



ZION HOME CARE PC

EMPLOYEE HANDBOOK

MARCH 2025

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ZION HOME CARE PC HEALTH SERVICE OVERVIEW

We are excited to have you as part of our service team. Zion Home Care PC Home Health Care is built on dedication, teamwork, and excellence. Our trusted reputation for quality home health care extends throughout the Twin Cities metropolitan area. We are committed to delivering exceptional care to our clients while helping you succeed in your career.

MISSION STATEMENT

Zion Home Care PC Home Health Care is a forward-thinking home care provider focused on high-quality services and a dedicated workforce. The company maintains a strong work ethic that benefits its clients and reflects its commitment to employees and the community.

WELCOME

Dear New Employee,

Welcome to Zion Home Care PC. We are pleased to have you join our agency. Our primary goal is to ensure the satisfaction of our clients, caregivers, and employees. Achieving this goal requires a shared commitment from everyone on our team.

As an employee of Zion Home Care PC, you are expected to perform your duties with professionalism, integrity, and respect. Your dedication and reliability are essential as we work together to provide high-quality home health care services.

This handbook is designed to introduce you to the agency's policies and procedures. Please review it carefully. If you have any questions or need clarification, contact your manager for assistance.

We wish you continued success and look forward to your contributions to our team.

ABOUT YOUR HANDBOOK

Zion Home Care PC (the “Agency” or “Company”) values you as our most important asset. This handbook is designed to help you understand the policies, practices, and procedures that affect your work.

It applies to all field staff and supplemental employees. The information here is for guidance and does not cover every Agency policy or procedure. Its main purpose is to provide helpful information to support you in your role and make your work with us easier.

This Employee Handbook does not create a contract between the Agency and its employees and is not intended as a legal statement of benefits.

The Agency reserves the right to change or override any policies or procedures at its discretion, without prior notice. This handbook replaces all previous handbooks and any prior policies, procedures, or statements, written or verbal.

Please take the time to read this handbook thoroughly. One of your first responsibilities as an employee is to understand its contents. If you have any questions or would like to discuss any part of the handbook, feel free to speak with your supervisor.

All employees are required to complete the Employee Handbook acknowledgment form and return it promptly to their manager or Human Resources.

Please note that, for the purposes of this handbook, these sections apply only to field staff providing home health care services, including Home Health Aides, Personal Care Assistants, Homemakers, Qualified Professionals, and Physical Therapists.

EMPLOYMENT

ABOUT YOUR EMPLOYMENT

Your employment with the Agency is at-will. This means you or the Agency can end employment at any time, for any reason, with or without notice. Nothing in this handbook changes that, unless there is a written agreement signed by the Agency Administrator.

No one can change this policy verbally or in writing without the Administrator's approval.

EQUAL EMPLOYMENT OPPORTUNITY / AFFIRMATIVE ACTION / NON-DISCRIMINATION

Zion Home Care PC does not discriminate against, exclude, or deny benefits to anyone based on race, color, national origin, disability, age, religion, sex, veteran status, marital status, or sexual orientation. This policy applies to employment, admission, participation, or receipt of services and benefits under any of the Agency's programs and activities, whether carried out directly by Zion Home Care PC or through a contractor or other partner organization.

This statement complies with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and the regulations of the U.S. Department of Health and Human Services (45 CFR Parts 80, 84, and 91), as well as other applicable federal and state laws, including the Minnesota Human Rights Act.

Zion Home Care PC is committed to providing equal employment opportunities and promoting affirmative action for all qualified individuals. This commitment applies to every aspect of employment, including recruitment, hiring, placement, transfers, training and development, promotions, demotions, compensation, benefits, workforce reductions, terminations, and all other employment-related privileges.

The Agency will provide reasonable accommodations for employees or applicants with physical or mental limitations, unless doing so would create an undue hardship for the business.

We make hiring and promotion decisions fairly, following equal opportunity and affirmative action principles.

Our Equal Employment Opportunity (EEO) policies are posted in the office. Employees can request a copy of our Affirmative Action Plan from Corporate.

The Human Resources Manager or Administrator coordinates compliance with disability laws (Section 504). If you need reasonable accommodation, call 612-275-5910.

If you believe you have experienced discrimination, you may file a complaint with the Human Resources Manager or Administrator. Employees with disabilities will be provided any necessary accommodations to participate in the grievance process. Contact: 612-275-5910

Employees may file a discrimination complaint at any time with the U.S. Department of Health and Human Services, Office for Civil Rights. Contact information is as follows:

- + Minnesota (Region 5 Office based in Chicago IL).
- + Phone (312) 886-2359
- + FAX (312) 886-1807
- + TDD (312) 353-5693
- + Help for filing a complaint: Email OCRMail@hhs.gov
- + Additional information on-line at
<http://www.hhs.gov/ocr/civilrights/complaints/index.html>

Zion Home Care PC prohibits retaliation against anyone who files a grievance or participates in its investigation.

