



EMPLOYEE HANDBOOK

Community Pledge In Home Care

A 501(c)(3) Nonprofit Non-Medical Medicaid Home Help Agency

Michigan Thumb Region

Effective Date: 2026

This handbook contains important information about your employment with Community Pledge In Home Care. Please read it carefully and retain it for future reference.

SECTION 1: WELCOME & INTRODUCTION.....	5
Welcome Letter.....	5
Agency Mission, Vision, and Values.....	5
Organization History and Purpose.....	5
How to Use This Handbook.....	6
Handbook Disclaimer.....	6
SECTION 2: EMPLOYMENT POLICIES.....	7
At-Will Employment.....	7
Equal Employment Opportunity.....	7
Americans with Disabilities Act (ADA) Accommodation.....	7
Anti-Harassment and Anti-Discrimination Policy.....	7
Michigan Whistleblower Protection Act.....	8
Employment Classifications.....	8
Background Check and TB Test Requirements.....	8
CHAMPS Enrollment Requirement.....	8
SECTION 3: COMPENSATION & PAYROLL.....	10
Wage Structure.....	10
Pay Periods.....	10
Timekeeping Requirements.....	10
Overtime Policy.....	10
Holiday Pay.....	10
Training Meeting Compensation.....	10
Payroll Deductions.....	11
Direct Deposit.....	11
Pay Discrepancy Resolution.....	11
SECTION 4: EMPLOYEE BENEFITS.....	12
Paid Earned Sick Time.....	12
Workers Compensation Coverage.....	12
Paid Training.....	12
Leaves of Absence.....	12
SECTION 5: WORK SCHEDULES & ATTENDANCE.....	13
Scheduling Procedures.....	13
Attendance Expectations.....	13
Tardiness Policy.....	13
Call-Off Procedures.....	13
No-Call/No-Show Policy.....	13

Flexible Holiday Scheduling.....	13
SECTION 6: JOB DESCRIPTION — HOME CARE AIDE.....	14
Position Summary.....	14
Essential Duties.....	14
Qualifications.....	14
Physical Requirements.....	14
Working Conditions.....	15
SECTION 7: STANDARDS OF CONDUCT & CODE OF ETHICS.....	16
Professional Conduct Expectations.....	16
Dress Code.....	16
Client Rights and Dignity.....	16
Professional Boundaries with Clients.....	16
Cell Phone and Social Media Policy.....	16
Substance Abuse Policy.....	17
Smoking Policy.....	17
SECTION 8: CLIENT CARE POLICIES.....	18
Person-Centered Service Plan (PCSP) Compliance.....	18
Scope of Practice.....	18
Incident and Accident Reporting.....	18
Client Abuse, Neglect, and Exploitation — Mandatory Reporting.....	18
Emergency Procedures.....	18
Infection Control and Universal Precautions.....	18
Documentation Requirements.....	19
Transportation Policy.....	19
Grocery Shopping for Clients.....	19
SECTION 9: CONFIDENTIALITY & HIPAA.....	20
HIPAA Compliance.....	20
Client Confidentiality Obligations.....	20
Protected Health Information (PHI) Handling.....	20
Social Media and Confidentiality.....	20
Consequences of Violations.....	20
Confidentiality Agreement.....	20
SECTION 10: SAFETY & HEALTH.....	21
Workplace Safety (MIOSHA Compliance).....	21
Workers Compensation: Injury Reporting and Return-to-Work.....	21
Bloodborne Pathogens.....	21

Personal Protective Equipment (PPE).....	21
Ergonomics and Safe Lifting.....	21
Driving Safety for Caregivers.....	21
Weather and Travel Safety (Rural Thumb Region).....	22
Violence Prevention and Personal Safety.....	22
SECTION 11: TRAINING & DEVELOPMENT.....	23
Orientation and Onboarding.....	23
Training Meetings.....	23
Ongoing Education Opportunities.....	23
Performance Evaluations.....	23
SECTION 12: PROGRESSIVE DISCIPLINE.....	25
Step 1: Verbal Warning.....	25
Step 2: Written Warning.....	25
Step 3: Final Written Warning / Suspension.....	25
Step 4: Termination.....	25
Offenses Warranting Immediate Termination.....	25
SECTION 13: SEPARATION OF EMPLOYMENT.....	26
Voluntary Resignation.....	26
Involuntary Termination.....	26
Job Abandonment.....	26
Return of Company Property.....	26
Final Paycheck.....	26
Exit Interview.....	26
References Policy.....	26
SECTION 14: ACKNOWLEDGMENT & AGREEMENTS.....	27
At-Will Employment Acknowledgment.....	27
Confidentiality Acknowledgment.....	27
HIPAA Acknowledgment.....	27
Policy Compliance Acknowledgment.....	27
Handbook Signature Page.....	27

SECTION 1: WELCOME & INTRODUCTION

Welcome Letter

Dear New Team Member,

On behalf of Community Pledge In Home Care, we warmly welcome you to our organization. We are pleased that you have chosen to join our team of dedicated caregivers serving the Thumb region of Michigan. Your decision to work with us reflects your commitment to compassionate, person-centered home care.

