 digit area code and number.)

Step 2

Input your 4-digit Comfort Keeper ID number 91_____ (4 digit number on the back of your badge provided to you at orientation).

Step 3

Input your work status: Press 1, for *arrival and* hang up
Press 2, for *departing***

If you have not run any errands for this client using your car on this shift, you may hang up after pressing 2

If you have run any errands for your client or have taken your client to any appointments in your car on this shift, you need to enter your miles into Telecheck. When Telecheck asks you to enter mileage, round up the mileage you drove for your client on that shift to the next whole number. (If you drove 12.3 miles enter 13). You must also record your mileage on your time sheet.

Do not enter mileage you drive from client to client in Telecheck. Record this mileage on a separate form provided by the office.



Comfort Keepers Portal Instructions

www.ComfortKeepersOmaha.pbworks.com

Comfort Keepers offers a Portal specifically designed to communicate with you!

It is very important you are able to access this Portal for information about events, forms, employee manuals and links to access your schedule and continuing education. You can access this Portal anywhere you have an internet connection (i.e., public library). We also have a computer dedicated to you in our office.

You will initially be given access to the wiki via an email invitation. If you have not received this invitation, first check your junk email for an email from PBWorks. Otherwise please call the office.

Hello... Comfort Keepers

Laura Vaughn
Administrative Assistant

Laura has invited you to join the **Caregiver Portal** Workspace on PBworks, an online tool for team collaboration.

This invitation is intended for you ([redacted]) and will not work for anyone else. For your security, please do not forward or share this email.

PBworks is an online team collaboration tool that lets your team capture knowledge, share files, and manage projects.

Create your account

This email was sent by Comfort Keepers to laura.v@comfortkeepers.com

Powered by **PBWORKS**

You will need to click on the "Create Your Account" button to continue onto the set up of your WIKI account.

You will then be prompted to complete information about yourself. Please make sure that you complete the information thoroughly. It is very difficult to identify you by your email address so please complete the name fields appropriately.

Need to get back to Caregiver Portal after activating your account?
Bookmark https://comfortkeepersomaha-caregiverportal.pbworks.com/?ci=14685_EkcvIM-3 -- this link will always take you

Workspaces (8 of 8 items) + New

Workspaces

 **Caregiver Portal**
No description

SilverChair Learning Log On Instructions

The SilverChair Learning Link can be found on the wiki.

<http://training.silverchairlearning.com/comfortkeepers/>

Comfort Keepers

Powered by SILVERCHAIR Learning Systems

Language/Lengua: English Español

Welcome, Students.

Please log in here.

Last Name

Fill in your LAST name only

ID Number

password is your last 4 digits of your social security number

Log In

Need Help? Click here.

Administrators, Log In Here

ERSP LOG-IN INSTRUCTIONS

If you have access to the internet, you can view your schedule on-line. After logging in, the calendar shown will provide information on your schedule as well as pertinent information needed regarding your clients.

The Scheduling Link can be found on the wiki.

Account Name: last name, first initial of first name (unless specified different during orientation)

Example: jonesm (For Mary Jones)

Password contains 8 characters: The first 4 letters of your last name, 4 digit number provided during orientation (also found on the back of your badge).

Example: jone1234

ERSP Schedule Confirmation Instructions

Log on to <https://ck315.ersp.biz/index.cfm>

REMINDERS (Instructions Below):

| |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Schedules must be confirmed either through ERSP or with the office by midnight EVERY THURSDAY. |
| If you "ACCEPT" a shift and later can not do the shift, irregardless if it was given to you on Thursday, you will no longer be eligible for the .75 Incentive Bonus. |
| If you have a question regarding your schedule, you can email the scheduler through ERSP. |
| You MUST read the Plan of Care in ERSP before going to a client's home. |
| Review your availability in ERSP. Please submit changes to the office and allow 2 weeks for the change. |

ERSP Confirmation:

- 1.) Click on the client's name that is blue.

Legend:

- Unconfirmed
- Assigned
- Worked
- Overnight
- In-Progress
- No Clock-OUT

| Monday | Tuesday | Wednesday |
|---------------------------------------------------|---------------------------------------------------|---------------------------------------------------|
| 25 | 26 | 27 |
| 8:00A - 10:00A Un-Worked Billy Joe Training | 8:00A - 10:00A Un-Worked Billy Joe Training | 8:00A - 10:00A Un-Worked Billy Joe Training |

- 2.) Click on the "Submit" button if you agree to take the assignment ("Accept" is automatically selected) or select "Reject" then click on the "Submit" button if you are unable to.

This Assignment has not been confirmed. Please Accept or Reject

Accept Assignment
 Reject Assignment

Submit

- 3.) Once you Accept and Submit the assignment, ERSP will take you directly to the client's Plan of Care. From there we recommend you print out the Plan of Care and take it with you to the client's home for reference. Once you click "Return", ERSP will take you back to your calendar to continue confirming your assignments.

Legend:

- Unconfirmed
- Assigned
- Worked
- Overnight
- In-Progress
- No Clock-OUT

| Monday | Tuesday | Wednesday |
|---------------------------------------------------|---------------------------------------------------|---------------------------------------------------|
| 25 | 26 | 27 |
| 8:00A - 10:00A Un-Worked Billy Joe Training | 8:00A - 10:00A Un-Worked Billy Joe Training | 8:00A - 10:00A Un-Worked Billy Joe Training |

- 4.) Repeat the above steps for every assignment.

ERSP Menu – (Top Left of your screen)

My Calendar **My Messages** **My Account**

View your calendar for the month Send a message to someone in the office View your availability, change your settings, etc...

CONTINUING EDUCATION CREDITS

Comfort Keepers provides its employees many opportunities for professional growth and enrichment. Six hours of continuing education credits are required annually for Certified Nursing Assistants. We provide ample opportunities for our CNAs to earn these six hours.

Quarterly Staff Meeting

Quarterly Staff meetings are scheduled the first Thursday of March, June, September and December. These meetings always include a training element. Staff meetings are mandatory. If you are unable to attend one of the scheduled meetings, you must come to the office and watch a video of the meeting within one week.

Monthly Newsletter

Each month, employees will receive a monthly newsletter focusing on a training topic such as nutrition, infection control or safe transfers. A quiz is included with each newsletter. Employees are required to turn in three quizzes during their first 90 days and at least six quizzes annually.

Silverchair

Part of our training is done on-line through the Silverchair learning system. New employees are assigned eight to ten Silverchair sections to be completed before orientation. C.N.A's must complete two more sections during their first 90 days. Each quarter, new Silverchair sections are assigned to all employees. All employees are expected to complete this unit the quarter it is assigned. A computer is available in the office to use for Silverchair assignments. Please call the office to confirm the computer is available.

Instructions on how to access Silverchair are found in this packet.

Video Library

We have a library of health care videos that you may watch in the office. Topics include Alzheimer's, hearing loss, Parkinson's disease, depression and many others. These videos cannot be taken out of the office.