PERSONNEL FILES AND ACCESS TO RECORDS

We maintain a personnel file for every employee. The information in these files is private and confidential.

Updating File Information:

To ensure your records remain current, please report any changes to your personal information to the office.

- + Name
- + Address
- + Telephone number
- + Marital status (Legal documents proving name change, if applicable)
- + W-4 (Changes may take up 14 days to process)
- + Immigration status
- + Person to notify in case of emergency
- + If you start working for another Agency

Employee File Access:

Employee files are private. Only authorized staff and managers can access them, following state rules.

- + Employees may review their personnel file in accordance with Minnesota state guidelines. This policy is reviewed and acknowledged during training.
- + Supervisors and managers can review certain parts of an employee's file if it's needed for promotions, transfers, disciplinary actions, or other work-related purposes. All requests must go through Office Administration.
- + Information in your personnel file will not be shared outside the Agency without your signed permission. The Agency may confirm basic details like job title or employment status without notifying you. A subpoena for this information does not require your consent.

CONFLICTS OF INTEREST

The Agency has a strong reputation for integrity and high ethical standards. We expect all employees to maintain this reputation in every work-related activity.

A conflict of interest includes, but is not limited to:

- + Any situation where an employee could personally benefit from purchases made by the Agency.
- + Using information or contacts obtained through employment with the Agency for personal gain.
- + Engaging in outside activities that could be seen as competing with the Agency's products or services.
- + Accepting gifts, fees, services, or entertainment from vendors, suppliers, or anyone seeking to do business with the Agency.
- + Directing Agency business to a family member or someone with whom the employee has a personal, business, or financial relationship without the Company's written approval.

Customer Relations:

Employees must not conduct personal business with Agency customers or request/accept favors from customers, vendors, suppliers, or coworkers without prior supervisor approval.

Outside Employment:

Outside employment or other activities may be a concern if they negatively affect job performance or create a potential conflict of interest. Employees should notify their immediate supervisor before engaging in any outside employment.

Management may address concerns if outside work conflicts with scheduled hours or begins to impact job performance. If you are unsure whether a specific activity violates this policy, discuss it with your supervisor in advance.

TERMINATION OF EMPLOYMENT

Employment with the Agency is at-will, meaning it is not for a fixed term and may be ended by either the employee or the Agency at any time.

Voluntary Resignations:

Employees who wish to resign are encouraged to provide their supervisor with at least two (2) weeks' written notice. Employees who do not provide this notice may be ineligible for rehire.

Agency Property:

Employees are required to return all Agency property to their supervisor before leaving the Agency.

Involuntary Termination:

See the Rules of Conduct section of this handbook for details about involuntary termination.

Rehiring Employees:

Employees who give two (2) weeks' notice may be eligible for rehire. Those terminated for performance or policy violations are generally not, except in special cases.

RULES AND PERSONAL CONDUCT

ORIENTATION AND TRAINING

New Employee Orientation and Annual Training:

All employees must complete required orientation and training within the timeframe set by the Agency.

RULES OF CONDUCT

Employees are expected to do their jobs well and act appropriately at all times. If performance or behavior does not meet expectations, supervisors may take corrective action to help improve it.

Corrective action may include verbal or written warnings, suspension, or termination. These actions are not the only options and can be used in any order.

Examples of unacceptable behavior or conduct include, but are not limited to:

- + Repeated tardiness or absences
- + Repeated cancellation of assignments
- + Violation of the Agency's drug-use policy
- + Having relatives, friends, or children visit while on duty
- + Leaving an assignment without approval from the office
- + Theft, dishonesty, or fraud
- + Breach of client or Agency confidentiality
- + Working independently for the Agency's clients without authorization
- + Inappropriate dress while on duty
- + Violation of Agency policies, including safety regulations and procedures
- + Failure to follow professional standards of practice
- + Using alcohol or drugs during work hours or before a shift
- + Consuming alcohol within at least eight (8) hours prior to a work shift

The following items may be grounds for immediate termination of employment:

- + Failing to call in or report to work ("no call / no show")
- + Contacting clients to change scheduled work hours
- + Leaving assignments early without office approval
- + Repeated tardiness or cancellation of assignments
- + Working while intoxicated or under the influence of drugs
- + Using recreational drugs or abusing prescription medications at work or in the community
- + Consuming alcohol at work or within eight (8) hours before a shift
- + The Agency may conduct drug or alcohol tests if there is reasonable suspicion of use at work.
- + Actions or omissions that compromise client safety or well-being

- + Repeated complaints from clients
- + Serious misconduct on assignment, such as weapons on site or sleeping on the job.
- + Violent behavior or threats of violence in the workplace
- + Borrowing money or items from clients
- + Unethical practices, as determined by a supervisor and, when needed, the Ethics Committee.
- + Falsifying or submitting fraudulent applications, time cards, work records, or other documentation
- + Breach of confidentiality
- + Maltreatment, including abuse, neglect, abandonment, or financial exploitation.
- + Insubordination or refusal to follow reasonable instructions from management
- + Failure to follow Zion Home Care PC's standard operating policies and procedures

The Agency may suspend an employee, with or without pay, while investigating a situation. After the investigation, the Agency will decide if any pay will be given for the suspension period.