This Employee Handbook is designed to provide you with comprehensive information about our agency, our policies, and your rights and responsibilities as an employee. Please take time to read it carefully and ask questions if anything is unclear. We are committed to creating a supportive, respectful workplace where every team member can thrive while delivering excellent care to our clients.

We look forward to working with you.

Sincerely,

Community Pledge In Home Care Leadership

Agency Mission, Vision, and Values

Mission

Community Pledge In Home Care is a 501(c)(3) nonprofit organization dedicated to providing compassionate, high-quality non-medical home help services to seniors and vulnerable adults in the Michigan Thumb region. We are committed to supporting individuals in their own homes, enabling them to maintain independence, dignity, and connection to their communities.

Vision

Every person deserves to age in place with respect, care, and community support. We envision a Thumb region where individuals can access reliable, affordable home help services that enhance their quality of life and strengthen family bonds.

Values

- Faith-Inspired Community Care: We serve with compassion rooted in faith principles, treating all people with dignity and respect.
- Person-Centered Service: We honor individual preferences, cultural backgrounds, and self-determination in all care decisions.
- Professional Excellence: We maintain high standards of training, competence, and ethical conduct.
- Transparency and Accountability: We operate with integrity and transparency in all business practices.
- Community Partnership: We collaborate with clients, families, and community organizations to strengthen support networks.
- Employee Well-Being: We invest in our team members through fair compensation, professional development, and a supportive workplace culture.

Organization History and Purpose

Community Pledge In Home Care was established as a 501(c)(3) nonprofit organization to address the growing need for affordable, quality non-medical home help services in the Michigan Thumb region (Huron, Tuscola, and Sanilac counties). As a Medicaid Home Help Program provider and private pay service provider, we serve seniors and vulnerable populations who need assistance with activities of daily living (ADLs) and instrumental activities of daily living (IADLs) while enabling them to remain in their homes and communities.

Our agency operates under Person-Centered Service Plans developed collaboratively with clients and their families. We employ and train a dedicated workforce of compassionate caregivers who provide reliable, respectful support tailored to each individual's unique needs and preferences.

How to Use This Handbook

This handbook is organized into sections covering different aspects of your employment. You should:

1. Read the entire handbook carefully.
2. Keep it for future reference.
3. Ask your supervisor if you have questions about any policy.
4. Sign the acknowledgment form at the end confirming you received and reviewed the handbook.

Handbook Disclaimer

IMPORTANT: This handbook is an informational document describing company policies and procedures. It does not constitute an employment contract, nor does it create any contractual obligations on the part of Community Pledge In Home Care or modify the at-will nature of employment. The policies described in this handbook are guidelines only and are subject to change at the sole discretion of management without notice. All employment is at-will, meaning either the employee or the company may terminate the employment relationship at any time, with or without cause, with or without notice.

In the event of any conflict between this handbook and applicable federal or Michigan law, the law shall prevail. This handbook is not intended to cover every possible situation; management reserves the right to make reasonable modifications to policies and procedures as needed.

SECTION 2: EMPLOYMENT POLICIES

At-Will Employment

Employment with Community Pledge In Home Care is at-will. This means that both you and the company may terminate the employment relationship at any time, with or without cause, and with or without notice. No verbal statement, policy, or course of conduct shall be construed to create any employment contract. Nothing in this handbook shall be construed to modify the at-will nature of employment or to limit the company's right to terminate employment in its sole discretion.

Equal Employment Opportunity

Community Pledge In Home Care is an Equal Opportunity Employer. In keeping with federal law and Michigan's Elliott-Larsen Civil Rights Act, we provide equal employment opportunity to all applicants and employees — in recruitment, hiring, compensation, benefits, training, promotion, and termination — without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity or expression, height, weight, familial status, marital status, or any other characteristic protected by law.

Americans with Disabilities Act (ADA) Accommodation

Community Pledge In Home Care complies with the Americans with Disabilities Act (ADA) and does not discriminate against qualified individuals with disabilities. We are committed to providing reasonable accommodations to qualified employees with disabilities to enable them to perform the essential functions of their job and to enjoy equal opportunities and privileges of employment.

