

Taken from the Employee Handbook

EMPLOYMENT EXPECTATIONS

In order to protect everyone's rights and safety, it is the Company's policy to implement certain rules and regulations regarding your behavior as an employee of European Service At Home, Inc., Inc. It is important that you become familiar with and accept these standards and rules. The Company will enforce them on a fair, consistent, and non-discriminatory basis. Harmonious workplace relationships are not entirely a matter of rules, but result from daily cooperation among employees and between employees and their Supervisors. However, in our organization, certain rules of conduct and work behavior are necessary to ensure a productive working environment in which the rights of both the Company and you are protected.

CODE OF CONDUCT

The code of conduct includes, but is not limited to the following. Violation(s) may be cause for disciplinary action, including termination.

1. *Attendance*

The Company expects you to begin work at the assigned time. You are very important to the smooth running of our organization. Absence and tardiness can create a hardship to the overall operations, other employees and the other customer service we provide. Therefore absence and tardiness may be cause for disciplinary action, including termination.

If you will be late or absent, you must personally notify your Supervisor as soon as possible, but no later than two hours before your regularly scheduled start time. Asking a friend or relative, friend or another person to call for you is not acceptable except in a case where you are physically unable to make the call. If you fail to report to work or call in you will be considered to have abandoned your position. If you are absent due to illness for 3 or more days, the Company reserves the right to request a medical verification of your illness, and you may be required to furnish a physician's return to work statement prior to returning to work.

Three (3) consecutive days of unauthorized absence shall be considered job abandonment and results in termination.

2. *Tardiness*

Two instances within 1 month and subsequent occurrences will require disciplinary action. A routine work week runs Monday through Friday, and in some instances, Saturday and Sunday. All employees must report promptly and be ready for work at the assigned time.

3. *Soliciting*

Employees are prohibited from soliciting or collecting money/help in any form from clients for personal purposes, charities, religious organizations or for any

other organization or purpose. Employees are not to solicit business or sell any products to clients or other employees.

4. *Gifts*

Employees are forbidden from accepting or soliciting gifts in any form from clients of the Company. Employees are forbidden from accepting or soliciting money as a gift or as a loan.

5. *Reading*

Reading of newspapers, magazines, periodicals or books is prohibited during working hours unless authorized by the client or client's family (and only after the duties of the Plan of Care are completed.)

6. *Food*

Employees are not to eat the client's food. If you are assigned to a client during lunch hour, provide yourself with a sack lunch.

7. *Television*

Employees are prohibited from watching television while on duty unless authorized by the client or client's family (and only after the duties of the Plan of Care are completed.)

8. *Cell Phone*

Employees are prohibited from using cell phone while on duty unless authorized by the client or client's family.

8. *No Smoking*

The adverse health effects to both smokers and non-smokers make it imperative that we set a public example of dedication to a clean, safe, healthy working environment. Accordingly smoking is not permitted anywhere in the office or patient's home.

9. *Children*

Employees are prohibited from bringing their children to the client's home. Therefore, bringing children to the client's home may be cause for disciplinary action, including termination.

10. *Visitors*

Employee visitors are strictly prohibited in the client's home. Employees cannot take anyone to a client's home. This would include relatives or friends. Therefore, bringing visitors to the client's home may be cause for disciplinary action, including termination.

11. *Vehicles*

Employees are prohibited from transporting clients in their own personal vehicles, except as authorized by the client's Plan of Care. If transportation services are not a part of the clients Plan of Care then the Company does not ensure any coverage while employee is on duty of shopping or running errands. Therefore, if an employee's vehicle is damaged, stolen, or involved in an accident during working hours the employee is responsible, but not the company.

12. *Unauthorized Substances*

Use of illegal drugs at any time is prohibited. Being under the influence of, possessing or consuming alcoholic beverages at work is prohibited. Either of these will be cause for termination.

13. *Breach of Confidentiality*

Relating any confidential information regarding clients, their families, or other employees to unauthorized persons is grounds for immediate dismissal.

14. *Assault*

An employee shall not fight or cause bodily harm, or make or imply threats to clients, families, or co-workers. Violation of this rule is cause for immediate dismissal.

15. *Falsification of records*

The employee must not deliberately falsify work hours or alter service records. EMPLOYEES WHO FALSIFY OR FORGE TIMESHEETS OR EVV RECORD WILL BE SUBJECT TO IMMEDIATE DISCHARGE AND LEGAL ACTION.

16. *Insubordination*

Insubordination is refusal or failure to obey reasonable instructions or perform a job assignment given by a Supervisor. If any employee knows or believes his/her or another person's health or safety is or would be endangered by the ordered action, the employee may refuse or accept such order.

17. *Theft*

It is the Policy of the Company to discharge immediately any employee convicted of theft or admitting to a theft from a client. Any allegations will be related to the worker as soon as possible for immediate attention.

18. *Safety*

Engaging in grossly negligent conduct that endangers the safety of the employees, co-workers or clients will be grounds for termination.

19. *Qualifications*

Failing to maintain required licenses, registrations and certifications for the job are subject to disciplinary action including possible termination.

20. *Company Documents*

Falsifying an employment application or other documentation to secure a job with the Company is grounds for termination. Falsification of any Company documents is grounds for termination.

21. *Company/Client Property*

Damaging Company/client property through grossly negligent conduct will not be tolerated and is grounds for termination.

22. *Violations of Public Policy*

Violations of public policy such as client abuse and neglect, discrimination and harassment will not be tolerated and is grounds for termination