The Agency may also end employment at any time, with or without notice, for any reason allowed by law. If you feel an action is unfair, you can file a grievance following the Employee Grievance Policy. As a reminder, your employment is at-will, which means either you or the Agency can end it at any time, with or without cause. Nothing in this policy changes that.

HARASSMENT

The Agency is committed to maintaining a work environment free from harassment or intimidation, including sexual harassment or harassment based on race, religion, national origin, sexual orientation, age, disability, or any other protected status. Harassment will not be tolerated from employees, supervisors, managers, clients, vendors, or anyone else associated with the Agency.

Responsibility:

Employees are responsible for their actions, while supervisors and management must enforce this policy and report any harassment to the Administrator or Human Resources.

Definitions:

Sexual harassment includes unwelcome sexual advances, comments, or conduct that affect employment or create a hostile work environment

The following are examples of sexual harassment that will not be tolerated:

- + Rape, sexual assault, molestation, or attempts to commit these acts
- + Offensive or demeaning language with sexual content
- + Unwanted physical closeness or contact
- + Unwelcome suggestions or invitations to social or work-related events
- + Linking job security, assignments, or advancement to granting sexual favors
- + Job actions based on an employee's response to sexual advances, comments, or jokes.
- + Creating an intimidating or hostile sexual environment, whether intentional or not
- + Making sexual jokes or remarks that may offend others
- + Sharing or displaying unnecessary sexually explicit materials that may offend others.

Harassment based on race, religion, sexual orientation, age, disability, or other protected status—including hostile behavior or remarks that create an intimidating work environment or

affect employment—will not be tolerated, while appropriate corrective action is not considered harassment.

What should harassed employees do?

Report harassment by speaking with the offender if comfortable, or by contacting a supervisor, Human Resources, or the Administrator; complaints will be promptly and confidentially investigated, appropriate action will be taken if harassment is found, and retaliation is strictly prohibited.

EMPLOYEE GRIEVANCES

The grievance system provides employees with an orderly way to raise work-related concerns or complaints with management. Its purpose is to support fair decision-making and promote positive employee relations. Any employee who believes they have been treated unfairly may file a grievance. This process may be used to address concerns related to: (1) the interpretation or application of employment policies, (2) disciplinary actions, or (3) discrimination or mistreatment based on disability or any other protected status, as outlined in the EEO policy.

CONFIDENTIALITY OF AGENCY INFORMATION

Employees often have access to private Agency, employee, and client information. This information is confidential and must not be shared with anyone outside the Agency, including clients, vendors, friends, or family. Employees may not copy, remove, or use confidential information for personal reasons or outside work. Confidential information may only be shared with written approval from management and for work-related purposes. Sharing confidential information without authorization may result in discipline, up to and including termination. For more details, see the Confidentiality of Client Information section of this handbook.

ATTENDANCE AND REPORTING

The Agency depends on each employee's contribution to our overall success. Consistent attendance and punctuality are essential and are considered when evaluating employees for promotions or transfers.

Punctuality:

All employees are expected to report at the scheduled work time. You must notify the office or designated on-call person as soon as you become aware that you are unable to report to an assignment on time.

Excessive tardiness may result in corrective action if the issue is not voluntarily resolved.

Instances of tardiness may result in corrective action. Depending on the severity, this may include verbal warnings, written warnings, suspension, or termination of employment.

Absenteeism:

You must inform the office or the designated on-call person as soon as possible if you will be absent from your assignment.

Any scheduled shift cancellations must be reported at least two (2) hours before the shift start time.

Communicate the expected duration of any absence in advance if possible. For emergencies or sudden illness, your emergency contact should notify your supervisor promptly. After three (3) days of absence, a doctor's note may be required, including the illness, expected duration, and return-to-work date. A physician's release may also be requested upon your return.

Chronic absenteeism, including frequent cancellations, may result in corrective action or immediate termination.

Employees should plan for weather conditions and arrange transportation to their scheduled shifts, allowing enough travel time to avoid cancellations or tardiness.

A single "no-call/no-show" for a scheduled assignment may result in immediate termination.

WORKPLACE THREATS AND VIOLENCE

The Agency's top priority is the safety of employees. Threats, violence, or threatening behavior against anyone on Agency or client property will not be tolerated and may result in discipline, including termination or law enforcement involvement.

Anyone who threatens or acts violently will be removed from the premises and may be kept off-site during an investigation. Employees must report any threatening or violent behavior they see or hear about, whether or not an actual threat occurs.