To Request an Accommodation: If you need a reasonable accommodation due to a disability, contact your supervisor or the office manager as soon as possible. You may be asked to provide medical documentation to support your request. The company will engage in an interactive process to determine whether the requested accommodation is reasonable and feasible.

Anti-Harassment and Anti-Discrimination Policy

Community Pledge In Home Care is committed to maintaining a workplace free from harassment and discrimination. We prohibit harassment or discrimination based on race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity or expression, or any other protected characteristic.

Sexual Harassment

Sexual harassment in any form is prohibited. This includes unwelcome sexual advances, requests for sexual favors, unwelcome touching, jokes or comments of a sexual nature, unwelcome flirtation, displays of sexually suggestive materials, and any conduct of a sexual nature that interferes with work performance or creates an intimidating, hostile, or offensive work environment.

Reporting Procedures

If you experience or witness harassment or discrimination, you are encouraged to report it immediately to:

- Your direct supervisor
- The office manager

- Any member of management

Your report should include specific details about the conduct, dates, times, individuals involved, and any witnesses.

Investigation Process

Upon receipt of a report, management will:

5. Acknowledge receipt of the complaint
6. Conduct a prompt, impartial investigation
7. Maintain confidentiality to the extent possible
8. Document findings
9. Take corrective action if harassment or discrimination is substantiated
10. Notify the complainant of the outcome

Retaliation Prohibition

It is strictly prohibited to retaliate, threaten, or otherwise discriminate against any employee for reporting harassment or discrimination in good faith, for cooperating in an investigation, or for opposing a practice believed to violate this policy. Any retaliation will result in disciplinary action, up to and including termination.

Michigan Whistleblower Protection Act

Community Pledge In Home Care complies with the Michigan Whistleblower Protection Act. Employees are protected from retaliation for refusing to participate in conduct that violates law or for reporting suspected legal violations to government agencies.

Employment Classifications

Full-Time Employees

Full-time employees work 30 or more hours per week and receive paid sick time as described in Section 4.

Part-Time Employees

Part-time employees work fewer than 30 hours per week and receive prorated paid sick time based on their expected annual hours (see Section 4).

Background Check and TB Test Requirements

As a condition of employment in a position that involves contact with vulnerable populations, all employees must:

- Successfully complete a comprehensive background check, including criminal history, prior work history, and references
- Provide proof of a negative tuberculosis (TB) test prior to starting employment
- Report any criminal charges or convictions occurring after hire immediately to the office manager

The company reserves the right to disqualify applicants or terminate employees based on background check findings or failure to provide required TB test documentation.

CHAMPS Enrollment Requirement

As a Medicaid Home Help Program provider, every caregiving employee must be enrolled in Michigan's CHAMPS Medicaid provider system (Community Health Automated Medicaid Processing System) and associated with our agency before providing Home Help services. Our

office takes care of this for you. At hire you will sign a short MDHHS authorization form (MSA-204) that allows us to complete and submit your CHAMPS enrollment on your behalf; we also handle the required criminal history screening, the association to our agency, and the periodic revalidation MDHHS requires. You will need to provide photo identification and your Social Security number and to accept the Home Help terms and conditions. Employees must remain actively enrolled in CHAMPS as a condition of continued employment in a caregiving position.

SECTION 3: COMPENSATION & PAYROLL

Wage Structure

Your hourly pay rate is stated in your offer letter and in the job description acknowledgment you sign in the employee portal. Community Pledge In Home Care does not have scheduled raises. Caregiver wages are reviewed each January, when the State of Michigan publishes its Home Help caregiver rate, and any change to your rate will be confirmed to you in writing. Questions about your pay should be directed to the office manager.

Pay Periods

Employees are paid biweekly, by direct deposit to their designated bank account (encouraged) or by check.

Timekeeping Requirements

Accurate timekeeping is essential. All employees must:

- Record all hours worked accurately on time sheets
- Only record hours actually worked
- Never work off-the-clock (without compensation)
- Report discrepancies immediately

Falsification of time records is grounds for immediate termination. For caregivers with multiple clients, tracking time accurately by client is required for Medicaid billing purposes.

Overtime Policy

Compensation for time worked over 40 hours in a week is paid at one-and-one-half times (1.5x) the employee's regular rate of pay, in accordance with the Fair Labor Standards Act (FLSA).

Holiday Pay

Essential Holiday Care

Employees who work on designated holidays (such as Thanksgiving, Christmas, New Year's Day) to provide essential care to clients receive pay at one-and-one-half times (1.5x) their regular hourly rate.

Holiday Flexibility

Holidays are otherwise unpaid. To maintain income during holidays, employees may arrange — with office approval, and as long as their clients' care needs and schedules permit — to shift their work hours within the week to continue earning regular pay while taking other days off to observe the holiday. This flexible approach allows employees to spend time with family while maintaining their full paycheck.

