



Attendance, Policies, Procedures

ATTENDANCE POLICY

Amada Senior Care regards punctuality and attendance as a critical factor in providing the level of outstanding care that our clients depend on from us. All employees (Office staff and Caregivers alike) are expected to be on-time and present at work on every scheduled workday at their scheduled arrival time unless ill, on vacation, or on other approved time off.

A progressive system will be used to provide fair and consistent enforcement of our attendance policy and to monitor employee attendance. The following definitions apply to the attendance policy:

Absences – An employee calls off for an assigned scheduled workday/shift for one or more consecutive work shifts. The 2 types of absences are explained below:

Excused: Excused absences are classified as 1.) Illness/injury accompanied by a doctor's note excusing them from work. 2.) Planned time off that has been approved by Scheduling accompanied by a written request 2 weeks in advance. 3.) Funerals for loved ones.

Unexcused: Unexcused absences are basically anything besides the items listed above. Instances include (but are not limited to): 1.) "family emergency" with no explanation. 2.) Doctor's visit, house repair, car repair, other appointments that could have been scheduled during time off. 3.) Constant lateness/leaving early.

Late/Tardy – Failure to report to work at the start of a scheduled workday/shift but reporting to work one (1) hour or less into the workday/shift. Arrival late by more than one (1) hour is considered an Absence. **If the employee is to be late, a call NOT A TEXT MESSAGE must be made by the employee to inform office staff/on-call personnel. If no call is made, it is considered Late with No Call, unless the supervisor is satisfied that the call to the office was basically impossible to make.**

Leaving Shift Early – Leaving shift before the scheduled end of workday/shift. If the employee has been asked to leave the client's service early by the client/office, this will not be counted as an absence BUT you do have to notify the office immediately by **phone call NOT TEXT MESSAGE** before you leave the client's location if you have been asked to leave by the client.

No-Call, No-Show – Not showing up for a scheduled shift leaving a vulnerable elderly client without care. Immediate termination with revocation of ability to rehire. There is no excuse for a No-Call, No-Show and Amada Senior Care has a 0-tolerance policy for this kind of behavior and you could be subject to being reported to the Abuse Registry for neglect.

New Hires - All new hire employees are on a 90-day probation from the moment they hire. During that time frame, your Scheduler will closely monitor your attendance for late arrivals/call-outs, reporting those instances to Human Resources. A disciplinary progression will begin once your Scheduler has deemed there is an ongoing issue with attendance. All current employees will Please see below for the progression schedule.

Disciplinary Action Progression: (Progression steps fall off on a rolling 12-month calendar from date received.)

Step 1: Verbal Warning(s) Once a problem with attendance has been established, coaching and counseling occurs by Scheduler.

Step 2: Written Warning. This is a written warning and 30-day probation enforced by Human Resources and effective starting the next day after warning is issued. Once you are placed on probation, any additional instances of tardiness/unexcused absences during this time frame could result in termination.

Step 3: Suspension or Termination of employment. If Terminated, Direct Deposit is turned off immediately. Must come to office and sign paperwork to get final paycheck. If Suspended, you will be off work no less than 7 days without pay. Returning to work you will be on your Last Chance with Amada. Any additional attendance issues will result in Termination of Employment.

**** If you need a day/shift off work, please request these days off in advance through amadauniversity.com. We are happily able to restaff your shift with proper notice, and our clients will continue to have the same level of continuous care as if you were there. ****

I have been provided a copy Amada Senior Care's attendance policy for my records and will follow the guidelines set forth in this document. I acknowledge that failure to follow these guidelines could lead to my termination of employment.