If you have a protective or restraining order that includes the Agency, provide copies to the Administrator or Human Resources. All reports are handled confidentially to protect privacy.

DRESS CODE GUIDELINES

The Agency expects employees to use good judgment in choosing appropriate workplace clothing. Professionalism in our work should be reflected in our appearance. Employees should maintain proper dress, grooming, and hygiene that present a professional image, suit the health care environment, and follow any client-specific requirements.

The following standards apply:

- + Employees must maintain proper personal hygiene.
- + All clothing should be clean, neatly pressed, and in good condition.
- + Hair must be clean, neat, and tied back if long.

The following are unacceptable at any time:

- + No strong perfumes or colognes.
- + Fingernails must be kept short (*Consult RN or QP if the client has a bowel management program).
- + Jeans are allowed but must not have any holes.
- + Clothing must be modest, not low-cut, tight, or revealing.
- + Shirts must be free of offensive graphics or messages.

- + Sandals or other shoes with holes.
- + Excessive jewelry, including necklaces and large rings, is prohibited for client safety. Employees should arrive to work dressed and groomed to professionally represent the Agency. If an employee's attire does not meet this standard, they may be asked to correct it. Continued failure to comply may result in corrective action.

AGENCY, CLIENT AND PERSONAL PROPERTY

Agency and Client Property:

Employees are expected to take care to prevent loss or damage to Agency and client property. Agency property, supplies, or equipment may not be used for personal purposes without approval from the Administrator.

All Agency property must be returned when employment ends. This includes, but is not limited to, office supplies, keys, files, the employee handbook, and any other items or equipment belonging to the Agency or clients.

Personal Property:

The Agency is not responsible for loss or theft of employees' personal property. Employees should keep valuables locked, out of sight, or on their person while on Agency or client premises. Any lost or found items should be reported to the Agency immediately.

EMPLOYEE BENEFITS

HOLIDAY PAY

Field Home Health Care employees are not eligible for holiday pay.

TIME OFF REQUESTS

Time off requests must be submitted in writing and are approved at the supervisor's discretion according to Agency policy.

FAMILY AND MEDICAL LEAVE (FMLA)

Employees who believe they meet the qualifications for FMLA due to a health-related matter should contact Human Resources for guidance and procedures. Eligible employees may take up to twelve (12) weeks of unpaid leave in any twelve (12)-month period to:

- + care for newborn, newly adopted or foster children,
- + care for a spouse, parent, minor or incompetent child with a serious health condition, or
- + recovery or treatment for the employee's own serious health condition.

Eligibility:

Eligible employees are those who have worked at least twelve (12) months for the Agency, logged at least 1,250 hours in the 12 months prior to the leave, and are assigned to a site with at least fifty (50) employees within a seventy-five (75) mile radius.

Documentation:

Serious health conditions must be verified with a doctor's certification confirming that the employee is either (a) unable to perform their job duties or (b) needed to care for an ill relative. Employees should submit a leave request, along with any required medical documentation, at least thirty (30) days in advance when possible. If the leave is unforeseen, documentation should be provided as soon as practicable. The request must include an expected return-to-work date.

Leave for the birth or placement of a child must be completed within twelve (12) months of the event. Intermittent leave or a reduced work schedule may be allowed when medically necessary, with supporting documentation from a doctor. A "fitness for duty" certification may be required before returning to work at the end of the leave.

Benefits handling:

If applicable, the Agency will continue to pay its portion of the employee's health insurance premiums during the leave. If the employee chooses not to return to work for reasons within their control, the Agency may recover the cost of those premiums.

Reinstatement:

After the leave, employees will be reinstated to their former position or to a position with equivalent pay, benefits, and working conditions, unless they would have been laid off during the leave.

Sick and Safe Time:

Employees earn 1 hour of sick/safe time for every 30 hours worked, up to 48 hours per year (carryover allowed, max 80 hours). Time can be used after 90 days of employment for the employee's or a family member's illness, medical care, or after domestic abuse, sexual assault, or stalking, and is paid at the regular rate.

After 3 consecutive days of missed work a doctor's note is required.

This policy does not apply to employees who are already receiving PTO.

Procedures:

To qualify for Family and Medical Leave at the Agency, employees must meet the following requirements:

- ❖ Notify management of the need and expected length of leave at least 30 days in advance, or as soon as possible if unforeseen.
- ❖ Provide any medical, recertification, or fitness-for-duty documentation promptly when requested by the Agency.
- ❖ Employees must pay their portion of health insurance premiums on time.
- ❖ Discuss leave timing with your supervisor before scheduling when flexible.
- ❖ Check in with your supervisor every two weeks during leave to report your status and plans to return.