Training Meeting Compensation

Training sessions are held as needed — up to once a month — online or in person at a central Thumb location (such as Cass City), and attendance is required when a session is scheduled. The State of Michigan sets no minimum number of annual training hours for Home Help caregivers; bloodborne-pathogen training is provided at hire and annually as required by MIOSHA. Training time is paid at the Michigan minimum wage (\$13.73 per hour in 2026; \$15.00 per hour effective January 1, 2027), regardless of the employee's regular hourly wage.

Payroll Deductions

The following deductions are made from employee paychecks as required or authorized:

- Federal Income Tax (FICA: 7.65% employee share)
- State Income Tax (as required by Michigan law)
- Voluntary deductions authorized in writing by the employee

The company matches the employer share of FICA. The company is exempt from Federal Unemployment Tax (FUTA) as a Section 501(c)(3) nonprofit organization. State Unemployment Insurance (SUTA) is paid as required by Michigan law.

Direct Deposit

Direct deposit of paychecks to an employee's designated bank account is strongly encouraged. Employees may arrange direct deposit by providing banking information and completing the necessary authorization form.

Pay Discrepancy Resolution

If an employee believes there is an error in their paycheck, they should report it to the office manager immediately. The company will investigate and correct any discrepancies within one pay period. All employees will receive full compensation for all hours worked.

SECTION 4: EMPLOYEE BENEFITS

Paid Earned Sick Time

In accordance with the Michigan Earned Sick Time Act (ESTA), Community Pledge In Home Care provides paid sick time up front rather than by accrual. On January 1 of each year, every employee receives 40 hours of paid sick time (72 hours once the agency has more than 10 employees). Employees hired during the year receive a prorated amount at hire, and part-time employees receive an amount proportional to the annual hours stated in their offer letter (with additional time added if they work more than expected). Because sick time is provided up front, unused hours do not carry over from one year to the next and are not paid out at separation. Sick time may be used, in one-hour increments, for the reasons permitted under ESTA. Please give your supervisor as much advance notice as possible for planned time off, and notify the office as soon as you can for an unplanned absence so that client coverage can be arranged.

Workers Compensation Coverage

Community Pledge In Home Care provides Workers Compensation insurance coverage for all employees as required by Michigan law. This coverage protects employees who suffer work-related injuries or illnesses. Coverage includes medical expenses, rehabilitation, and partial wage replacement. See Section 10: Safety & Health for information on reporting workplace injuries.

Paid Training

All training is paid from day one — this includes orientation, ongoing skills development, and periodic in-service sessions (up to once a month). Training is paid from your first day of employment.

Leaves of Absence

Community Pledge In Home Care is not currently covered by the federal Family and Medical Leave Act, which applies to employers with 50 or more employees. Requests for unpaid time off for medical, family, or personal reasons are considered on a case-by-case basis; please speak with the office manager as early as possible so that client coverage can be arranged. Jury duty and military leave are provided as required by law.

SECTION 5: WORK SCHEDULES & ATTENDANCE

Scheduling Procedures

Schedules are created based on the Person-Centered Service Plans (PCSPs) of our clients. Caregivers are assigned to clients according to their qualifications, experience, and availability. Scheduling is coordinated by the office manager.

- Schedules are typically posted in advance
- Employees must be flexible to accommodate client needs
- Changes to schedules will be communicated as soon as possible

Attendance Expectations

Regular, reliable attendance is critical to our service delivery and our clients' care. Clients depend on our caregivers to arrive on time and provide consistent support. Absenteeism or tardiness disrupts client care, creates additional burden on other team members, and may result in disciplinary action.

Tardiness Policy

Employees are expected to arrive at scheduled appointments on time. Tardiness impacts client care and other employees' schedules. Repeated tardiness is grounds for progressive discipline. If you are running late, notify your supervisor immediately.

Call-Off Procedures

If you cannot work a scheduled shift, you must:

11. Contact your supervisor or the office manager as soon as possible
12. Provide as much advance notice as possible (preferably 24 hours or more)
13. Explain the reason for the absence
14. Follow any additional notification procedures established by the office

Failure to provide adequate notice makes it difficult to find coverage and impacts client care.

No-Call/No-Show Policy

A no-call/no-show occurs when an employee fails to report to work without notifying their supervisor. This is a serious violation of company policy that disrupts client care and reflects poorly on professional commitment.

Progressive discipline for no-call/no-show: First occurrence: Written warning. Second occurrence: Final written warning or suspension. Third consecutive day of no-call/no-show without contact: Voluntary resignation / job abandonment. Any repeat of three consecutive no-call/no-shows will result in termination.