POLICIES AND PROCEDURES FOR CAREGIVERS

1. Clocking in and out is part of your daily responsibilities and must be done EVERY shift. If, for whatever reason you forget to clock in- **call the office as soon as possible** and let them know what time you arrived so your time can be adjusted. When your shift has ended, clock out as usual. Your timecard and ADLs are finalized first thing every morning therefore this information must be submitted at the end of your shift each day.
2. If you are going to be late or you are unable to work a shift, you must CALL the office as soon as possible so that we may notify the client, even if it is outside of office hours. **Text messages or emails are NOT acceptable in these circumstances.**
3. Amada Senior Care has a 0-tolerance policy for No-Call No-Shows. This leaves a vulnerable elderly client without care. If this occurs, please know that your employment will be immediately terminated, your direct deposit turned off, and you will have to come by the office to sign a No-Call No-Show form before you are able to get your final paycheck. Exact same process applies for Quitting with No Notice.
4. When you are scheduled a shift, you are scheduled for a certain amount of time.
 1. If you are scheduled for 4 hours, we expect you to work those 4 hours. If you are late, you must stay that amount of time over on the back end of your shift to make up time.
 2. Please do your best to stick as close to the time you are scheduled to work. If the client would like you to leave early or stay late, please call the office.
 3. If you are more than 5 minutes early, wait until 5 minutes before your start time to enter the client's home.
 4. If you are working a shift that requires another caregiver to relieve you, you must stay until that caregiver arrives. If they have not arrived at 5 minutes past their scheduled time, please call the office.
5. Office hours are Monday-Friday 8am-5pm. Please refrain from calling/texting after hours unless it is absolutely necessary. After Hours On-Call is available for EMERGENCIES ONLY.
6. Please call the office at 615-933-7494 during office hours with any issues and outside of office hours with any emergencies. If no answer, **always leave a message** and someone will return your call ASAP. You may text 615-933-7494 with any non-emergency issues. Your calls/texts will be returned in a timely manner **during office hours** or the next business day if contacted after office hours.
7. During/shortly after Orientation, you should be set up with AxisCare Mobile and receive some training prior to being staffed with a client. The app is a great resource to see your upcoming schedules and see client care plans. Once you have been staffed with a client and the schedule shows on your AxisCare mobile app, you are required to work those scheduled hours. It is your responsibility to let Scheduling know ASAP if scheduled hours are not showing up on the app. Always check PRIOR to the day of the shift to assure your hours are showing.
8. Before you accept work with a new client, it is your responsibility to let the office know if you have an issue (i.e. allergy, fear, not comfortable, etc.) with dogs, cats, smoking, etc.
9. You are to have your phone in working order at all times and return calls/texts from the office or staff in a timely manner. That includes having your voicemail set up, and your mailbox should not be full. If you are contacted to cover a shift, we expect you to respond whether you are or are not able to do so.
10. You are NOT to use your phone for personal reasons other than in an emergency while with a client.
11. While with a client, you may use your phone to contact the office for pressing issues or to respond to a message from the office. If you have a question about something that is not pertinent to that shift, you must wait until you are not with the client.

12. If there is ANY issue with a client (e.g. acting out of the ordinary, change in physical well-being, injury, damage that may occur while you are on duty, issues between you and the client, etc.) we need to be made aware via phone call to the main office number ASAP.
13. You are not a nurse. We do not administer medications. We do not sort medications. We can offer medication reminders. Clipping of fingernails and toenails is also prohibited.
14. Our care extends to the client ONLY. We are not to be taking care of the client's pets. This includes not putting them in pet taxis, no putting them in cars/other vehicles, no brushing/washing/grooming, not cleaning litter boxes or other waste left by pets. While we love animals, it is the client's responsibility to care for their pet.
15. No sleeping during working hours unless otherwise noted.
16. **DO NOT** give your phone number to a client or the client's family members. ALL correspondence must be done through the office. This ALSO means that you should not have the client's phone number, call the client directly for ANY reason or be the one to notify the client of any change in schedule.
17. If the client would like a change in the schedule and informs you, you and the client must notify the office. If you would like a change in the schedule, you must arrange that through the office, not with the client.
18. Please refrain from 'over sharing' personal issues you may have with the clients- such as personal, financial, relationships, etc.... Please keep your relationship professional.
19. You are to discuss your client's care or needs ONLY with those on the care team. This includes Amada, the client's family if the client gives permission, home health if providing care, the client's physician and the like. You ARE NOT to discuss the client or the care you provide with insurance companies. They ARE NOT part of the care team. If an insurance company contacts you or the client, please tell them to call the office to get the information they are looking for and state you do not have time to discuss as you are busy caring for your client.
20. If you would like to request time off, we require 2 weeks prior written notice. Go to amadauniversity.com and click/tap on the CAREGIVER TIME OFF REQUEST tab to put in for time off. We cannot guarantee that all requests will be approved but will make every effort possible to try.
21. Unless requested by the client and the office is aware, you are to wear scrubs, closed toed shoes and your ID badge every time you are with a client. The ID badge should be worn high on your shirt and picture facing out.
22. You may not solicit the client to work privately for direct compensation.
23. You may not borrow money from a client or solicit the client to purchase items on your behalf.
24. If a client would like to give you a tip or a gift- please note this is NOT allowed per the State of TN.
25. Theft is a crime and all reported incidents will be thoroughly investigated and if found to have occurred, will be prosecuted to the full extent of the law.
26. No electronic devices other than your cellphone are permitted to be brought into a client's home.
27. No personal visitors allowed at any time at the client's home.
28. You are not to use the client's laptop or tablet under any circumstances. If they need assistance with something on these devices, they need to ask a family member or friend for assistance.
29. Paychecks are direct deposited or in paper form for receipt every Friday. The pay period runs Monday thru Sunday at midnight. You are paid for those hours on the following Friday.
30. Regardless if you sign up for direct deposit, your first and possibly second check may be a paper check as the bank checks the account to make sure it is a valid one. You may either pay to have tracking on your check to have it mailed (there's a \$5 charge to do so and it will be deducted from your paycheck) or you may pick up your check in the office. Checks will not be addressed with a regular stamp and "snail mailed" as we have had many issues with the postal service losing items in the mail.