PARENTAL

Parental benefits help employees take care of a new child. In simple terms, they include:

- + Time off work when you have a baby or adopt a child.
- + This time off may be paid, partially paid, or unpaid, depending on the employer.
- + Your job is protected during approved parental leave.
- + Health insurance continues while you are on leave (if eligible).
- + You may have flexible work options when you return, such as reduced hours or adjusted schedules.

MILITARY LEAVE

The Agency provides leave for full-time and part-time employees who need time off for active military or military reserve duty, in accordance with applicable laws and regulations. Employees must notify their supervisor as soon as they receive military orders and provide written verification, giving as much advance notice as possible. Proof of military service may be requested. Military leave is unpaid, and employees returning from active duty will be reinstated in accordance with the law.

The Agency offers regular in-service programs for all employees. It is the employee's responsibility to attend these programs and meet all position-specific requirements. Employees who do not complete required continuing education will not be allowed to work with clients. Additional in-services may be required by law to maintain licensure. Payment for registration fees and related expenses requires prior approval from the appropriate supervisor.

PAY AND PERFORMANCE PRACTICES

PAYROLL

Please contact the office for payroll schedules and pay dates. If a regular payday falls on an Agency holiday, paychecks will be issued on the next scheduled workday. Direct deposit is available for all employees and can be set up for checking or savings accounts. If you do not have direct deposit but wish to enroll, please notify the office.

Mandatory Payroll Deductions:

F.I.C.A. (Social Security), federal income tax, and state income tax are required by law to be withheld from your paycheck. Additional voluntary withholdings may be available—check with payroll for details. Employees must notify the office of any changes or errors in their deductions. Corrections are usually reflected in the paycheck within two weeks. Employees living and working on a Native American reservation may submit tax-exempt forms if applicable.

Wage Verifications:

The Agency receives many wage verification requests, which may take up to five (5) business days to process. To request a wage verification, please notify the office. Keeping your paystubs may help avoid the need for wage verification requests.

ELECTRONIC VISIT VERIFICATION (EVV)

EVV NOW REQUIRED:

Starting September 1, 2024, the Minnesota Department of Human Services (DHS) requires all caregivers to use Electronic Visit Verification (EVV) to document in-home or community-based services. For details, see the Minnesota DHS EVV compliance policy. To comply, Zion Home Care PC uses the RevivingCare EVV app, which works on smartphones, tablets, and computers.

Employees are encouraged to transition to EVV to remain compliant. Zion Home Care PC is 100% EVV compliant.

Consistently failing to properly record your time or allowing someone unauthorized to do so is not allowed. Any breach of the Agency's EVV timekeeping policy may result in disciplinary action, including possible termination of employment.

Monthly PCA/CFSS Hour Limits:

PCA/CFSS, HHA, and HMK workers cannot exceed 310 hours in a month. All hours worked for different clients or agencies count toward this total. Field employees are required to:

- + Track and record total monthly hours worked across all clients and agencies.
- + Notify clients and Zion Home Care PC of your total weekly hours worked across all clients and agencies.
- + Repay any wages received for hours worked beyond the limits stated above, as those hours are unauthorized and not eligible for payment.

OVERTIME

Employees are prohibited from working overtime (more than 40 hours per week) without the Agency's express written authorization. Only employees working for PCA/CFSS Traditional recipients may work overtime with prior approval. An exception applies to PCA/CFSS Choice recipients who receive 24 hours of service per day, who may work limited overtime with approval. Employees approved for overtime must sign an overtime authorization and agreement. Overtime will not be processed without an authorization and agreement on file. When overtime is approved, the Agency may limit both the number of overtime hours and the pay rate at its sole discretion. Overtime privileges may be revoked at any time at the Agency's sole discretion.

Hours assigned per workweek reflect the number of hours authorized for each client by the insurance company. Field employees may work for multiple clients during the workweek but are not authorized to exceed 40 total hours

Non-exempt employees required to work overtime will be paid one-and-one-half times their regular rate for hours worked over 40 in a workweek, and the regular rate may vary if overtime is requested.

COLLECTION OF INELIGIBLE WAGES & OVER PAYMENTS

Zion Home Care PC reserves the right to recover wages from any employee due to ineligibility, payment errors, or overpayment. Wages may be withheld or required to be returned when applicable.:

- + Claims were denied by DHS due to exceeding 275 hours/month, client ineligibility, out-of-authorized hours, hospitalization, in-patient status, or other DHS policy violations
- + Convicted of fraudulent activity

Collection Methods and Terms

+ Zion Home Care PC will notify employees of ineligible hours or overpayments and collect the amount through payroll withholding; if employment ends, an invoice with repayment instructions will be sent.

+ Zion Home Care PC reserves the right to not pay any hours over the overtime prior approved hours worked.

SAFETY AND HEALTH

SAFETY IN THE WORKPLACE

The Agency prioritizes the health and safety of all employees and is committed to providing a safe work environment. Safety is a shared responsibility: the Agency sets and enforces rules, and employees are expected to make accident prevention part of their daily work. Employees must keep work areas free of hazards, report unsafe conditions to supervisors, and are encouraged to suggest improvements. Failure to follow safety rules, misuse equipment, or endanger oneself or others may result in disciplinary action, up to and including termination.