Flexible Holiday Scheduling

To help employees maintain full paychecks during holidays while allowing time for family and cultural observances, employees may arrange to shift their work hours within a given week, provided their clients' care needs and schedules permit and the office approves the change. For example, if a holiday falls on Thursday, an employee may work additional hours on other days that week and take Thursday off without pay loss. This flexibility is designed to support work-life balance while ensuring client care needs are met.

SECTION 6: JOB DESCRIPTION — HOME CARE AIDE

Position Summary

A Home Care Aide provides compassionate, person-centered non-medical assistance to clients in their own homes. The position involves helping clients maintain independence, dignity, and quality of life while receiving support with daily living activities. Home Care Aides work according to each client's Person-Centered Service Plan (PCSP) and must maintain professional, ethical standards in all client interactions.

Essential Duties

The following are core duties of a Home Care Aide:

Activities of Daily Living (ADLs)

- Personal hygiene assistance: bathing, grooming, dressing, toileting
- Assisting with mobility and ambulation
- Assistance with eating and feeding
- Assistance with elimination (toileting, incontinence care)

Instrumental Activities of Daily Living (IADLs)

- Light housekeeping: cleaning, laundry, tidying client areas
- Meal planning and preparation
- Yard work and seasonal maintenance (as specified in PCSP)

Grocery Shopping and Errands

- Assistance with shopping for groceries and household items
- Running necessary errands within the community

Companionship and Emotional Support

- Engaging in conversation and activities that promote social connection
- Listening without judgment and providing emotional support
- Supporting client participation in community activities

Documentation and Reporting

- Accurately completing time sheets and care notes
- Reporting incidents, concerns, and changes in client status
- Maintaining confidentiality of client information

Qualifications

- High school diploma or equivalent
- Valid background check with no disqualifying criminal history
- Negative TB test
- Ability to communicate effectively with clients, families, and team members
- Compassion, patience, and genuine respect for client dignity
- Reliability and strong attendance
- Ability to work independently in client homes
- Valid driver's license and reliable transportation (for travel between client homes and running errands on clients' behalf)
- CHAMPS enrollment (Michigan Medicaid provider system)

Physical Requirements

The following physical demands are typical for this position:

- Frequent standing, walking, bending, and lifting (up to 25-35 lbs)
- Assisting clients with transfers and mobility
- Fine motor skills for personal care tasks
- Ability to work in various home environments

Working Conditions

Home Care Aides work in client homes, which vary in temperature, cleanliness, and condition. Schedules may include early morning, evening, weekend, or holiday hours. Employees must be flexible and adapt to each unique home environment while maintaining professional standards.

SECTION 7: STANDARDS OF CONDUCT & CODE OF ETHICS

Professional Conduct Expectations

All employees represent Community Pledge In Home Care and must conduct themselves with professionalism, integrity, and respect. Employees must:

- Treat all clients, families, colleagues, and the public with respect and dignity
- Maintain professional boundaries in all interactions
- Follow all company policies and procedures
- Report safety concerns and policy violations
- Maintain punctuality and reliable attendance
- Support team members and contribute to a positive work environment

Dress Code

Employees must maintain a clean, neat, professional appearance appropriate for a client home environment:

- Clothing must be clean and in good repair
- Closed-toe shoes are required (for safety and professionalism)
- Avoid overly casual attire, revealing clothing, or clothing with offensive graphics
- Name badge must be worn and visible

Client Rights and Dignity

All clients have the right to:

- Be treated with respect and dignity at all times
- Privacy during personal care activities
- Make choices about their care and daily activities
- Have grievances heard and addressed
- Be treated equally regardless of race, religion, culture, gender identity, or other characteristics

Professional Boundaries with Clients

Maintaining professional boundaries protects both clients and employees. The following are prohibited:

- Accepting gifts from clients (except small tokens of gratitude of minimal value)
- Borrowing money or personal items from clients
- Engaging in romantic or sexual relationships with clients
- Making personal use of client property, food, or beverages without explicit permission
- Sharing personal problems or seeking emotional support from clients
- Discussing personal financial matters with clients

Cell Phone and Social Media Policy

To maintain professional focus and client safety:

- Personal cell phones should not be used during client care except in genuine emergencies
- Do not post about clients on social media under any circumstances
- Do not share client photos, identifying information, or details about their care online
- Maintain professional online presence; avoid posts that could reflect negatively on the agency

Substance Abuse Policy

Zero tolerance: The use, possession, sale, or distribution of illegal drugs, alcohol, or unauthorized controlled substances while on duty or on company premises is strictly prohibited. Working while impaired by any substance jeopardizes client safety and is grounds for immediate termination.