31. If you use your own vehicle while clocked in for a client, you are reimbursed the IRS standard for your mileage. You will need to enter any qualifying miles in the app before you clock out to be paid for them. We do require using the client's car if available.
32. The following are a list of the holidays that are observed and paid at time and a half. If you are normally scheduled on a day that one of these holidays fall on, you may request off and we will do our best to find coverage. However, if coverage is not available, you will be required to cover that shift. You must work that day to get paid time and a half.

-New Year's Eve

-New Year's Day

-Easter Sunday

-Fourth of July

-Memorial Day

-Labor Day

-Thanksgiving

-Christmas Eve

-Christmas Day

33. Unless absolutely necessary for scheduling purposes, caregivers will not be scheduled more than 40 hours per week due to the new overtime guidelines for caregivers.
34. Per Tennessee law, caregivers do not have scheduled "breaks" throughout the day as the client is not to be left alone. It is advised that you bring your lunch/dinner/snacks to have during your shift while still caring for your client. This includes smoking.
35. Smoking- there is to be NO smoking while on shift- no exceptions. If you are a smoker and cannot last for long shifts, please do not accept them. We have plenty of shorter shifts. Please understand that not only are you leaving the client without care, but you will return smelling of a cigarette which may be offensive to some clients. We do, however recommend nicotine gum if necessary. Also, covering up with perfumes may be equally offensive.
36. Harassment in any form is strictly prohibited. If you feel harassed, let the office know and the matter will be promptly, and thoroughly investigated and appropriate action will be taken. There is absolutely no retaliation by Amada Senior Care for an employee filing a complaint. Any employee who engages in any action or conduct constituting harassment will be subject to appropriate disciplinary action. Here are some examples: Race/color, gender, sexual orientation, age, weight, etc.
37. PTO (paid time off) is accrued at a rate of 1 hour of PTO for every 40 hours of work. All current employees in **good standing** are eligible for PTO payout. This does not include terminated employees.
38. A TB test or negative chest x-ray is required for all caregivers as we do send caregivers to facilities. Places like Urgent Team or the Vanderbilt Clinics inside of Walgreens offer affordable TB testing at \$25 or less per test. We will reimburse \$20 of the cost after you have worked 40 hours. Please submit your results as soon as possible to get started. If you do not have access to a family doctor, please let us know and we will help you find where to have the testing done.
39. Background checks are performed on every caregiver PRIOR to being assigned a case. These are through the FBI, are required by law and go back indefinitely. If you have any record of theft, abuse or ANY felony on your background, please do not get your background check completed because these will preclude you from working for AMADA. Please share with someone in the office of anything that will show up on the background check that you are aware of to determine if it may prevent your assignment to a case.
40. Please keep the office updated with any changes to your important personal information. Documents (i.e., driver's license, car insurance, first aid, TB test/neg chest X-ray) all have expiration dates that need to continuously be updated with Human Resources. If there any changes to your availability or to your client's care plan, please let the office know. Additionally, we need to know ASAP if there are any changes to your contact information like address, phone, or email address. This could impact receipt of mailed documents such as paper paychecks, badges, or important year-end tax documents.