WORKPLACE RELATED ACCIDENTS, ILLNESS, AND REPORTING

All employees are valued, and the Agency is committed to minimizing the impact of workplace injuries on employees and Zion Home Care PC. As a return-to-work Agency, we accommodate all medical restrictions prescribed by a doctor, adjusting job duties as needed. Any work-related illness or injury, no matter how minor, must be reported to the office immediately to ensure prompt medical attention.

All work-related accidents or illnesses must be documented immediately. Employees must complete an accident/injury report, no matter how minor, and submit it to the office within 24 hours. Upon returning to work after an injury or hospitalization, employees must provide a signed statement from their physician approving their return and specifying any restrictions. The Agency provides Workers' Compensation insurance to cover medical treatment and income loss from workplace injuries or illnesses, as required by law.

AGENCY RESPONSIBILITIES

VULNERABLE CLIENT PROTECTION POLICY

The Agency is committed to protecting clients from abuse or neglect. Employees providing direct client services must report any known or suspected abuse or neglect to Agency management. Suspected abuse may also be reported to the county worker (common entry point).

CLIENT RIGHTS

At the start of care, clients receive written and verbal explanations of their rights, as detailed in the client Bill of Rights reviewed during employee orientation. Employees are expected to be familiar with these rights and encourage clients to do the same. Clients are informed of the Agency hotline for complaints and are encouraged to report any concerns. Employees who receive a complaint must promptly report it to their supervisor.

INCIDENT REPORTING

The Agency is committed to a safe work environment. If an unusual incident occurs in a client's home, employees must immediately notify their supervisor and complete an incident report or First Report of Injury as soon as safely possible.

Employee Incidents to be reported include, but are not limited to:

- + Any situation in which the employee's safety is threatened.
- + Any situation that had the potential for work related violence or injury.
- + Any situation in which actual work related violence or injury occurred to the employee.

Client Incidents to be reported include, but are not limited to:

- + Missing property
- + Medication and treatment error
- + Equipment-related incidents
- + Client falling at home
- + Any situation in which actual or potential injury occurred to a client
- + Any situation in which actual or potential damage occurred to a client's property

CONFIDENTIALITY OF CLIENT INFORMATION

By accepting employment, employees must maintain strict confidentiality regarding clients' conditions and personal information, sharing it only when expressly authorized by a supervisor. Medical information must not be disclosed to clients, visitors, or family members. Employees are expected to uphold high ethical standards, and breaches of confidentiality may have legal consequences. Client or Agency information must not be shared with the media to protect both the client and the Agency.

The Agency is legally required to protect client information. Any employee who breaches client confidentiality may face disciplinary action, up to and including termination

RESPECT FOR CLIENT PROPERTY AND FINANCES

Unless otherwise restricted by the client's care plan, clients are responsible for managing their own finances and personal property. When a care plan authorizes employees to assist with financial or property management, staff must strictly follow the directions provided by the QP Case Manager.

Zion Home Care PC may assist clients with basic household budgeting tasks, such as paying bills or purchasing household necessities, but will not otherwise manage or take control of a client's property.

At no time may the Agency or its employees borrow money from clients, purchase personal items from clients during work hours, sell merchandise or personal services to clients, or require clients to buy items for which the Agency is eligible to receive reimbursement.

Employees are prohibited from borrowing, lending, or transferring client funds to themselves, other clients, or any unauthorized individuals.

Zion Home Care PC may not borrow or take possession of a client's property or convert it for Agency use, except when accepted as payment at fair market value.

The Agency holds employees personally accountable for reimbursing clients for any loss or misuse of funds resulting from employee misconduct or negligence.

The client's RN Case Manager or QP, in coordination with other appropriate staff, will develop a client-specific procedure for the storage and use of client funds. This procedure will be tailored to the client's abilities and will address any vulnerabilities related to money management.

All client funds must be maintained in individual accounts that are completely separate from Agency or program funds.

When Agency employees are authorized by the client or responsible party to handle the client's petty cash for immediate needs during scheduled service hours, the following guidelines will apply:

A designated amount of client funds will be kept in a designated, secure location within the client's home.

Zion Home Care PC employees must provide the client with receipts for all purchases or transactions made using the client's funds, when receipts are available. Depending on the frequency and nature of the transactions, a transaction log may be required. The RN Case Manager or QP will determine whether a log is necessary and will oversee its implementation.

LICENSURE/CERTIFICATION RENEWAL

Each employee is responsible for maintaining current licensure, registration, or certification as required for their position. Updated documentation must be maintained in the employee's personnel file. Employees are not permitted to provide client care unless all required credentials are current and verified.