Smoking Policy

Smoking is not permitted in client homes or in any vehicle while on duty. Employees who smoke must be mindful of smoke odor on clothing before entering client homes.

SECTION 8: CLIENT CARE POLICIES

Person-Centered Service Plan (PCSP) Compliance

All client care must follow the approved Person-Centered Service Plan (PCSP). The PCSP is developed collaboratively with the client, family, and care team, and outlines specific care activities, schedules, preferences, and goals. Caregivers must:

- Read and understand each client's PCSP before providing care
- Follow the care activities, frequencies, and methods specified
- Respect client preferences and choices within the PCSP framework
- Report changes in client status or requests to deviate from the plan

Scope of Practice

Home Care Aides are NOT permitted to: Administer medications, injections, or medical treatments; perform medical assessments or diagnoses; provide wound care or catheter care; perform health monitoring beyond simple observation and reporting; or provide physical therapy or other medical services.

Home Care Aides MAY: Remind clients to take medications as scheduled (non-medical reminder only); observe and report changes in client condition; assist with basic activities of daily living; and provide emotional support and companionship.

Incident and Accident Reporting

Any incidents or accidents involving clients or occurring at client homes must be reported:

- Immediately to the supervisor by phone
- In writing within 24 hours
- Include detailed description of what occurred, when, where, who was involved, and any injuries

Examples of reportable incidents: falls, medication errors, client complaints, family concerns, property damage, or unsafe conditions.

Client Abuse, Neglect, and Exploitation — Mandatory Reporting

Under Michigan law, employees are mandatory reporters. Any suspected abuse, neglect, or exploitation of a vulnerable adult must be reported:

- Immediately to the supervisor
- To Adult Protective Services or law enforcement
- No retaliation will be taken against employees who report suspected abuse in good faith

Abuse includes physical harm, sexual abuse, emotional abuse, financial exploitation, or abandonment. Neglect includes failure to provide necessary care. All employees must be vigilant and report concerns immediately.

Emergency Procedures

In the event of a medical emergency, fire, or other urgent situation:

15. Ensure immediate safety—Call 911 if needed
16. Provide first aid or CPR only if trained and certified
17. Contact the office and provide a full report
18. Document the emergency and follow-up actions

Infection Control and Universal Precautions

Caregivers must follow infection control practices to protect themselves and clients:

- Wash hands frequently with soap and warm water
- Wear gloves when handling bodily fluids or items soiled with bodily fluids
- Use personal protective equipment (PPE) as appropriate
- Follow client and agency cleaning and sanitation guidelines
- Report if you are ill with contagious symptoms and do not work

Documentation Requirements

Accurate documentation is essential for client safety, billing, and continuity of care. Employees must:

- Complete time sheets accurately showing arrival and departure times
- Document care activities provided on behalf of clients
- Report any incidents, changes in client status, or safety concerns
- Keep records legible, factual, and complete
- Never backdate entries or falsify records

Transportation Policy

Community Pledge does not transport clients. Caregivers do not drive clients to appointments, activities, or outings; providing client transportation is not part of our services at this time.

Caregivers do, however, run errands on a client's behalf (such as grocery shopping or picking up household items) using their own vehicle. When running an errand for a client:

- Maintain a valid driver's license and vehicle insurance
- Keep your vehicle in safe, working condition
- Obey all traffic laws and safety requirements
- Keep accurate receipts and document your time and mileage
- Report accidents or traffic violations immediately

If a client needs transportation, notify the office. The Care Coordinator can help identify appropriate community transportation resources; caregivers should not provide transportation themselves.

Grocery Shopping for Clients

Grocery shopping for clients is a covered IADL when specified in the Person-Centered Service Plan. Caregivers must:

- Shop for items requested by the client
- Maintain accurate receipts and account for all monies spent
- Document time and mileage appropriately
- Never purchase items for personal use with client funds

SECTION 9: CONFIDENTIALITY & HIPAA

HIPAA Compliance

Although Community Pledge In Home Care is a non-medical agency, we may handle Protected Health Information (PHI) when coordinating care and serving Medicaid clients. We are committed to protecting client privacy in accordance with HIPAA (Health Insurance Portability and Accountability Act) standards.

Client Confidentiality Obligations

All employees must maintain strict confidentiality regarding client information:

- Never disclose client information to unauthorized persons
- Discuss client care only with authorized team members on a need-to-know basis
- Do not discuss clients in public, where others might overhear
- Keep client documentation secure and away from unauthorized access
- Ensure client privacy during care activities (close doors, draw curtains)

Protected Health Information (PHI) Handling

PHI includes any information in medical records or health plans that identifies a client. PHI must be:

- Used only for authorized purposes
- Kept secure and protected from unauthorized access
- Not disclosed except as permitted by law or with client consent
- Properly destroyed or returned when no longer needed

Social Media and Confidentiality

Under no circumstances may employees:

- Post about clients on social media
- Share client photos or identifying information online
- Discuss client care or circumstances on social media
- Tag clients or family members in posts

Consequences of Violations

Violations of confidentiality and HIPAA can result in immediate termination and potential legal liability. The company takes confidentiality breaches very seriously.

Confidentiality Agreement

All employees must sign a separate Confidentiality Agreement as a condition of employment. The agreement reinforces these policies and acknowledges understanding of obligations.

SECTION 10: SAFETY & HEALTH

Workplace Safety (MIOSHA Compliance)

Community Pledge In Home Care is committed to maintaining safe working conditions in accordance with the Michigan Occupational Safety and Health Act (MIOSHA). Employees have the right to a safe workplace and must:

- Report hazards, unsafe conditions, or safety concerns immediately
- Follow all safety policies and procedures
- Use proper techniques for lifting and assisting clients
- Wear required personal protective equipment

Workers Compensation: Injury Reporting and Return-to-Work

Community Pledge In Home Care carries Workers Compensation insurance as required by Michigan law. If you suffer a work-related injury or illness:

19. Report the injury to your supervisor immediately
20. Seek medical attention if needed
21. Complete an incident report within 24 hours
22. Cooperate with medical providers and return-to-work planning

Workers Compensation coverage provides medical treatment and partial wage replacement during recovery. Our Workers Compensation class code is CAOM 8835.

Bloodborne Pathogens

Employees may be exposed to bloodborne pathogens (HIV, Hepatitis B, Hepatitis C) through contact with bodily fluids. Caregivers must:

- Wear gloves when handling bodily fluids
- Practice hand hygiene
- Properly dispose of contaminated materials
- Report needlesticks or exposures immediately
- Receive training on bloodborne pathogen prevention

Personal Protective Equipment (PPE)

The company will provide necessary PPE (gloves, hand sanitizer, etc.) at no cost to employees. Employees must use PPE appropriately and report shortages to the office manager.

Ergonomics and Safe Lifting

Back injuries are common in caregiving. To protect yourself:

- Use proper body mechanics when lifting: bend at the knees, keep a straight back, hold objects close to your body
- Avoid lifting objects over 35 lbs without assistance
- Use client lifting devices (lift chairs, bed rails, transfer belts) when available
- Ask for help if unsure about safe techniques

Driving Safety for Caregivers

Caregivers who drive between client homes or run errands for clients must:

- Maintain a valid driver's license and auto insurance
- Obey all traffic laws
- Avoid distracted driving (no cell phones unless hands-free)
- Maintain vehicle in safe condition

- Report accidents or traffic violations immediately

Weather and Travel Safety (Rural Thumb Region)

The Michigan Thumb region experiences harsh winters and rural road conditions. During severe weather:

- Contact the office if travel is unsafe
- Maintain emergency supplies (blanket, first aid, flashlight) in your vehicle
- Allow extra travel time on icy roads
- Inform office of any vehicle problems affecting client visits

Violence Prevention and Personal Safety

While we serve a vulnerable population, employee safety is paramount. If you feel unsafe in a client home:

- Remove yourself from the situation immediately
- Call 911 if you are in danger
- Report safety concerns to the office manager immediately
- Avoid traveling alone if possible; carry a cell phone
- Trust your instincts; if something feels wrong, it probably is

Any threats, violence, or harassment directed at employees will not be tolerated. The company will take appropriate action, which may include terminating the client relationship.

SECTION 11: TRAINING & DEVELOPMENT

Orientation and Onboarding

New employees will complete a comprehensive onboarding during the first two weeks of employment, including:

- Agency orientation and mission overview
- Review of all employee handbook policies
- Confidentiality and HIPAA training
- Workplace safety and emergency procedures
- Person-Centered Service Plan overview
- Initial client assignments and introduction
- Overview of payroll, timekeeping, and administrative procedures

Training Meetings

Training meetings are held as needed — up to once a month — and attendance is required when a meeting is scheduled. The State sets no minimum number of annual training hours for Home Help caregivers; bloodborne-pathogen training is provided at hire and annually. These meetings are:

- Held online or in person at a central Thumb location (such as Cass City)
- Paid at the Michigan minimum wage (\$13.73 per hour in 2026; \$15.00 per hour from January 1, 2027)
- Typically 1–2 hours in duration
- Scheduled in advance with employee notification

Training Topics

Topics covered include:

- Health and wellness topics
- Aging and disability awareness
- Dementia care and communication
- Fall prevention and safety
- Infection control and hygiene
- Medicaid rules and compliance
- Guest speakers (social workers, healthcare providers)
- Agency updates and policy reviews

Ongoing Education Opportunities

The company encourages ongoing professional development. Employees may:

- Pursue Home Health Aide certification
- Participate in CPR/First Aid training
- Attend relevant workshops or webinars
- Discuss career development goals with supervisors

Performance Evaluations

All employees receive formal performance reviews:

- 90-day review: After completing the introductory period
- Annual review: Each calendar year to assess job performance, strengths, and development areas
- Ad-hoc reviews: As needed to address performance concerns or improvements

Reviews assess reliability, quality of work, client feedback, communication, teamwork, and adherence to policies.

SECTION 12: PROGRESSIVE DISCIPLINE

Community Pledge In Home Care uses progressive discipline to address performance issues and policy violations. The goal is to help employees understand expectations and improve performance. Discipline typically follows this progression:

Step 1: Verbal Warning

For minor first offenses, a supervisor provides a verbal warning. The conversation documents the concern and expected behavior going forward.

Step 2: Written Warning

For repeated or more serious offenses, a written warning is issued, documenting the violation and expectations for improvement. The employee signs to acknowledge receipt.

Step 3: Final Written Warning / Suspension

For continued violations or serious misconduct, a final written warning or suspension may be issued. Suspension is without pay.

Step 4: Termination

If behavior does not improve or in cases of severe misconduct, employment is terminated.

Offenses Warranting Immediate Termination

The following actions may result in immediate termination without progressive discipline:

- Abuse or neglect of a client
- Theft or embezzlement
- Substance abuse while on duty or under the influence
- Violation of client confidentiality or HIPAA
- Three consecutive days of no-call/no-show (considered voluntary resignation / job abandonment)
- Violence or threats toward clients, colleagues, or the public
- Falsification of records or time sheets
- Working off-the-clock

SECTION 13: SEPARATION OF EMPLOYMENT

Voluntary Resignation

Employees who wish to leave the company are asked to provide at least two weeks' notice. A resignation letter should be submitted to the office manager, stating the reason for leaving and the final date of employment. While notice is requested, employment remains at-will, and either party may terminate at any time.

Involuntary Termination

The company may terminate employment at any time, with or without cause. Termination may be with or without notice at the company's discretion. Employees will be notified of termination and the reason (if any).

Job Abandonment

An employee who is absent from work for three consecutive days without notifying the company is considered to have abandoned the job. This constitutes a voluntary resignation. The company may treat job abandonment as grounds for immediate termination.

Return of Company Property

Upon separation, employees must return all company property, including name badges, keys, uniforms, or any other items belonging to the agency. Failure to return property may result in deduction from final paycheck (if permitted by law) or other collection efforts.

Final Paycheck

In accordance with Michigan law, the final paycheck will be paid on the employee's next regular payday (or within a timeframe required by law). The paycheck will include all earned wages for hours worked. Unused earned sick time is not paid out at separation.

Exit Interview

Departing employees may be offered the opportunity to participate in an exit interview, during which feedback about employment experience, management, workplace culture, and reasons for departure can be discussed. Exit interviews are optional but helpful for agency improvement.

References Policy

The company will provide neutral employment references upon request, confirming dates of employment and position title. Requests for detailed references or character references must be directed to the office manager. The company does not provide opinions on employee performance or suitability for future employment.

SECTION 14: ACKNOWLEDGMENT & AGREEMENTS

By signing below, I acknowledge that I have received and reviewed the Community Pledge In Home Care Employee Handbook. I understand the policies, procedures, and expectations outlined in this handbook. I also acknowledge the following:

At-Will Employment Acknowledgment

I understand that my employment is at-will, meaning either I or the company may terminate the employment relationship at any time, with or without cause, and with or without notice. This handbook does not create a contract of employment or modify the at-will nature of my employment.

Confidentiality Acknowledgment

I understand that I will have access to confidential client information, including Protected Health Information (PHI). I agree to maintain strict confidentiality of all client information and to comply with HIPAA regulations. I understand that violations of confidentiality may result in disciplinary action, up to and including termination, and potential legal liability.

HIPAA Acknowledgment

I acknowledge that I have received training on HIPAA and understand my obligations to protect client privacy. I will not disclose Protected Health Information except as authorized by law or policy. I understand that intentional HIPAA violations may result in civil and criminal penalties.

Policy Compliance Acknowledgment

I agree to comply with all policies and procedures outlined in this handbook. I understand that violations of these policies may result in disciplinary action.

Handbook Signature Page

Employee Name (Print): _____

Employee Signature: _____

Date: _____

Supervisor Name (Print): _____

Supervisor Signature: _____

Date: _____

This handbook was distributed and acknowledged on the above date.