

LOGO

Employment Handbook Indy In-Home Care LLC

3 2023	December	00	Title	
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LOGO

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1.0 Introduction

1.1 Welcome Message

Welcome to Indy In- Home Care LLC! We are thrilled to have you join our team of dedicated professionals. This employee handbook is designed to provide you with important information about our homecare agency, policies, and expectations. By familiarizing yourself with this handbook, we believe you will clearly understand our values and what it takes to succeed as a member of our organization.

1.2 Purpose of the Employee Handbook

The purpose of this employee handbook is to serve as a comprehensive guide for all Indy In-Home Care LLC employees. It outlines the policies and procedures that govern our work environment and establishes a framework for promoting a positive and productive workplace. By adhering to the guidelines outlined in this handbook, we can ensure consistency, fairness, and mutual respect among our team members.

1.3 Homecare agency Overview

Indy In-Home Care LLC Services is a leading home care service provider in Indiana, USA. We specialize in delivering high-quality care to individuals in the comfort of their homes, promoting independence, and enhancing the overall well-being of our clients. Our team of dedicated professionals is committed to providing compassionate and personalized care to each individual we serve.

1.4 Mission and Values

Our mission at Indy In-Home Care LLC is to improve the lives of our clients by delivering exceptional home care services. The following core values guide us:

- **Compassion:** We approach our work with empathy, kindness, and respect for the dignity of every individual.
- **Excellence:** We strive for excellence in everything we do, maintaining the highest quality care and service standards.
- **Integrity:** We uphold the highest ethical standards, ensuring transparency, honesty, and accountability.
- **Collaboration:** We foster a collaborative and supportive work environment, valuing

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teamwork and open communication among our employees.

- By embodying these values, we believe we can fulfill our mission and provide the best possible care to our clients.

1.5 Employment at Will

- Employment at Indy In-Home Care operates on an at-will basis unless otherwise specified in a written individual employment agreement signed by the company’s President. This means that the employee or Indy In-Home Care LLC has the right to terminate the employment relationship at any time, with or without providing notice, and for any reason.
- Please be aware that nothing in this employee handbook aims to establish an employment agreement, whether explicitly stated or implied. The information in this handbook and any other document given to the employee should not be interpreted as a contract guaranteeing ongoing employment or specific benefits for a defined period. Moreover, no representative of Indy In-Home Care LLC is authorized to modify this policy for any employee or engage in any agreement, whether verbal or written, that alters the at-will nature of the employment relationship.
- Any salary figures presented in annual or monthly terms are provided for convenience and comparison. They should not be the basis for creating an employment contract for any specific duration.
- Lastly, it is important to emphasize that this policy does not intend to obstruct, restrict, or prevent protected concerted activities as defined by the National Labor Relations Act.

2.0 Lines of Authority

The agency establishes clear lines of authority and responsibility to ensure efficient communication and decision-making. The hierarchy of authority is clearly defined, with a chain of command outlined in the organizational structure. Delegation of responsibility occurs following the established lines of authority, with appropriate levels of supervision and accountability.

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2.1 Governing Body or Designated Person Functioning

2.1.1 Policy

Indy in-Home Care in Indiana state establishes this policy to define and govern the functioning of a governing body or designated person within the agency. This policy ensures effective decision-making, oversight, and accountability for the agency's operations.

2.1.2 Procedure

The agency designates a governing body or designated person responsible for overseeing and making decisions regarding agency operations. The governing body or designated person has the authority and responsibility to make decisions on the agency's behalf and ensure the agency's mission and objectives are met.

The roles and responsibilities of the governing body or designated person include, but are not limited to, the following:

- Establishing and reviewing agency policies, procedures, and strategic plans.
- Overseeing the agency's financial management, including budgeting, resource allocation, and financial reporting.
- Ensuring compliance with all applicable federal, state, and local laws, regulations, and licensing requirements.
- Monitoring and evaluating the agency's performance, quality of care, and patient outcomes.
- Establishing effective communication channels with staff, clients, families, and external stakeholders.
- Approving and monitoring contracts, partnerships, and agreements with other organizations or service providers.
- Reviewing and addressing any reports of non-compliance, complaints, or adverse events.
- Maintaining confidentiality and protecting the privacy rights of clients and staff by following applicable laws and regulations. Ensuring the agency's mission, values, and ethical standards are upheld.

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The governing body or designated person follows a structured decision-making process that ensures:

- Transparency, fairness, and accountability.
- Regular meetings, discussions, and consideration of relevant information.
- Input from staff, clients, and stakeholders.
- Documentation of decisions.
- Communication of decisions to relevant parties.
- Prompt implementation of decisions.

Regular reviews and evaluations of the agency's performance and effectiveness, including:

- Monitoring financial performance.
- Assessing quality indicators.
- Evaluating client satisfaction.
- Ensuring regulatory compliance.
- Taking necessary actions to address areas for improvement or non-compliance.

Providing regular reports to relevant stakeholders in Indiana, including:

- Staff, clients, funding agencies, and regulatory bodies.
- Reports may include financial statements.
- Quality assurance data.
- Performance metrics.
- Updates on strategic initiatives.
- Accountability for the agency's performance and compliance with legal and regulatory requirements.

Fostering a culture of continuous improvement by:

- Encouraging staff engagement.
- Soliciting feedback.
- Implementing changes to enhance the quality of care and overall organizational effectiveness.

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- Adherence to this policy procedure ensures effective governance, decision-making, and accountability to provide high-quality services to clients while complying with applicable laws and regulations in Indiana.

2.2 President Policy

2.2.1 Policy Statement

As the highest-ranking executive officer within Indy In-Home Care LLC in Indiana, the President is pivotal in providing overall leadership, strategic direction, and effective implementation of decisions made by the governing body. This policy outlines the responsibilities and procedures governing the President's role to ensure visionary leadership, mission attainment, financial management, stakeholder engagement, and diligent execution of governing body decisions.

2.2.2 Procedure

2.2.3 Leadership and Vision

The President is responsible for providing visionary leadership to the organization, setting the tone for excellence, and promoting a culture of compassion, respect, and professionalism among all staff members.

2.2.4 Strategic Direction

The President collaborates closely with the governing body to establish and execute the agency's strategic plans. This includes defining long-term objectives, prioritizing initiatives, and meeting organizational goals.

2.2.5 Mission and Objective Achievement

The President is committed to realizing the agency's mission and objectives. They shall proactively align all agency activities with these core principles.

2.2.6 Policy and Procedure Governance

The President partners with the governing body to establish, review, and enhance agency policies, procedures, and strategic plans. Regular assessments and updates are performed to ensure alignment with industry best practices and regulatory requirements. They are also responsible for the diligent implementation of decisions made by the governing body.

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2.2.7 Financial Oversight

Overseeing financial management is a crucial responsibility. The President is accountable for:
Developing and monitoring the annual budget to ensure fiscal responsibility.

- Allocating resources efficiently to support the agency's operational needs.
- Preparing and reviewing financial reports to assess the agency's financial health and compliance.
- External Representation: 6. The President acts as the primary representative of the agency to external stakeholders, including regulatory bodies, funding agencies, and partner organizations. This role includes:
 - Cultivating positive relationships with external partners.
 - Ensuring compliance with all external requirements and regulations.

2.2.8 Culture of Continuous Improvement

The President is dedicated to fostering a culture of continuous improvement and staff engagement. This includes:

- Encouraging staff involvement in quality improvement initiatives.
- Promoting ongoing professional development and training opportunities for staff members.

2.2.9 Implementation of Governing Body Decisions

The President plays a vital role in implementing decisions the governing body makes. They ensure these decisions are executed efficiently and effectively throughout the organization, monitoring progress and compliance.

2.2.10 Reporting and Accountability

Regular reporting is essential for accountability and transparency. The President provides updates and reports to:

- The governing body on agency performance, financial status, and strategic initiatives.
- Staff, clients, and other stakeholders on agency performance, compliance, and strategic goals.

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2.3 Office Manager Policy and Procedure

2.3.1 Policy

Indy In-Home Care appoints a qualified Office Manager who plays a pivotal administrative role in patient care. The Office Manager is responsible for performing day-to-day operations related to communication, appointment scheduling, documentation review, resource coordination, and compliance monitoring to ensure the efficient operation of administrative functions within the agency.

2.3.2 Qualifications for Office Manager

To qualify as an Office Manager at Indy In-Home Care, an individual must meet the following criteria:

- Possess appropriate qualifications, skills, and experience in administration.
- Demonstrate a comprehensive understanding of applicable federal, state, and local home agency regulations.
- Have a thorough understanding of the agency's policies, procedures, and day-to-day operations.
- Exhibit strong leadership abilities and the capability to perform day-to-day activities effectively.
- Display competence in financial management, including budgeting, resource allocation, and financial reporting.
- Possess excellent communication and interpersonal skills to engage with staff, clients, families, and external stakeholders.
- Maintain a commitment to upholding the agency's mission, values, and ethical standards.
- Comply with all relevant legal and regulatory requirements, including licensing and certification standards.