AGENCY STANDARDS

- + Employees must dress appropriately for a healthcare environment or as directed by a supervisor. This includes proper personal hygiene, appropriate jewelry, hair, and makeup. Refer to the Dress Code policy for additional details.
- + Smoking is strictly prohibited in a client's home while providing services.
- + Employees are expected to arrive on time for all assignments and remain on site until their scheduled shift is completed. If an emergency causes lateness or requires leaving early, employees must notify the office and obtain approval. Refer to the Attendance and Reporting policy.
- + Employees may **not** ask for or accept money from clients or take any client property. Violation of this policy will result in **immediate termination**.
- + Personal phone calls are not permitted while working at a client's home. Emergency messages or calls must be routed through the office.
- + Employees may not consume alcohol, use non-prescribed substances, or work while under the influence of alcohol or illegal drugs.
- + Employees must not discuss wages, personal financial matters, religion, agency politics, or personal problems with clients. All conversations should remain client-centered, professional, and non-argumentative.
- + Profanity is not permitted. Employees must always address clients respectfully.
- + Employees are expected to uphold the Agency's ethical standards at all times. If there is uncertainty about whether an activity is ethical, employees must consult their immediate supervisor.
- + Employees must inform the Agency of any medical condition that could affect their ability to work safely or provide care.
- + Employees of Zion Home Care PC may not market or solicit services to potential clients unless the individual initiates the conversation. If a potential client approaches the employee first, the employee may share information about Zion Home Care PC and available services.
- + Employees are responsible for providing their own transportation to and from work.

CLIENT TRANSPORTATION GUIDELINES

Zion Home Care PC employees are not authorized to provide transportation; clients are responsible for their own transportation, though staff may accompany clients as outlined in the Plan of Care, with public transportation encouraged when possible.

HEALTH POLICIES

Screening for Tuberculosis:

Tuberculosis (TB) screening may be required for employees providing direct care prior to serving clients. The supervisor, in consultation with a QP, will determine whether TB screening is necessary for each employee.

Hepatitis B Vaccine:

The Hepatitis B vaccine series is available to employees at risk of exposure to bloodborne pathogens. Vaccination is voluntary but recommended. Employees who decline the vaccine must sign a refusal form

Occupational Exposure:

If a client is suspected or known to have an infectious condition, direct care employees will be informed and trained on disease-specific procedures. Appropriate protective equipment—such as gloves, gowns, masks, and eye/face shields—will be provided.

Infection control policies, post-exposure procedures, and any additional required tests are reviewed during employee orientation. Employees must immediately notify their supervisor of any exposure concerns and will be guided on proper documentation and necessary medical follow-up

Universal Precautions:

All employees will receive training on universal precautions and are expected to follow blood and body fluid safety protocols for every client they serve

FALSE CLAIMS LIABILITY; ANTI-RETALIATION PROTECTIONS

Overview:

The Federal Government and most states have False Claims laws to prevent and detect fraud, waste, and abuse in healthcare programs. Our Agency is required to inform employees about these laws, their impact, and our policies to prevent and detect such issues.

Summary of the Federal False Claims Act (31 U.S.C. §§ 3729–3733):

These laws identify and address intentional fraud and abuse in federal healthcare programs.

The False Claims Act holds any person liable who:

Knowingly submits, or causes to be submitted, a false or fraudulent claim for payment or approval to a state or local official.

Knowingly makes, uses, or causes to be made or used, a false record or statement to obtain payment or approval of a false claim.

Knowingly conspires to submit a false claim or to make or use a false record or statement to get a

claim paid or approved.

Has control of public property or funds and knowingly delivers less than the amount owed to the state or local government.

Is authorized to issue a receipt for public funds or property and knowingly issues a false receipt. Knowingly buys or receives public property as collateral from someone not authorized to sell or pledge it.

Knowingly makes, uses, or causes the use of a false record or statement to hide, avoid, or reduce an obligation to pay or transfer money or property to the state or a political subdivision.

Knowing” and “knowingly” mean that a person, with respect to information:

- + Has actual knowledge of the information.
- + Deliberately ignores whether the information is true or false.
- + Acts with reckless disregard for the truth or falsity of the information.

Proof of intent to defraud is not required. However, someone who acts negligently, accidentally, or by mistake is **not** considered to have acted knowingly. While the False Claims Act applies only to those who act “knowingly,” a person can be liable even without actual knowledge that a claim is false if they act with reckless disregard or deliberate ignorance of the truth.

Penalties:

Civil penalty costs:

- + Under federal law, a person found liable under the False Claims Act may face a civil penalty of \$5,000 to \$10,000, plus up to three times the damages the government incurs due to their actions, with certain exceptions as specified in the FCA.

- + Under Minnesota law, a person found liable under the False Claims Act may face a civil penalty of \$5,500 to \$11,000 per false claim, plus up to three times the damages the state or local government suffers, with certain exceptions as specified in the FCA.