2.3.3 Appointment Procedure for Office Manager

Indy In-Home Care follows a rigorous selection process when appointing an Office Manager. The appointment process includes the following steps:

- Advertise the Office Manager position through appropriate channels to attract

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qualified candidates.

- Conduct a thorough evaluation of candidate qualifications, skills, and experience.
- Conduct interviews and assessments to assess the candidate's suitability for the role.
- Verify references and conduct necessary background checks.
- Select the most qualified candidate based on merit and alignment with the agency's needs.

2.4 Office Manager Day-to-Day Responsibilities

As the Office Manager at Indy In-Home Care LLC, your day-to-day responsibilities encompass a broad spectrum of activities to ensure the agency's efficient administrative operation. These responsibilities include, but are not limited to:

2.4.1 Administrative Operations

- Perform and manage day-to-day administrative operations to ensure the smooth functioning of the agency.
- Maintain an organized office environment, including managing office supplies and equipment.
- Develop and implement efficient administrative processes and procedures to improve office efficiency.

2.4.2 Financial Management

- Manage budgeting and resource allocation to ensure sound financial practices within the agency.
- Prepare and analyze financial reports and provide recommendations for financial adjustments as needed.

2.4.3 Compliance

- Stay informed about federal, state, and local home agency regulations and ensure the agency's adherence to these regulations.
- Implement and oversee compliance measures, including record-keeping and reporting.

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2.4.4 Communication

- Foster open and effective communication within the agency, addressing inquiries and concerns from staff, clients, families, and external stakeholders professionally and promptly.

2.4.5 Staff Management

- Supervise and support administrative staff, including their training, development, and performance evaluations.
- Participate in the recruitment and selection of administrative staff when necessary.

2.4.6 Documentation

Ensure the proper documentation of administrative processes, reports, and records necessary for compliance and audit purposes.

2.4.7 Coordination

- Collaborate with various agency departments to facilitate the efficient delivery of services and resources.
- Address and resolve administrative challenges that may arise in the day-to-day operations.

2.4.8 Policy Adherence

- Ensure all administrative activities align with agency policies, procedures, and ethical standards.
- Office Maintenance
- Oversee the physical maintenance and organization of the agency's office space to ensure a safe and comfortable working environment for all staff.

2.4.9 Reporting

- Prepare and provide regular reports on administrative activities and performance to senior management, contributing to informed decision-making.

2.4.10 Professional Development

- Stay updated on best practices in administration and engage in continuous professional development to enhance skills and knowledge.

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- This comprehensive policy and procedure and the detailed day-to-day responsibilities set the standards for the Office Manager role within Indy In-Home Care LLC, ensuring efficient administrative operations and compliance with regulatory standards.

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2.4.11 Resource and Staff Management

Effective resource allocation and staff management are paramount. The Office Manager:

- Allocates resources efficiently to support program operations.
- Supervises and helps program staff, fostering a culture of teamwork, professionalism, and continuous improvement.

2.4.12 Quality Care and Compliance

Ensuring quality care and compliance with all regulatory requirements are top priorities. The Office Manager takes measures to:

- Monitor and assess the quality of care provided to patients.
- Ensure patient satisfaction within their program.
- Maintain compliance with all applicable regulations and standards.

2.4.13 Reporting and Accountability

The Office Manager regularly reports program-specific performance metrics to the President. These reports include quality indicators, and patient satisfaction data.

3.0 Quality Assurance/Quality Improvement

3.1 Policy Statement

Indy In-Home Care LLC Agency is committed to providing high-quality care and services to our clients in Indiana. We prioritize quality assurance and continuous improvement to ensure our client's safety, well-being, and satisfaction. This policy outlines the procedures for incident reporting, complaint resolution, mortality review, provider compliance reviews, and the review of waiver process outcomes.

3.2 Incident Reporting

- All employees are responsible for promptly reporting incidents or potential risks to the agency's designated supervisor.
- Incidents include, but are not limited to, accidents, injuries, medication errors, falls, abuse, neglect, or any other event that may compromise client safety.
- Incident reports should be completed as soon as possible after the event and submitted

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to the designated supervisor or quality assurance department.

- The designated supervisor or quality assurance department will investigate and document the incident, take appropriate corrective actions, and ensure necessary follow-up.

3.3 Complaint Resolution

- Indy In-Home Care Agency has a formal complaint resolution process to address client concerns and complaints.
- Clients or their representatives are encouraged to report any dissatisfaction, issues, or complaints regarding the care or services provided.
- Complaints can be submitted verbally or in writing to the agency's designated complaint resolution officer.
- The complaint resolution officer will acknowledge the receipt of the complaint, initiate an investigation, and work toward a resolution within a reasonable timeframe.
- The agency will maintain records of all complaints, investigations, and actions taken to address and resolve the issues.

3.4 Mortality Review

- The agency conducts mortality reviews to analyze and evaluate circumstances surrounding the death of a client under our care.
- Mortality reviews aim to identify any potential quality concerns, gaps in care, or areas for improvement. The quality assurance department will initiate a comprehensive review, including medical records, incident reports, and interviews with relevant staff.
- Findings from the mortality review will be used to identify opportunities for improvement, update policies and procedures, and enhance the quality of care provided.

3.5 Provider Compliance Reviews

- Indy In-Home Care LLC Agency conducts periodic compliance reviews to ensure that all providers adhere to established standards, regulations, and policies.
- Compliance reviews may include audits, inspections, record reviews, and interviews with staff and clients.
- The quality assurance department will conduct provider compliance reviews and identify any areas of non-compliance or deviations from established protocols.

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- Corrective actions will be implemented, and ongoing monitoring will be conducted to ensure sustained compliance with regulations and agency standards.

3.6 Review of Waiver Process Outcomes

- The agency regularly reviews the outcomes of the waiver process to assess the effectiveness and efficiency of the program.
- The quality assurance department will evaluate the waiver process, including eligibility determination, service planning, and monitoring.
- The review will identify any systemic issues, bottlenecks, or areas for improvement in the waiver process.
- Based on the findings, the agency will implement corrective actions, update procedures, and collaborate with relevant stakeholders to optimize the waiver process outcomes.

3.7 Program Integrity and Financial Oversight

3.7.1 Policy Statement

Indy In-Home Care Agency is committed to maintaining program integrity and exercising rigorous financial oversight to ensure compliance with regulations and prevent fraud or misuse of resources. This policy outlines the procedures for conducting waiver audits, FSSA audit oversight, and Medicaid Fraud Control audits.

3.7.2 Waiver Audits

- Indy In-Home Care Agency regularly audits its waiver programs to ensure compliance with program requirements, regulations, and guidelines.
- The audits aim to assess the accuracy, appropriateness, and effectiveness of service delivery, billing practices, documentation, and utilization of waiver services.
- The audit team, consisting of designated staff members, will conduct comprehensive reviews of client records, service documentation, and billing records.
- Audit findings will be used to identify improvement areas, address compliance issues, and implement corrective actions.
- The agency will maintain records of all waiver audits, including audit reports, findings, and actions taken to rectify any identified deficiencies.

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3.7.3 FSSA Audit Oversight

- Indy In-Home Care Agency cooperates with the Indiana Family and Social Services Administration (FSSA) for audit oversight and compliance with state regulations.
- The agency's designated staff members will liaise with FSSA auditors during scheduled and unscheduled audits to provide necessary documentation and assistance.
- The agency will comply with FSSA's audit protocols and requirements, including providing access to records, systems, and personnel as requested.
- The designated staff members will work collaboratively with FSSA auditors to address any audit findings, implement corrective actions, and ensure ongoing compliance.

3.7.4 Medicaid Fraud Control Audit Overview

- Indy In-Home Care Agency recognizes the importance of preventing and detecting Medicaid fraud and abuse.
- The agency actively participates in Medicaid Fraud Control audits to safeguard the integrity of the Medicaid program.
- The agency will provide access to relevant records, documentation, and systems as requested by MFCU auditors.
- The agency will work closely with MFCU auditors to address identified concerns, implement corrective actions, and prevent future fraud or abuse.

3.8 Care Management

3.8.1 Policy Statement

Indy In-Home Care Agency is committed to providing effective care management services to our clients in Indiana. This policy outlines the procedures for monitoring care management standards and ensuring ongoing compliance with Medicaid Home and Community-Based Services (HCBS) waiver requirements.

3.8.2 Care Management Monitoring Standards

- Indy In-Home Care Agency establishes care management monitoring standards to ensure the delivery of high-quality and person-centered care.
- The agency's designated staff members will conduct regular monitoring activities to assess the effectiveness and compliance of care management services.

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- Monitoring activities may include record reviews, client assessments, interviews with clients and caregivers, and direct observation of care management processes.
- Monitoring findings will be documented, and any identified deficiencies or areas for improvement will be addressed through appropriate corrective actions.
- The agency will keep records of all monitoring activities, findings, and actions related to care management to improve care management services.

3.8.3 Ongoing Medicaid HCBS Waiver Care Management Standards

- Indy In-Home Care Agency adheres to the ongoing care management standards set forth by the Medicaid Home and Community-Based Services (HCBS) waiver program.
- Care managers employed by the agency follow the established guidelines and protocols for conducting client assessments, developing care plans, and coordinating services.
- Care managers regularly communicate with clients, their families, and other service providers to ensure the coordination and integration of care.
- The agency provides ongoing training and education to care managers to enhance their skills and ensure compliance with Medicaid HCBS waiver requirements.
- The agency maintains up-to-date knowledge of any changes or updates to the Medicaid HCBS waiver program and incorporates them into the care management processes.

3.9 Service Definitions and Requirements

3.9.1 Policy Statement

Indy In-Home Care Agency is dedicated to providing a comprehensive range of services to meet the needs of our clients in Indiana. This policy outlines the service definitions and requirements for home care Services, including allowable activities, facility standards, service standards, documentation standards, limitations, activities not allowed, and provider qualifications.

3.9.2 Allowable Activities

Allowable activities in Adult Day Services may include but are not limited to:

- Socialization activities, such as group discussions, games, and outings.
- Recreational activities include arts and crafts, music, and exercise programs.
- Educational activities, such as guest speakers, workshops, and skill-building sessions.

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- Assistance with activities of daily living, including grooming, toileting, and eating.

3.9.3 Recommended Facility Standards

The agency recommends the following facility standards for Adult Day Services:

- Adequate space for group activities, including designated areas for different types of activities.
- Accessible entrances, hallways, and restrooms to accommodate participants with mobility challenges.
- Safety measures include properly maintained equipment, emergency procedures, and appropriate staff-to-participant ratios.

3.9.4 Service Standards

- Our qualified staff members are committed to delivering Adult Day Services with professionalism, respect, and compassion.
- We prioritize tailoring our services to meet the individual needs and preferences of each participant to enhance their engagement and overall well-being.

3.9.5 Documentation Standards

- Indy In-Home Care Agency maintains accurate and complete documentation for Adult Day Services.
- Documentation includes participant information, assessments, care plans, service records, and any other relevant documentation as required by regulations and agency policies.

3.9.6 Limitations

Adult Day Services have certain limitations, including:

- The services are not intended to substitute for medical or clinical care.
- The agency may have limitations on the number of participants it can accommodate based on facility capacity and staff availability.

3.9.7 Activities Not Allowed

Activities not allowed in Adult Day Services include:

- Provision of medical or clinical care that requires the presence of licensed medical professionals.

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- Administration of medications unless otherwise specified in a separate medication administration policy.

3.9.8 Provider Qualifications

Indy In-Home Care Agency ensures that staff members providing Adult Day Services meet the following qualifications:

- Appropriate training and experience in working with individuals with disabilities or chronic conditions.
- Completion of relevant background checks and certifications as state and federal regulations require.

3.10 Adult Family Care Policy and Procedures

3.10.1 Policy Statement

Indy In-Home Care Agency is committed to providing high-quality Adult Family Care services to individuals in Indiana. This policy outlines the service definition, allowable activities, service standards, documentation standards, activities not allowed, and provider qualifications for Adult Family Care.

3.10.2 Service Definition

- Non-medical Care offered by Indy In-Home Care Agency supports and assists individuals who reside with approved caregivers in a home-like setting.
- The program aims to ensure participants' well-being, safety, and overall quality of life in a family-based environment.

3.10.3 Allowable Activities

Allowable activities in Adult Family Care may include, but are not limited to:

- Assistance with activities of daily living, such as bathing, dressing, grooming, and meal preparation.
- Medication reminders and assistance with medication management as prescribed.
- Emotional support, companionship, and socialization opportunities.
- Transportation to medical appointments, community activities, and errands.
- Assistance with housekeeping and maintaining a clean and safe living environment.

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3.10.4 Service Standards

- Adult Family Care services will be provided with professionalism, respect, and individualized attention.

3.10.5 Documentation Standards

- Indy In-Home Care Agency maintains accurate and comprehensive Adult Family Care services documentation.
- Documentation includes participant assessments, individualized care plans, service records, caregiver logs, and any other relevant documentation as required by regulations and agency policies.

3.10.6 Activities Not Allowed

Certain activities are not allowed in Adult Family Care, including:

- Provision of medical or clinical care that requires the presence of licensed medical professionals.
- Performance of invasive medical procedures or administration of complex medical treatments.

3.10.7 Provider Qualifications

Caregivers providing Adult Family Care services must meet the following qualifications:

- Must be at least 18 years old and legally authorized to work in the United States.
- Complete a thorough background check and screening process.
- Complete required caregiver training and orientation as specified by state and agency regulations.
- Demonstrate providing a safe, nurturing, and supportive home environment.

3.11 Assisted Living Policy and Procedures

3.11.1 Policy Statement

Indy In-Home Care Agency is committed to providing exceptional Assisted Living services to individuals in Indiana. This policy outlines the service definition, allowable activities, service standards, documentation standards, activities not allowed, and provider qualifications for Assisted Living.

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3.11.2 Service Definition

- Assisted Living services provided by Indy In-Home Care Agency offer supportive care and assistance to individuals who require help with activities of daily living in a residential setting.
- The program aims to promote independence, safety, and quality of life for residents.

3.11.3 Allowable Activities

Allowable activities in Assisted Living may include, but are not limited to:

- Assistance with bathing, grooming, dressing, and personal hygiene.
- Medication assistance with self-administration.
- Meal planning, preparation, and assistance with dining.
- Housekeeping services, including laundry and cleaning of living areas.
- Socialization activities, such as group outings, games, and events.
- Monitoring of residents' health and well-being.

3.11.4 Documentation Standards

- Indy In-Home Care maintains accurate and comprehensive documentation for Assisted Living services.
- Documentation includes resident assessments, individualized care plans, service records, incident reports, logs, and any other relevant documentation as required by regulations and agency policies.

3.11.5 Activities Not Allowed

Certain activities are not allowed in Assisted Living, including:

- Provision of medical or clinical care that requires the presence of licensed medical professionals.
- Performance of invasive medical procedures or administration of complex medical treatments.
- Managing residents with severe cognitive impairments or specialized behavioral needs beyond the agency's capabilities.

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3.11.6 Provider Qualifications

Staff members providing Assisted Living services must meet the following qualifications:

- Completion of required training and certifications as state regulations and agency policies specify.
- Demonstrate competence in providing care and assistance to individuals with activities of daily living.
- Successfully pass background checks and screenings as required by state and agency regulations.
- Show the ability to communicate effectively and provide compassionate support to residents.

3.12 Attendant Care

3.12.1 Policy Statement

Indy In-Home Care Agency is dedicated to providing exceptional Attendant Care services to individuals in Indiana. This policy outlines the service definition, allowable activities, service standards, documentation standards, activities not allowed, and provider qualifications for Attendant Care.

3.12.2 Service Definition

- Attendant Care services offered by Indy In-Home Care Care Agency involve providing assistance and support to individuals with activities of daily living in their own homes or community settings.
- The program aims to enhance independence, promote well-being, and improve participants' overall quality of life.

3.12.3 Allowable Activities

Allowable activities in Attendant Care may include, but are not limited to:

- Assistance with bathing, dressing, grooming, and personal hygiene.
- Help with mobility and transferring to and from different positions or locations.
- Support with meal planning, preparation, and feeding assistance.
- Assistance with medication reminders and simple medication management.
- Light housekeeping, including laundry, cleaning, and organizing.

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- Accompaniment to medical appointments, social activities, and community outings.
- Emotional support, companionship, and engagement in meaningful activities.

3.12.4 Documentation Standards

Indy In-Home Care Agency maintains accurate and comprehensive documentation for Attendant Care services. Documentation includes participant assessments, individualized care plans, service records, attendance logs, incident reports, and any other relevant documentation as required by regulations and agency policies.

3.12.5 Activities Not Allowed

Certain activities are not allowed in Attendant Care, including:

- Provision of medical or clinical care that requires the presence of licensed medical professionals.
- Performance of invasive medical procedures or administration of complex medical treatments.
- Management of participants with severe cognitive impairments or specialized behavioral needs beyond the agency's capabilities.

3.12.6 Provider Qualifications

Attendants providing Attendant Care services must meet the following qualifications:

- Completion of required training and certifications as state regulations and agency policies specify.
- Demonstrated competence in providing care and assistance with activities of daily living.
- Successful completion of background checks and screenings as required by state and agency regulations.
- Practical communication skills and the ability to provide compassionate support to participants.

3.13 Community Transition

3.13.1 Policy Statement

Indy In-Home Care Agency is committed to facilitating successful community transitions for individuals in Indiana. This policy outlines the service definition, allowable activities, service

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standards, documentation standards, limitations, activities not allowed, and provider qualifications for Community Transition.

3.13.2 Service Definition

- Community Transition services provided by Indy In-Home Care Agency assist individuals in transitioning from institutional settings to community-based living arrangements.
- The program aims to support individuals in achieving independent and fulfilling lives within their communities.

3.13.3 Allowable Activities

Allowable activities in Community Transition may include, but are not limited to:

- Conducting comprehensive assessments to determine an individual's needs, preferences, and goals.
- Developing individualized transition plans in collaboration with the individual, their support system, and relevant professionals.
- Coordinating and arranging community-based services like housing, transportation, and support networks.
- Providing counseling, education, and training to enhance the individual's independent living skills and community integration.
- Assisting with identifying and enrolling community programs and resources that promote socialization, education, and employment opportunities.

3.13.4 Service Standards

- Community Transition services will be provided by qualified professionals who demonstrate empathy, cultural sensitivity, and respect for individuals and their unique circumstances.
- Services will be person-centered, promoting self-determination, empowerment, and a seamless community-living transition.

3.13.5 Documentation Standards

- Indy In-Home Care Agency maintains accurate and comprehensive documentation for Community Transition services.

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- Documentation includes assessments, transition plans, progress notes, service authorizations, community resource referrals, communication logs, and any other relevant documentation as required by regulations and agency policies.

3.13.6 Limitations

Community Transition services may have limitations, including:

- Availability of suitable community-based housing options.
- Financial constraints or limitations on available funding for specific services or resources.
- Individual readiness and capacity for community living are determined through assessments and evaluations.

3.13.7 Activities Not Allowed

Certain activities are not allowed in Community Transition, including:

- Providing direct medical or clinical care that requires the presence of licensed healthcare professionals.
- Performing invasive procedures or administering complex medical treatments beyond the scope of non-medical home care services.

3.13.8 Provider Qualifications

- Professionals providing Community Transition services must meet the following qualifications:
 - Possess appropriate education, training, and certification in a relevant field, such as social work, counseling, or case management.
 - Demonstrate knowledge and expertise in transition planning, community resources, and support services.
 - Maintain current licensure or certification as required by state regulations and professional standards.
 - Possess effective communication, problem-solving, and advocacy skills.

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3.14 Home and Community Assistance

3.14.1 Policy Statement

Indy In-Home Care Agency is dedicated to providing Home and Community Assistance services to individuals in Indiana. This policy outlines the service definition, allowable activities, service standards, documentation standards, activities not allowed, and provider qualifications for Home and Community Assistance.

3.14.2 Service Definition

- Home and Community Assistance services offered by Indy In-Home Care Agency involve supporting and assisting individuals in their homes and communities.
- The program aims to promote independence, enhance the quality of life, and enable individuals to remain in their preferred living environment.

3.14.3 Allowable Activities

Allowable activities in Home and Community Assistance may include, but are not limited to:

- Assistance with activities of daily living, such as bathing, dressing, grooming, and meal preparation.
- Light housekeeping, including laundry, cleaning, and organizing.
- Medication reminders and assistance with medication management as prescribed.
- Transportation assistance for medical appointments, grocery shopping, social activities, and errands.
- Companionship and socialization support, including engaging in conversation, recreational activities, and hobbies.
- Monitoring and reporting changes in the individual's condition or well-being to appropriate parties.

3.14.4 Service Standards

- Qualified professionals who demonstrate compassion, respect, and cultural sensitivity will provide home and community assistance services.
- Services will be person-centered, tailored to individual needs and preferences, and delivered promptly and reliably.

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3.14.5 Documentation Standards

- Indy In-Home Care Agency maintains accurate and comprehensive documentation for Home and Community Assistance services.
- Documentation includes client assessments, care plans, service records, communication logs, incident reports, and any other relevant documentation as required by regulations and agency policies.

3.14.6 Activities Not Allowed

Certain activities are not allowed in Home and Community Assistance, including:

- Provision of medical or clinical care that requires the presence of licensed medical professionals.
- Performance of invasive medical procedures or administration of complex medical treatments.

3.14.7 Provider Qualifications

Professionals providing Home and Community Assistance services must meet the following qualifications:

- Possess appropriate education, training, and certification in a relevant field, such as personal care, home health, or caregiving.
- Demonstrate competence in providing care and assistance with activities of daily living.
- Successfully pass background checks and screenings as required by state and agency regulations.
- Show the ability to communicate effectively, establish rapport, and provide compassionate support to individuals.

4.0 Employment Policies

4.1 Equal Employment Opportunity

Indy In-Home Care provides equal employment opportunities to all employees and applicants regardless of race, color, religion, sex, national origin, age, disability, genetic information, or any other legally protected status. We strictly adhere to federal, state, and local laws governing employment practices, including Title VII of the Civil Rights Act of 1964, the Age

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Discrimination in Employment Act, the Americans with Disabilities Act, and other applicable laws. We ensure that all individuals are treated fairly and with respect throughout the employment process.

4.1.1 Policy Statement

Indy In-Home Care is an equal-opportunity employer. We value diversity and inclusion and prohibit discrimination or harassment based on race, color, religion, sex, national origin, age, disability, genetic information, or any other protected characteristic. All employment decisions are based on merit, qualifications, and job-related criteria.

4.1.2 Prohibited Conduct

4.1.2.1 Discrimination

Discrimination occurs when an individual is treated unfavorably or denied opportunities based on protected characteristics. This includes hiring, promotion, compensation, benefits, training, discipline, and termination.

4.1.2.2 Harassment

Harassment is prohibited based on protected characteristics that create a hostile, intimidating, or offensive work environment. This includes verbal, physical, or visual harassment.

4.1.2.3 Retaliation

Retaliation against an individual who files a complaint or participates in an investigation of discrimination or harassment is strictly prohibited.

4.1.2.4 Reporting and Investigation

Indy In-Home Care LLC encourages employees to promptly report any incidents of discrimination, harassment, or retaliation. Reports should be made to the Human Resources Department or a designated representative. Complaints will be promptly and thoroughly investigated, and appropriate corrective action will be taken as necessary.

4.2 Anti-Discrimination and Harassment

We have a zero-tolerance policy regarding discrimination, harassment, and retaliation. We prohibit discrimination or harassment based on race, color, religion, sex, gender identity, sexual orientation, age, disability, or other protected characteristics. This policy applies to all employees, including management, supervisors, and coworkers. Any complaints of discrimination or harassment will be promptly and thoroughly investigated, and appropriate

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action will be taken to address the situation.

4.3 Drug-Free and Alcohol-Free Workplace

Indy In-Home Care is committed to maintaining a drug- and alcohol-free workplace to ensure its employees' and clients' safety, health, and well-being. Using, possessing, selling, distributing, or being under the influence of illegal drugs or alcohol while on homecare agency premises, during work hours, or while performing homecare agency duties is strictly prohibited. This policy applies to all employees, contractors, visitors, and anyone present on homecare agency premises or engaged in homecare agency-related activities.

Prohibited Substances and Activities

4.3.1 Illegal Drugs

The use, possession, sale, distribution, or presence of illegal drugs on homecare agency premises or during work hours is strictly prohibited.

4.3.2 Alcohol

The consumption, possession, or being under the influence of alcohol while on homecare agency premises or during work hours, except in authorized homecare agency events or as explicitly permitted, is strictly prohibited.

4.3.3 Prescription Drugs

The misuse, abuse, or unauthorized use of prescription drugs is prohibited, and employees must use such medications only as prescribed by their healthcare provider.

4.3.4 Unauthorized Substances

Using or possessing substances not prescribed medications or approved by the homecare agency is strictly prohibited.

4.3.5 Drug and Alcohol Testing

- **Pre-Employment Testing:** Prospective employees may be required to undergo pre-employment drug and alcohol testing as part of the hiring process.
- **Reasonable Suspicion Testing:** Indy In-Home Care LLC reserves the right to conduct drug and alcohol testing if there is reasonable suspicion of substance abuse or impairment.
- **Post-Accident Testing:** Employees involved in workplace accidents or incidents that

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may have been influenced by drug or alcohol use may be subject to post-accident drug and alcohol testing.

- **Random Testing:** Indy In-Home Care LLC may implement a random drug and alcohol testing program to ensure ongoing compliance with the drug-free and alcohol-free workplace policy.

4.4 Consequences of Violations

Violation of the drug-free and alcohol-free workplace policy may result in disciplinary action, including termination of employment. Employees found violating this policy may be required to participate in substance abuse rehabilitation programs as a condition of continued employment. Employees who voluntarily seek assistance for substance abuse issues may be eligible for rehabilitation support through the homecare agency's employee assistance program or referral to external resources.

4.5 Confidentiality and Support

Indy In-Home Care is committed to maintaining the confidentiality of employees seeking assistance for substance abuse issues. Employees are encouraged to seek help through the homecare agency's employee assistance program or to approach their supervisor or the Human Resources Department for support and guidance. The homecare agency will provide information and resources to employees seeking assistance for substance abuse issues, including referral to appropriate treatment programs or support groups.

4.6 Workplace Accommodations

Indy In-Home Care is committed to providing reasonable accommodations to qualified individuals with disabilities to enable them to perform the essential functions of their job, as required by the Americans with Disabilities Act (ADA) and other applicable laws. We engage in an interactive process with employees to identify and evaluate potential accommodations, considering the nature of the disability, job requirements, and feasibility.

4.6.1 Requesting Accommodations

Employees who require accommodations should notify the Human Resources Department and provide relevant information about the disability and the requested accommodation. The homecare agency may require documentation from a healthcare provider to support the

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accommodation request.

4.6.2 Interactive Process

Indy In-Home Care will engage in a timely and interactive process with the employee to evaluate the requested accommodation and identify potential alternatives, if necessary. The homecare agency will try to provide reasonable accommodations unless it imposes an undue hardship.

4.7 Unethical Misconduct

Indy In-Home Care is committed to maintaining a culture of integrity, honesty, and transparency. The homecare agency encourages employees, contractors, clients, and other stakeholders to report any suspected or observed unethical conduct, violations of laws or regulations, or any other wrongdoing within the organization. This policy establishes procedures for reporting such concerns, protecting whistleblowers from retaliation, and investigating reported incidents.

4.7.1 Reporting Process

Any individual who wishes to report a concern can do so through various channels, including:

4.7.1.1 Direct Supervisor or Manager

Employees are encouraged to report concerns to their immediate supervisor or manager.

4.7.1.2 Human Resources Department

Employees can report concerns to the HR department, which will ensure appropriate handling and investigation.

4.7.2 Ethics Hotline or Whistleblower Hotline

Indy In-Home Care LLC maintains a confidential reporting hotline or online portal that allows individuals to report concerns anonymously if desired.

When reporting a concern, individuals are encouraged to provide as much detail as possible, including the nature of the issue, names of individuals involved, dates, times, and any supporting evidence or documentation.

4.7.3 Protection against Retaliation

Indy In-Home Care LLC is steadfast in its commitment to maintaining a workplace

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environment where individuals are empowered to report concerns without apprehension of reprisal. As enshrined in our Protection Against Retaliation Policy, we unequivocally denounce any form of retaliatory conduct against whistleblowers.

4.7.3.1 Retaliation Prohibition

Indy In-Home Care LLC explicitly and categorically prohibits retaliation in any manifestation, encompassing, but not limited to, actions such as termination, demotion, harassment, or any other adverse employment repercussions, against individuals who, in good faith, disclose concerns.

4.7.3.2 Investigation and Remedial Action

Upon complaining of retaliation, Indy In-Home Care LLC shall expeditiously and rigorously conduct a comprehensive investigation. In cases where retaliation is substantiated, the organization will judiciously take suitable measures to redress the situation. Such measures may extend to disciplinary actions, including the possibility of termination of employment, against individuals adjudged responsible for retaliatory behavior.

4.7.3.3 Penalties

In addition to the measures above, Indy In-Home Care LLC retains the prerogative to levy financial penalties upon individuals found guilty of engaging in retaliation in accordance with prevailing legal and regulatory frameworks. These penalties may encompass monetary fines or other applicable sanctions.

Our unwavering commitment is to cultivate a work environment that is secure and nurturing for all employees. We ardently endorse the candid reporting of concerns in good faith. Any instances of retaliation against whistleblowers shall not be tolerated, and we pledge to exhaust every avenue to ensure the safeguarding of those who come forth with concerns, as well as to hold those responsible for retaliatory actions accountable for their conduct.

4.7.4 Investigation Process

Upon receiving a report, Indy In-Home Care LLC will promptly and impartially investigate the concerns raised. The investigation will be conducted by independent individuals with appropriate expertise. The homecare agency will maintain the whistleblower's confidentiality to the extent possible, consistent with the need to conduct a thorough investigation.

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4.7.5 Non-Retaliation and Confidentiality

Indy In-Home Care LLC will make every reasonable effort to protect the confidentiality of individuals who report concerns, subject to legal requirements and the need to investigate. Whistleblower identities will be disclosed only to those involved in the investigation and those with a legitimate need to know. Employees should refrain from discussing ongoing investigations with colleagues to prevent any potential interference or breach of confidentiality.

4.8 Employment Categories

Employees at Indy In-Home Care LLC may be classified into different employment categories based on the nature of their position, such as full-time, part-time, temporary, or seasonal. The specific terms and conditions of employment, including compensation, benefits, and work hours, may vary depending on the category.

4.8.1 Full-Time Employees

As the homecare agency defines, full-time employees are typically scheduled to work a standard number of hours per week. They are eligible for full benefits offered by Indy In-Home Care LLC, subject to the terms of the benefit plans.

4.8.2 Part-Time Employees

Part-time employees work fewer hours than full-time employees regularly. They may be eligible for certain benefits the homecare agency offers on a prorated basis based on the number of hours worked.

4.8.3 Temporary/Seasonal Employees

Temporary or seasonal employees are hired for a specific duration or to meet temporary workload demands. The terms and conditions of their employment, including benefits eligibility, will be communicated upon hire.

4.9 Employment Eligibility Verification

Indy In-Home Care participates in the E-Verify program to verify the employment eligibility of all newly hired employees. As a condition of employment, all employees must complete Form I-9, Employment Eligibility Verification, and provide supporting documents within three

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business days of their hire date. Failure to complete Form I-9 or provide acceptable documents within the designated timeframe may result in employment termination.

4.9.1 E-Verify Process

Upon completing Form I-9, Indy In-Home Care LLC will submit the information to the E-Verify system for verification. The homecare agency will comply with all applicable laws and maintain the confidentiality of the information employees provide.

4.9.2 Re-verification

If an employee's employment authorization expires, Indy In-Home Care LLC will re-verify their eligibility using the E-Verify system, as the law requires. Employees are responsible for promptly providing updated documentation to maintain their employment eligibility.

4.10 Compensation and Benefits

Indy In-Home Care is committed to providing competitive compensation and comprehensive benefits to attract, motivate, and retain talented employees. Our compensation and benefits package reflects our appreciation for our staff's hard work and dedication. The following policies outline our approach to compensation and benefits:

4.10.1 Pay Structure and Salary Administration

Indy In-Home Care maintains a fair and competitive pay structure based on job evaluation and market analysis. Salary ranges are established to ensure consistency and equity. b. Job responsibilities, performance, experience, and market conditions may influence salaries. c. Salary increases may be based on merit, individual performance, and homecare agency financial performance.

4.10.2 Payroll Deductions and Pay Schedule

a. Employees will be paid on a regular pay schedule as determined by the homecare agency. b. Deductions from employee paychecks may be made for authorized purposes, such as taxes, insurance premiums, retirement contributions, and other applicable benefits or obligations.

4.10.3 Benefits Package

a. Indy In-Home Care LLC offers a comprehensive benefits package to eligible employees, which may include:

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4.10.3.1 Health Insurance

Medical, dental, and vision insurance plans are available to eligible employees and their dependents.

4.10.3.2 Retirement Plans

Employees may participate in a retirement savings plan, such as a 401(k), with the opportunity for employer matching contributions, subject to plan provisions.

4.10.4 Paid Time Off (PTO)

Following homecare agency policy, PTO is provided to eligible employees for vacation, personal days, and sick leave.

4.10.5 Holidays

The homecare agency recognizes and provides paid time off for designated holidays.

4.10.6 Flexible Spending Accounts (FSAs)

FSAs allow employees to set aside pre-tax dollars for eligible healthcare or dependent care expenses.

4.10.7 Employee Assistance Program (EAP)

Confidential counseling and support services are available to employees and their immediate family members.

4.10.8 Other Benefits

Additional benefits, such as life insurance, disability coverage, and wellness programs, may be offered to eligible employees.

4.10.9 Benefit Eligibility and Enrollment

- Eligibility for benefits may vary based on employment status (e.g., full-time, part-time), length of service, and other criteria as outlined in benefit plan documents.
- Employees will receive information about benefit options, enrollment periods, and plan details through the Human Resources Department.

4.10.10 Paid Family and Medical Leave

- Indy In-Home Care recognizes the importance of work-life balance. It provides

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eligible employees with job-protected leave under the Family and Medical Leave Act (FMLA) and other applicable laws.

- Employees may be eligible for a specified amount of unpaid and/or paid leave for qualified reasons, such as the birth or adoption of a child, severe health conditions, or to care for a family member with a serious health condition.

4.10.11 Policy Updates and Changes

- Indy In-Home Care reserves the right to modify or amend its compensation and benefits policies, including plan offerings, contribution levels, eligibility requirements, and other provisions, at its discretion.
- Notice of any changes to compensation and benefits policies will be communicated to employees on time, as required by law.

4.10.12 Compliance with Laws and Regulations

- Indy In-Home Care ensures compliance with all applicable federal, state, and local laws and regulations regarding compensation, benefits, and reporting requirements.

4.10.13 Communication and Inquiries

- Employees with questions or concerns regarding compensation and benefits should contact the Human Resources Department for assistance.
- The homecare agency will provide resources and educational materials to help employees understand and maximize their compensation and benefits.

4.11 Compensation Structure

4.11.1 Job Evaluation

- Indy In-Home Care utilizes a job evaluation process to determine the relative value of each position within the organization. This process considers job responsibilities, required skills and qualifications, and market data.
- Job evaluations are conducted periodically to ensure that compensation remains fair and aligned with industry standards.

4.11.2 Market Analysis

Indy In-Home Care conducts regular market analysis to compare its compensation practices

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with other organizations in the same industry and geographic area. Market analysis helps determine the competitiveness of the homecare agency's compensation levels and informs adjustments to maintain a fair and competitive pay structure.

4.11.3 Salary Ranges

Salary ranges are established for each job classification within Indy In-Home Care LLC. These ranges represent the minimum and maximum salaries that can be paid for a particular position. The placement of an employee within the salary range is based on factors such as experience, skills, performance, and market conditions.

4.11.4 Pay Factors

The following factors may influence individual pay within the established salary ranges:

4.11.4.1 Skills and Qualifications

Employees with specialized skills or advanced qualifications relevant to their jobs may receive higher compensation.

4.11.4.2 Performance

Employees who consistently demonstrate high-performance levels may be eligible for merit-based salary increases.

4.11.4.3 Experience

Additional years of relevant experience may be considered when determining an employee's compensation.

4.11.4.4 Market Conditions

Compensation may be adjusted based on changes in the job market and industry benchmarks.

4.11.4.5 Performance-Based Pay

Indy In-Home Care Care recognizes and rewards exceptional performance through performance-based pay practices. Performance evaluations are conducted periodically to assess employee contributions and provide feedback. Performance ratings may influence salary increases, bonuses, or other forms of recognition.

4.11.4.6 Promotions and Career Advancement

Promotions within Indy In-Home Care LLC may increase compensation. Promotional opportunities are based on job openings, an employee's qualifications, performance, and potential. ii. The criteria for promotion and the associated compensation increases are

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communicated to employees through the promotion process.

4.11.4.7 Compensation Reviews

Indy In-Home Care reviews compensation practices regularly to ensure they remain competitive and compliant with applicable laws. These reviews may include analysis of market trends, internal equity, and feedback from employees and managers.

4.11.4.8 Wage and Hour Compliance

Indy In-Home Care complies with all federal, state, and local wage and hour laws, including minimum wage requirements and overtime provisions. On-exempt employees are eligible for overtime pay following applicable laws and homecare agency policies.

4.11.5 Communication

Indy In-Home Care strives to maintain open and transparent communication regarding compensation practices and policies. Employees will receive information about their compensation, including pay rates, salary adjustments, and other relevant details, through regular communication channels.

4.12 Payroll Schedule and Methods

4.12.1 Pay Schedule

Indy In-Home Care has established a regular pay schedule to ensure timely and accurate payment of employee wages. The specific pay schedule will be communicated to employees. Employees must adhere to the homecare agency's timekeeping and attendance policies to facilitate accurate payroll processing.

Payroll at Indy In-Home Care LLC is processed bi-weekly, with paydays falling on Thursdays every two weeks. The exact pay schedule will be provided to employees separately, including pay periods and payday dates. Employees must track their hours, complete their timesheets accurately, and follow the agency's timekeeping and attendance policies to ensure their pay is processed correctly and on time.

4.12.2 Payroll Methods

Indy In-Home Care offers various methods for delivering employee wages, including direct deposit and paper checks. Employees will have the opportunity to choose their preferred payment method.

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4.12.3 Direct Deposit

Employees may electronically deposit their wages into their bank accounts on the designated payday. The necessary banking information must be provided to the Payroll Department.

4.12.4 Paper Checks

Employees who choose not to utilize direct deposit will receive their wages as a paper check. These checks will be distributed on the designated payday or as otherwise communicated by the homecare agency.

4.12.5 Pay Stub Information

With each wage payment, employees will receive a pay stub that provides a detailed breakdown of earnings, deductions, and any applicable taxes. The pay stub will include information such as gross earnings, deductions for taxes (federal, state, and local), social security contributions, retirement contributions, and any other authorized deductions. Employees are responsible for reviewing their pay stubs for accuracy and promptly reporting discrepancies to the Payroll Department.

4.12.6 Deductions and Withholdings

Indy In-Home Care may make deductions or withholdings from employee wages as required by law or authorized by the employee. Standard deductions may include federal, state, and local taxes, social security contributions, Medicare contributions, retirement plan contributions, health insurance premiums, and other authorized deductions. Employees will receive information regarding the specific deductions and withholdings applicable to their wages.

4.12.7 Payroll Errors or Discrepancies

Employees should notify the Payroll Department immediately if a payroll error or discrepancy occurs. The Payroll Department will investigate and correct any errors promptly, ensuring that employees receive the correct wages owed to them. Employees should retain copies of their pay stubs and relevant documentation for reference and record-keeping purposes.

4.12.8 Wage Garnishments and Legal Orders

In compliance with applicable laws, Indy In-Home Care LLC may be required to withhold

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wages for wage garnishments, child support orders, or other legally mandated deductions. The homecare agency will adhere to such garnishments or orders' legal requirements and processes.

4.12.9 Payroll Privacy and Confidentiality

Indy In-Home Care recognizes the importance of maintaining the privacy and confidentiality of employee payroll information. Access to payroll records and related information will be restricted to authorized personnel, such as the Payroll Department and management staff responsible for payroll administration.

4.12.10 Payroll Inquiries

Employees with questions or concerns regarding their wages, pay stubs, or any other payroll-related matters should contact the Payroll Department for assistance. The homecare agency will provide resources and support to address payroll inquiries promptly and accurately.

4.12.11 Referral Compensation

Referral compensations are as follows:

- Clinician: Up to \$250 after the referred employee works 250 hours and completes 90 days of employment.
- Patient: Up to \$250 after 30 days of service.

The referring employee is responsible for tracking the eligibility of their referral compensation and reporting it to the office for verification and inclusion in the payroll. Please note that referral compensation is considered taxable income.

However, the client must have auto insurance with the agency to allow the clinician to drive their vehicle.

4.13 Overtime and Holiday Pay

4.13.1 Overtime Pay

Indy In-Home Care complies with applicable federal, state, and local laws regarding overtime compensation. On-exempt employees who work more than the standard workweek or exceed the maximum hours set by law will be eligible for overtime pay at 1.5 times their regular hourly rate. Overtime must be approved in advance by the employee's supervisor or manager unless it is required to meet operational needs or address emergencies.

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4.13.2 Holiday Pay

Indy In-Home Care recognizes and provides paid time off for designated holidays as communicated by the homecare agency. Eligible employees will receive holiday pay for hours not worked on designated holidays. Holiday pay rates and eligibility criteria will be communicated to employees through the Human Resources Department or relevant homecare agency policies.

4.14 Benefits Overview

Indy In-Home Care offers a comprehensive benefits package to eligible employees. The specific eligibility criteria and plan details will be provided in the plan documents and communicated to employees through the Human Resources Department.

4.15 Health Insurance

Health insurance coverage is available to eligible employees and their dependents. Indy In-Home Care LLC offers medical, dental, and vision insurance plans to provide employees access to essential healthcare services. The specific details of the health insurance plans, including coverage options, premiums, and enrollment periods, will be outlined in the plan documents and communicated to employees through the Human Resources Department.

4.16 Retirement Plans

Indy In-Home Care offers retirement savings plans, such as a 401(k), to eligible employees. Employees may have the opportunity to contribute a portion of their earnings to a retirement savings account on a pre-tax basis, subject to plan provisions and applicable legal limits. The homecare agency may provide matching or other employer contributions, subject to plan provisions and eligibility requirements. Additional details regarding retirement plan options, contribution limits, and vesting schedules will be outlined in the plan documents and communicated to employees through the Human Resources Department.

4.17 Paid Time Off

Indy In-Home Care provides paid time off to eligible employees for vacation, personal days, and other planned time away from work. The specific accrual rates, maximum accrual limits, and rules for requesting and scheduling PTO will be outlined in homecare agency policies and communicated to employees through the Human Resources Department.

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4.18 Sick Leave

Indy In-Home Care recognizes the importance of allowing employees to take time off for illness or medical reasons. Eligible employees may be entitled to sick leave benefits following applicable laws and homecare agency policies. The specific sick leave accrual rates, maximum accrual limits, and documentation requirements will be outlined in homecare agency policies and communicated to employees through the Human Resources Department.

4.19 Other Benefits

Indy In-Home Care may offer additional benefits to eligible employees, such as:

4.19.1 Life Insurance

Providing financial protection to employees and their beneficiaries in the event of death.
 Disability Coverage: Offering income replacement in case of a non-work-related injury or illness that prevents an employee from performing their job.

4.19.2 Flexible Spending Accounts (FSAs)

Allowing employees to set aside pre-tax dollars to pay for eligible healthcare or dependent care expenses.

4.19.3 Employee Assistance Program (EAP)

Providing confidential counseling and support services to employees and their immediate family members.

4.19.4 Wellness Programs

Promoting employee health and well-being through fitness programs, health screenings, and educational resources.

4.20 Dress Code Policy

4.20.1 Clothing

Staff members should wear clean, in good repair, and appropriate for the professional setting. Clothing should be modest, non-revealing, and free from offensive or inappropriate graphics or messages.

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4.20.2 Jewelry and Accessories

Jewelry and accessories should be kept to a minimum to avoid interference with caregiving tasks. Avoid wearing excessive or dangling jewelry that may pose a safety risk to clients or staff.

4.20.3 Tattoos and Piercings

Tattoos and body piercings should be covered or removed if they could be considered distracting or offensive to clients or create a safety concern.

5.0 Employment Practices

5.1 Employment Standards

- Indy In-Home Care complies with all applicable federal, state, and local employment laws and regulations. The homecare agency ensures fair employment practices, including equal opportunity, non-discrimination, and compliance with immigration laws.
- Employment decisions, such as recruitment, hiring, promotions, and terminations, are based on merit, qualifications, and business needs, without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, or any other protected characteristic.
- Harassment, discrimination, and retaliation are strictly prohibited and will not be tolerated. Employees who believe they have experienced or witnessed such behavior should report it to their supervisor, manager, or the Human Resources Department.

5.2 Work Hours and Scheduling

- Indy In-Home Care in establishing work hours and schedules based on operational needs and client requirements and in compliance with applicable laws.
- Employees are expected to adhere to their assigned work schedules, including start, break, and end times, as communicated by their supervisor or manager.
- Requests for schedule changes, modifications, or accommodations should be submitted under homecare agency policies and communicated to the appropriate supervisor or manager.

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5.3 Attendance and Punctuality

- Regular and consistent attendance is essential for Indy In-Home Care LLC's smooth functioning and providing quality care to clients.
- Employees must arrive on time and be present for their scheduled shifts.
- Following established procedures, absences or late arrivals should be reported promptly to the employee's supervisor or manager.
- Excessive absenteeism or tardiness may result in disciplinary action, up to and including termination of employment.

5.4 Meal and Break Periods

- Indy In-Home Care provides employees with designated meal and break periods in compliance with applicable labor laws.
- Employees are expected to take their scheduled breaks and meal periods as provided, subject to operational needs and client care requirements.
- Unauthorized extensions of break periods or failure to take scheduled breaks may result in disciplinary action.

5.5 Dress Code and Appearance

- Indy In-Home Care maintains a professional and appropriate dress code to ensure a safe and respectful work environment.
- Employees are expected to dress in a manner that reflects professionalism, cleanliness, and adherence to homecare agency policies.
- The specific dress code requirements, including acceptable attire, grooming standards, and any exceptions, will be communicated to employees through homecare agency policies and guidelines.

5.6 Workplace Safety

- Indy In-Home Care is committed to providing all employees with a safe and healthy work environment.
- Employees must comply with all homecare agency safety policies, procedures, and guidelines.
- Employees should report unsafe conditions, hazards, or incidents to their supervisor,

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manager, or the designated safety officer.

5.7 Use of Homecare Agency Property and Resources

- Indy In-Home Care provides employees access to homecare agency property, equipment, and resources necessary to perform their duties.
- Employees are expected to use homecare agency property and resources responsibly, solely for work-related purposes, and under homecare agency policies.
- Unauthorized personal use, theft, or damage to homecare agency property may result in disciplinary action, including termination of employment.

6.0 Employee Conduct and Expectations

6.1 Professionalism and Ethics

- Employees are expected to perform their job duties diligently, effectively, and in accordance with homecare agency policies and standards.
- Clear performance expectations, including job responsibilities, quality standards, productivity targets, and behavioral expectations, will be communicated to employees by supervisors or managers.

6.2 Confidentiality and Data Protection

- Indy In-Home Care employees are entrusted with confidential and sensitive information about clients, employees, and the home care agency.
- Employees must maintain the confidentiality of this information and use it solely for work-related purposes.
- Unauthorized disclosure, misuse, or improper handling of confidential information may result in disciplinary action and legal consequences.

6.3 Code of Conduct

- Indy In-Home Care has established a code of conduct that outlines the expected behavior and ethical standards for all employees.
- Employees must read, understand, and adhere to the code of conduct in their interactions with colleagues, clients, and the general public.
- Violations of the code of conduct may result in disciplinary action, including

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termination.

6.4 Social Media and Online Behavior

- Employees should exercise caution and professionalism when using social media or engaging in online activities that may reflect Indy In-Home Care LLC.
- Employees are prohibited from sharing confidential or proprietary information about the homecare agency, its clients, or fellow employees on social media or any public platform.
- Inappropriate or offensive online behavior that negatively impacts the homecare agency's reputation or violates homecare agency policies may result in disciplinary action.

6.5 Substance Abuse and Drug Testing

- Indy In-Home Care maintains a drug-free workplace and prohibits using, possessing, or selling illegal drugs or alcohol abuse while on duty.
- Employees may be subject to drug and alcohol testing as permitted by law or homecare agency policy.
- Substance abuse policy violations may result in disciplinary action, including termination.

6.6 Workplace Violence and Bullying

- Indy In-Home Care is committed to providing a safe and respectful work environment free from violence, threats, intimidation, and bullying.
- Employees are expected to conduct themselves in a manner that promotes a positive and inclusive workplace culture.
- Any acts of violence, threats, harassment, intimidation, or bullying will not be tolerated and may result in disciplinary action, including termination.

6.7 Conflict Resolution

- Indy In-Home Care encourages open communication and constructive resolution of conflicts among employees.
- Employees should attempt to resolve conflicts through respectful dialogue, seeking guidance from supervisors or the Human Resources Department when necessary.
- Harassment, retaliation, or unprofessional behavior in conflict response is strictly prohibited.

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6.8 Performance Management

- Indy In-Home Care has a performance management process to monitor and assess employees' job performance, provide feedback, and support professional growth.
- Managers and supervisors will communicate performance expectations, set goals, provide coaching, and conduct performance reviews fairly and consistently.

6.9 Performance Expectations

- Employees are expected to perform their job duties diligently, effectively, and in accordance with homecare agency policies and standards.
- Clear performance expectations, including job responsibilities, quality standards, productivity targets, and behavioral expectations, will be communicated to employees by supervisors or managers.

6.10 Performance Reviews

- Indy In-Home Care conducts periodic performance reviews to evaluate employees' job performance, provide feedback, and identify areas for improvement.
- Performance reviews may include a discussion of strengths, areas for development, goal setting, and career progression opportunities.

6.11 Training and Development

- Indy In-Home Care is committed to providing employees with ongoing training and development opportunities to enhance job skills and knowledge.
- Employees may be required to participate in training programs, workshops, or educational activities to support their professional growth and ensure compliance with homecare agency policies and industry standards.

6.12 Promotion and Transfer Opportunities

- Indy In-Home Care strives to provide equal access to promotion and transfer opportunities based on merit, qualifications, and business needs.
- Vacancies, career advancement, and transfer opportunities will be communicated to employees through appropriate channels, and employees are encouraged to apply and demonstrate their interests and qualifications.

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6.13 Disciplinary Actions and Termination

- Indy In-Home Care maintains a fair and consistent disciplinary process to address employee misconduct, policy violations, or poor performance.
- Disciplinary actions may include verbal or written warnings, probation, suspension, or termination of employment, depending on the severity and recurrence of the violation.

7.0 Leaves of Absence

7.1 Family and Medical Leave

- Indy In-Home Care complies with the Family and Medical Leave Act (FMLA), which provides eligible employees with unpaid, job-protected leave for specified family and medical reasons.
- Eligible employees may take up to 12 weeks of FMLA leave within 12 months for reasons such as Debilitating health conditions, such as COVID-19, affecting the employee, Caring for a severely sick or injured family member, Maternity leave for childbirth or adoption, Foster care placement, Military caregiver leave, Domestic violence leave.
- Employees requesting FMLA leave must provide appropriate notice and documentation as law and homecare agency policies require.

7.2 Personal Leaves

- Indy In-Home Care understands that employees may need time off for personal reasons not covered by other leave categories.
- If applicable, personal leaves may be granted at the homecare agency's discretion, subject to operational needs and the employee's accrued paid leave balance.
- Employees should submit requests for personal leave in advance, following the established procedures outlined in the homecare agency policies.

7.3 Military Leave

- Indy In-Home Care complies with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and provides eligible employees with job-protected leave for military service obligations.
- Military employees or Reserve component members may take leave for training, deployment, or other military-related duties.

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- Employees must provide advance notice of military service and documentation as required by law and homecare agency policies.

7.4 Bereavement Leave

- Indy In-Home Care recognizes that employees may need time off to grieve the loss of a family member or loved one.
- Bereavement leave may be granted for a specified number of days, subject to the employee's relationship with the deceased and applicable state or local laws.
- Employees should notify their supervisor or manager as soon as possible to request bereavement leave and provide necessary documentation, such as a death certificate or obituary notice.

7.5 Jury Duty and Court Appearance

- Indy In-Home Care supports employees' civic responsibilities and complies with applicable laws regarding jury duty and court appearances.
- Employees who receive a summons for jury duty or are required to appear in court as a witness may take time off for these purposes.
- Employees should promptly notify their supervisor or manager and provide appropriate documentation upon receiving a summons or notice.

8.0 Employee Resources

8.1 Employee Assistance Program

- Indy In-Home Care offers an Employee Assistance Program (EAP) to support employees in managing personal and work-related challenges.
- The EAP provides confidential counseling services, resources, and referrals to help employees address stress, mental health concerns, substance abuse, financial difficulties, and more.
- Employees can access the EAP services through a dedicated helpline or online portal; participation is voluntary and free.

8.2 Employee Engagement and Recognition Programs

- Indy In-Home Care values employee engagement and recognizes the contributions of

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its workforce.

- The home care agency may implement employee engagement initiatives, such as employee surveys, suggestion programs, or focus groups, to gather feedback and improve the work environment.
- Additionally, the home care agency may have recognition programs to acknowledge and reward employees' achievements, such as employee of the Month programs, performance-based incentives, or service anniversary celebrations.

8.3 Employee Wellness Initiatives

- Indy In-Home Care promotes employee wellness and encourages a healthy work-life balance.
- The home care agency may offer wellness programs, initiatives, or resources to support employees' physical and mental well-being, such as health screenings, fitness challenges, stress management workshops, or access to wellness resources.
- Employees are encouraged to participate in wellness activities and take advantage of the resources available to them.

8.4 Employee Handbook Acknowledgment

- Upon joining Indy In-Home Care LLC, employees are given an employee handbook outlining the homecare agency's policies, procedures, and expectations.
- Employees must read the handbook carefully and sign an acknowledgment form to indicate their understanding and compliance with the policies and guidelines.
- The acknowledgment form serves as evidence that employees have received, reviewed, and understood the contents of the employee handbook.

9.0 Tuberculosis Evaluation and Documentation for Employees and Care Providers

Policy and Procedure Statement: Tuberculosis (TB) Screening and Education for Home Health Care Personnel

9.1 Purpose

Ensure all employees, staff members, persons providing care on behalf of the agency, and contractors who will have direct patient contact are evaluated for tuberculosis as required by

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the Indiana Code Laws for Home Health Agencies and PSA agencies.

9.2 Instructions

- Upon hire, each employee, staff member, person, and/or contractor providing care on behalf of the agency who will have direct patient contact will be evaluated for tuberculosis and documented as outlined in this policy.
- Any person with an adverse history of tuberculosis or a negative test result must have a baseline two-step tuberculin skin test using the Mantoux method or a quantifier-TB assay **unless** the individual has documentation that a tuberculin skin test has been applied at any time during the previous twelve (12) months and the result was negative.
- The second step of a two-step tuberculin skin test using the Mantoux method must be administered one (1) to three (3) weeks after the first tuberculin skin test was administered. Employees may not provide patient care until the second step is read.
- Any person:
 - with a documented history of tuberculosis;
 - previously had a positive test result for tuberculosis or
 - completion of treatment for tuberculosis or
 - newly positive results to the tuberculin skin test;
- Must have one (1) chest radiograph (chest x-ray) to exclude the diagnosis of tuberculosis and complete a TB Annual Assessment of Symptoms after that.
- The one (1) chest radiograph (chest x-ray) is not required to be repeated unless the annual follow-up did not occur timely based on the initial evaluation. This should be repeated every five (5) years.
- After baseline testing, tuberculosis evaluation will be completed annually and include, at a minimum, a tuberculin skin test using the Mantoux method or a QuantiFERON-TB assay test. If the employee meets the exception in #4. of this policy, they will complete a TB Annual Assessment of Symptoms.

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- The agency is responsible for maintaining documentation showing persons working for the agency with direct patient contact have a negative finding on a tuberculosis evaluation within the previous twelve (12) months.
 - The agency is responsible for maintaining the tuberculosis evaluations and clinical follow-ups required in separate medical files and treated as confidential medical records.
 - Upon request, these records shall be made available to the Indiana State Board of Health or their agent for review.
 - The Indiana State Board of Health or its agent will treat the information as confidential medical records and use it only for the purpose for which it is obtained.
 - Any person having a positive finding on the tuberculosis assessment will not work in the agency or provide direct patient contact unless approved by a physician to work.
- The agency has policies and procedures for controlling infectious diseases in compliance with applicable federal and state laws.

10.0 Non-Compete Policy

10.1 Policy Statement

This Non-Compete Policy (the "Policy") of Indy In-Home Care LLC is designed to safeguard our business interests, proprietary information, and competitive edge while ensuring the continuity of exceptional home health care services for our clients. This policy applies to all current and former employees who have voluntarily terminated their employment with Indy In-Home Care LLC.

10.2 Non-Compete Agreement

All employees must execute a formal Non-Compete Agreement upon employment with Indy In-Home Care LLC. This agreement explicitly prohibits employees from engaging in activities that compete with the business interests of Indy In-Home Care LLC for a specified duration following the termination of their employment.

10.3 Duration

The non-compete period shall extend for two (2) years from the date of an employee's termination.

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10.4 Restricted Activities

During the non-compete period, employees are expressly prohibited from:

- Establishing, owning, managing, or working for any business or entity that provides home healthcare services, including but not limited to home health agencies, caregiving services, or related healthcare services, within [Specify Geographic Area].
- Soliciting or attempting to solicit any of our clients, employees, or contractors to provide competitive home health care services.
- Disclosing or using any confidential, proprietary, or trade secret information of Indy IN-Home Care LLC for any purpose other than performing their duties during their employment with our company.

10.5 Consideration

In consideration for adhering to this non-compete policy, employees will receive compensation in the form of employment with Indy In-Home Care LLC and access to our comprehensive training and resources.

10.6 Enforcement

Indy In-Home Care views violations of this non-compete policy as serious and reserves the right to take legal action to enforce it. In the event of a breach of this policy, employees may be subject to legal remedies, including injunctive relief and damages.

10.7 Exceptions

Exceptions to this Policy may be considered on a case-by-case basis and must be approved in writing by the executive leadership of Indy In-Home Care LLC.

10.8 Review and Amendment

This Non-Compete Policy will be periodically reviewed and, if necessary, amended to ensure its continued effectiveness and alignment with relevant laws and regulations.

11.0 Non-Solicitation Agreement

11.1 Agreement Not to Solicit Employees

During the period of employment with Indy In-Home Care and for two years following

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termination, employees are required to refrain from recruiting, soliciting, inducing, or attempting to induce any employees of Indy In-Home Care to terminate their employment or end their relationship with the company.

11.2 Agreement Not to Solicit Clients

During their employment with Indy In-Home Care and for two years after termination, employees are obligated not to solicit, divert, take away, or attempt to divert, solicit, or take away the business, patronage, clients, customers, accounts, or prospective clients, customers, or accounts of Indy In-Home Care..

This non-solicitation agreement is a binding commitment that employees must adhere to during their employment and after termination.

11.3 Your supervisor

You and your supervisor are essential components of a closely-knit working team. Your supervisor expects you to perform your assigned work diligently, utilizing equipment and safety measures as intended and striving for optimal productivity. Whenever necessary, seek guidance and direction from your supervisor. Their ultimate goal is to support your success and facilitate a positive work environment.

Acknowledgment

By signing below, I acknowledge that I have thoroughly reviewed, fully understood, and committed to adhere to the *Indy In- Home Care LLC* employee handbook. I also acknowledge my right to seek legal counsel or advice before finalizing my agreement.

Note; Please note that this Policy and Procedure manual is a legally binding document, subject to potential amendments without prior notification to employees. You are encouraged to seek legal counsel before signing. Non-compliance with this Policy may lead to legal consequences.

Employee's Name: _____ date: _____

Employee's Signature: _____

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