A person found liable under the False Claims Act must also pay the state or local government the costs of any civil action to recover penalties or damages.

Qui Tam Action / “Whistleblower” provisions:

Under the federal False Claims Act (FCA), a person with evidence of fraud against the state or a political subdivision may file a lawsuit on behalf of the government to recover stolen funds. These individuals are called **“qui tam relators.”**

- + If the state or political subdivision joins the lawsuit, the relator may receive **15–25%** of the recovered proceeds, depending on their contribution.
- + If the government does not intervene and the relator pursues the case independently, they may receive **25–30%** of the proceeds, plus reasonable expenses, attorney’s fees, and costs.
- + The FCA also provides **anti-retaliation protections** for employees who are discharged, demoted, suspended, threatened, harassed, or otherwise discriminated against due to participation in an FCA-related action. Employees may be entitled to:
 - + Reinstatement with the same seniority status they would have had

- + Twice the amount of any back pay, plus interest
- + Compensation for any special damages, including litigation costs and reasonable attorney's fees

Employees may pursue these remedies in the appropriate U.S. district court.

Zion Home Care PC Complaint/Reporting Process regarding False Claims:

Employees must report any actual or suspected false or fraudulent claims, as defined by the federal False Claims Act, state laws, and Agency policy, to their immediate supervisor or the appropriate government agency. Reports may be made anonymously by phone or in writing.

Investigations of suspected false or fraudulent claims may be conducted by the Agency's Administrators and Human Resources, depending on the nature of the concern.

Zion Home Care PC **prohibits retaliation** against employees who, in good faith, report or participate in an investigation of compliance concerns, or who participate in a Qui Tam/whistleblower action under federal or state law.

Contact information for the appropriate government agency:

Central Hours: 8 AM - 4:30 PM

State Medical Assistance Office Department of Human Services of Minnesota PO Box 64838
St. Paul, MN 55164

Toll Free: (800) 657-3739 Local: (651) 431-2670 Fax: (651) 282-5100

DETECTING AND RESPONDING TO FRAUD, WASTE, AND ABUSE

Overview of Zion Home Care PC Policies and Procedures for Detecting and Preventing Fraud, Waste, and Abuse

1. Provide education on HIPAA privacy and security regulations to all employees.
2. Educate all employees, contractors, and agents on the False Claims Act, recovery, and related protections through:
 - A. Online or hard-copy access to the Agency's "**False Claims Liability; Anti-Retaliation Protections; and Detecting and Responding to Fraud, Waste, and Abuse**" policy.
 - B. Inclusion of a summary of federally required components in the Employee Field and Administrative Handbooks, distributed to all employees, including contracted staff.
3. **Paraprofessional Orientation and Training:** Covers documentation requirements, identification of fraudulent activities, and the Agency's disciplinary actions, up to and including termination.
4. Agency administrative and professional staff continuously review submitted timecards and charting to monitor hours and services, providing follow-up training or investigation if errors or potential fraud are identified.
5. Qualified Professionals conduct regular in-home supervision visits to verify that paraprofessional employees are providing services and hours as documented.
6. Regular Clinical Record Reviews and Performance Improvement activities are conducted to

ensure compliance with federal and state regulations, as well as Agency policies and procedures.

7. Administrative Billing/Receivables Department:

- A. Timecards and payroll invoices are compared to ensure accurate billing of hours, rates, and services.
- B. Payments from payer sources are reviewed to ensure accuracy.
- C. Corrections are made for any inaccurate billing or payments.

8. Employees who are suspected of or found participating in fraudulent activities may face disciplinary action, up to and including termination.

Collected data is reviewed by the Quality Management Committee, which identifies issues and implements corrective action plans as needed.

Zion Home Care PC
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EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the **Zion Home Care PC Employee Handbook** and understand that it is my responsibility to read and familiarize myself with its contents.

I understand that this handbook is **not a contract** and does not cover all Agency policies and procedures. The Agency reserves the right to **change, modify, suspend, interpret, or cancel**, in whole or in part, any of its published or unpublished policies, practices, or procedures **without prior notice**.

I agree that this handbook **replaces all previous handbooks** and any prior information, policies, statements, or promises—whether written or verbal—provided by the Agency.

I also understand that nothing in this handbook alters the **at-will employment relationship** between the Agency and myself. I may terminate my employment at any time, for any reason or no reason, and the Agency has the same right.

By accepting or continuing employment with the Agency, I agree to **follow its policies, procedures, and practices** and understand that **failure to do so may result in dismissal**.

This acknowledgement must be signed immediately and will remain in your personnel record

AFTER READING THE STATEMENT ABOVE, SIGN IN THE SPACE BELOW.

I am signing this form electronically, and my typed name constitutes my legally binding signature. Please type **Yes** in the signature field and **Sign**.

Employee Name (Printed):	Phone Number:
Employee Signature:	Date: