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Office Hours are  
Monday – Friday 9:00 A.M. – 5:00 P.M.

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**Chrysalis Home Healthcare****A Message From The Administrator**

Dear Colleague,

Welcome aboard! You are embarking on a challenging and rewarding career. It is my pleasure to welcome you as a new staff member. You have become a part of an organization that prides itself on honesty, integrity, and compassionate service to our patients. With the commitment of hardworking staff like you, we have been able to successfully serve the home healthcare needs of our communities. The next pages will describe what will be expected of you and what you can expect from Chrysalis Home Healthcare. We look forward to a long and mutually beneficial relationship with you, providing exemplary, patient-centered healthcare in a home environment.

Our philosophy is simple, “Exceptional People – Exceptional Care”

Home healthcare has emerged as a positive solution to the complex problems in healthcare. Technological advances allow sophisticated medical treatments to be performed in the home. Home healthcare is a safe and less costly alternative to hospitals and nursing homes.

Our employees are this company’s most valuable assets. This handbook is a guide that will help you understand how you and Chrysalis Home Healthcare can work together toward a shared success. We ask that you take the time to read it and familiarize yourself with our company philosophy, policies, and procedures. If anything in this handbook is not clear to you, or if you need more information, please call the office Human Resources representative.

Your continued success depends on open communications. Please feel free to call me if I can help you in any way to make your career with Chrysalis Home Healthcare successful.

I look forward to working together with you.  
Sincerely,

Kristie Brown  
Administrator

## Mission Statement

Chrysalis Home Healthcare values are patient-centered. We provide compassionate, cost effective home health care to patients throughout the State of Texas. We perform our professional services with pride and respect. The patient's dignity and sustained well-being are our guiding principles.

## Our Philosophy

You are our most valuable asset. We expect you to represent your profession and Chrysalis Home Healthcare in a fashion, which will result in the satisfaction of our patients and referral sources. This will enable us to provide more services for patients and more work for you. We provide a wide variety of opportunities including Skilled Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Home Health Aides, and Medical Social Worker services.

We have a commitment to our patients and their families to provide the best care in a cost effective way. We are careful in our screening and hiring process, and we believe that continuing education and training of our employees is paramount to quality services and patient satisfaction. Our goal is to make you the best you can be. Let us know how we can help.

Chrysalis Home Healthcare home care program originated in the belief that each individual, regardless of age, race, color, religion, sex, marital status, national origin, handicap, or source of payment, is entitled to maximize his/her optimum level of health status towards more complete physical, mental and social well-being, for that person and that person's family.

It is our philosophy to include both patient and family to the fullest extent of their abilities in the planning and implementation of care, and to provide educational and emotional support.

## Patient-Centered Care

There is research evidence that individuals recover more quickly when the family is active in the planning and implementation of their care.

## The Role of the Nurse Supervisor

The Nurse Supervisor is a registered nurse, experienced in home healthcare management. The Nurse Supervisor is responsible for the direction of all services provided by Chrysalis Home Healthcare. All risk management, clinical or patient care questions or concerns are to be reported to the Nurse Supervisor or designee. The Nurse Supervisor will be the individual to whom you will report. The Nurse Supervisor will provide you with job performance feedback.

The Nurse Supervisor's role is to assure that Chrysalis Home Healthcare patient care services are provided in compliance with all state and federal regulations and that the company policies are of the highest quality and is managed in the most effective, efficient manner. There is a nurse supervisor in the office to respond to any type of call or concern you may have during the course of your employment with us. No question is too trivial. Do not hesitate to call.

The Nurse Supervisor's goals are to provide a challenging and fulfilling work environment for all Chrysalis Home Healthcare caregivers. He/she is available to assist you in resolving any difficulties you encounter in home care, and to help you chart a fulfilling, long-term career path at Chrysalis Home Healthcare.

## Confidentiality

The right to confidentiality is one right held by our patients under our Patient Bill of Rights. As is true with any other medical/nursing record, the charts maintained on patients or Chrysalis Home Healthcare

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home care programs are confidential documents. It is not appropriate to document in the chart or other places any aspects of family life or family functioning which is not directly related to the medical care, status, or safety of the patient. Information you read and hear about an individual is for you only and is not to be repeated outside the professional environment.

Caregivers do not discuss patients or office staff outside the context of professional conversation relevant to the patient's condition and plan of care. Discussions regarding patients are not held in the presence of non-involved individuals, even other Chrysalis Home Healthcare employees. Any breach of confidentiality on the part of caregivers is grounds for possible termination.

As an employee working for Chrysalis Home Healthcare you can be working more than one case and, therefore you need to be extra cautious that you don't discuss one patient with another. You should never talk about other nursing personnel or the office staff.

On occasion you may be exposed to a patient or another staff member who tries to push you into gossip by asking leading questions. Some answers to these questions should be on the order of, "It's none of my business." "I don't know.", "I haven't noticed.", etc. Then you should immediately change the subject. Please try to stop these kinds of conversations before they start.

## Equal Employment Opportunity

Chrysalis Home Healthcare is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally-recognized basis ["protected class"] including, but not limited to: race; color; religion; genetic information; national origin; sex; pregnancy, childbirth, or related medical conditions; age; disability; citizenship status; uniform service member status; or any other protected class under federal, state, or local law.

You may discuss equal employment opportunity related questions with the company administrator or any other designated member of management.

## Visitors

No staff who works for Chrysalis Home Healthcare should have friends or family visit while they are working at the home of one of our patients. This is an infringement of the family's privacy. In the event that you are being picked up from work or someone is bringing you something, that person must not be let into the patient's home. Violation of this policy may result in disciplinary action up to and including termination.

## Reporting Abuse or Neglect

There are occasions when it may be necessary to raise concerns about a caregiver's ability to care for a patient. Certain staff are mandated reporters under the Child Abuse and Neglect Reporting Act and are responsible to report any acts of physical abuse, neglect, or sexual abuse to the proper state authorities.

Physical and sexual abuses are fairly clearly defined in the Act itself. Neglect, on the other hand, is less easy to determine, especially when a medically complex patients are concerned.

Determining when to report neglect can be difficult; hence, it is recommended that there be consultation with others involved with the patient including the home health agency supervisor, and the case manager before making a report. It is also necessary to document incidents of neglect including description of alleged neglectful behavior, dates and times.



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Note that it can be considered neglect if, for example, the family caregiver taking over the care of the patient is intoxicated, fails to appear without notice, fails to provide the necessary care, or where the environment is unsafe or potentially life threatening.

In reporting physical or sexual abuse or neglect, staff are responsible for providing specific information, which is pertinent to the allegation. It should be understood that a report is only an allegation of abuse or neglect. The designated agency for protective services, not the nurse, is responsible for investigating the report.

While as much information as possible is important, staff do not have to prove abuse or neglect, only to report it when they suspect that it is occurring.

It is also a professional responsibility for the reporting nurse to remain with the patient whom the nurse ascertains is at risk of harm, until the protective services worker or the police arrive after a report is made. The nurse cannot legally remove the patient from the home without permission unless the patient is in need of emergency medical treatment. Being at risk of abuse is not sufficient grounds for removing the patient and the nurse doing so could be arrested for abduction or kidnapping. Only the police or designated protective service worker can legally take custody of a person at risk, and in a non-medical but protective emergency, the police should be called.

## No one at home

If you arrive at the scheduled day and time and no one appears to be home, even after arrangements have been made and verified, please call the Chrysalis Home Healthcare office for further instructions. **DO NOT GO HOME** until you have called the office and it has been verified they are not home, Then perform a missed visit for this date.

## Telephone & Communications

The patients' telephones are NEVER to be used for your personal phone calls. If it is necessary to call the Chrysalis Home Healthcare office or any other member of the health care team for purposes of coordinating services, please be sure to ask the patient's permission.

NEVER give the patient's phone number or address out. This is a breach of privacy that cannot be tolerated.

Chrysalis Home Healthcare's policy in regards to cell-phones is clear:

- Do not use cell-phones while driving.
- Do not call the office while driving
- Do not respond to texts or calls to your cell-phone while driving.

Chrysalis Home Healthcare relies on telephone and text contact heavily; it is our primary forms of contact between office, staff and patients. It is imperative that whenever you receive a call or text from our office that you respond, when safe, your ability to assist in staffing, so that our efforts can be directed effectively toward a solution for the patient.

## Smoking

Smoking is not permitted while in patients home. Our company strives to provide our patients with a healthful environment. Many of our patients are allergic to or sensitive to smoke.

For office staff smoking is allowed behind the building 50 ft. from the building per office leasing company.

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### Drugs and Alcohol

In an effort to maintain a reasonably safe and healthful workplace, and in accordance with both federal and state law, Chrysalis Home Healthcare will from time to time inform employees through educational materials about the dangers of drug abuse in the workplace.

The Company also has adopted the following policy: It is a violation of Chrysalis Home Healthcare policy for any employee to sell, purchase, use, consume, possess, manufacture, distribute, dispense, or transport any illegal substance, or to abuse any controlled substance, on Company, or Patient premises and at any time during working hours, including meal and break periods.

Chrysalis Home Healthcare employees shall report to work with their abilities unimpaired by illegal or controlled substances, and remain so throughout their assigned workday. Chrysalis Home Healthcare reserves the right to perform drug or alcohol screens at any time. If you are convicted of a violation of any criminal drug statute, and that violation occurred in the workplace, you are required to notify your supervisor within five (5) days after such conviction. "Conviction" means a finding of guilt or acceptance of a guilty plea, including a plea of nolo contendere, or imposition of a sentence, or both, by a judicial body.

If you violate this policy, you will be subject to appropriate disciplinary action, up to and including immediate discharge. Alternatively, at the Chrysalis Home Healthcare's discretion, you may be required to complete satisfactorily a drug assistance or rehabilitation program.

You must comply with the requirements set forth in this statement.

Any questions regarding this policy should be directed to the Human Resources Department.

### Parking

When parking at or near your patient's home, you must obey all local parking laws. Chrysalis Home Healthcare cannot provide you with any special parking privileges. Chrysalis Home Healthcare will not pay for any parking violations or reimburse you for the fines.

### Policies and Procedures

All personnel are responsible to be familiar with the policies and procedures of this organization. Complete and comprehensive manuals are available in the office to review during office hours. It is a part of your professional accountability to take the initiative to review these manuals or ask for the information if you have questions regarding a policy or procedure.

### Dress Code

#### Personal Cleanliness

We work to create and enhance our staff's reputations as professionals worthy of the highest respect. To maintain a professional environment, employees are expected to be clean, well groomed and appropriately dressed at all times. Clean and proper attire is to be worn. Additionally, it is important for all employees to select clothing and footwear that is appropriate for the position

#### Dress Code For Direct Care Staff

Some patients prefer for caregivers to wear scrubs and others allow you to wear khaki's and a comfortable polo shirt. Neat grooming with clean clothing and well-kept shoes should be the standard you maintain while working as a caregiver.

#### Hair and Headwear

- Hair must be clean
- Hair must not interfere with patient care

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- Conservative braided hairstyles *without* beads or ornamentation are permitted
- Hats, bandanas, and head dress are generally not permitted (unless part of religious, medical or uniform attire)

### Jewelry

- Jewelry is permitted. However, jewelry that inhibits the effective practice of universal precautions or any other safety procedure is prohibited
- Nose/Eye/Lip jewelry may not be worn by any team member
- In all cases, medical jewelry is acceptable

### Nails

- Artificial nails, acrylic nails, gel overlays, are to be clean and short on all direct patient care team members

### Tattoos/Body Art

- Body painting/tattoos must be covered in the workplace at all times

### Undergarments

- Must be worn at all times
- Attention should be given to avoid wearing patterned or bright undergarments under light colored clothing or undergarments that are visible under any clothing
- Knee highs and thigh highs are not to be visible when sitting

### Personal Hygiene

- Personal cleanliness and hygiene must be maintained at all times
- Every effort should be made to avoid offensive body odors through the regular practice of sound personal hygiene and by the use of deodorants and other toiletries
- Perfumes should not be used in a manner which would adversely affect the comfort of team members
- Oral hygiene is mandatory for all team members

### Dress Code For Office Staff

Office staff will comply with a “business casual” dress code. Scrubs may also be worn by office staff if preferred.

### Casual Clothes - Not Permitted

This includes, ***but is not limited to:***

- Jeans with holes and rips
- Sweatpants
- Tee-shirts with derogatory graphics or writing
- Halter tops
- Tank tops
- Tops that reveal undergarments
- Revealing low cut tops
- Revealing low cut dresses
- Off the shoulder wear
- No strapless sun dresses
- See through blouses without a camisole
- See through skirts/dresses without a slip
- Spandex leggings

### Dress Code Policy Compliance

With today’s wide variety in fashion trends it is impossible to describe every article of proper dress. Common sense and respect for team members is the key to a strong, positive professional environment. The cooperation of each team member regarding their own appearance is essential in maintaining the proper look and atmosphere in the workplace. Where team members are unwilling to recognize their responsibility and present themselves in an acceptable manner, it is the responsibility of the company to correct the situation.

### Scheduling and Cancellations

The Scheduling Coordinator is generally the office person with whom you will have contact for scheduling. All scheduling and cancellations are to be handled through Chrysalis Home Healthcare office. We can offer flexibility in scheduling. You may accept

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or reject any assignment offered to you. If you accept it, you will be expected to fulfill the assignment in a professional manner.

You may accept assignments or change assignments directly with other staff, but you must notify the Chrysalis Home Healthcare office scheduler.

When scheduled a client, you will be provided with the patient's name, address, telephone number, a description of the patient's needs and the expected duties involved.

This is a very important factor in our ability to satisfy our patients. Remember that they are not in a hospital or nursing home where, if you do not show up someone will pick up the slack. Repeated call-offs are grounds for disciplinary action up to and including termination.

An employee who has missed three consecutive scheduled shifts or has two call outs within a 30 day period due to illness or injury will have to get a doctors release to go back to work.

## **Payroll Procedures**

### **General Payroll Information**

Chrysalis Home Healthcare's work week begins every Sunday at 12:00 am. A record of your time must be kept on the Chrysalis Home Healthcare time sheet.

We must receive your time sheets no later than Monday at 5:00 pm for the previous pay period. Employees are encouraged to complete your time sheet at each visit and double check to assure accuracy.

Payday is on Thursday every other week.

### **Direct Deposit**

Direct deposit is available to all employee and is a requirement. Just complete the direct deposit form, and attach a voided check. Your pay is credited directly into your account the morning of payday.

### **Overtime**

Employees may be scheduled to work overtime hours at the discretion of Chrysalis Home Healthcare and, when possible, advance notification of mandatory work schedules or overtime work opportunities will be provided to employee. All overtime work hours must be approved or authorized by your supervisor or administrator prior to commencing work. Overtime assignments or overtime work hours are

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Compensation for overtime hours worked is paid to all nonexempt employees at a rate of one and one-half times the regular rate of pay for all hours worked in excess of 40 hours per work week. Overtime pay is based on actual hours worked. Vacation, holidays, and any leave are not counted for purposes of overtime.

Employees may be terminated from employment with Chrysalis Home Healthcare for failure to perform required scheduled work including that which would result in overtime hours.

### Holidays

Chrysalis Home Healthcare will pay time and a half for holidays worked. Holiday are defined as:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

If the holiday falls on Saturday the holiday is observed on Friday, if the holiday falls on Sunday it is observed on Monday.

Only full time employees are paid for time off on holidays following the completion of the 90 day probationary period.

### Time Card

The time sheets, as well as clinical notes must be complete and accurate. Your paycheck is generated from these documents. Incomplete, incorrect, or illegible time sheets will be returned to you. If corrections are not received by the deadline to turn in time sheets you will be paid for those visits on the next payday. NO EXCEPTIONS!

## Benefits

**DISCLAIMER:** The descriptions given below are a summary of the benefits plans. For specific information, contact Human Resources. Chrysalis Home Healthcare reserves the right to change or discontinue plans at any time at the discretion of management with or without notice.

### Eligibility for Benefits

An employee becomes eligible for health benefits the first of the month following the completion of your 90 day probationary period.

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### Health Insurance

You can choose an individual or family plan. You must maintain the 3 hours per week to keep the plan in force; it is your responsibility to secure hours from the schedulers to maintain your hours.

Chrysalis Home Healthcare will pay 50% of the employee's health insurance benefits premiums.

### Group Life Insurance

All employees have the opportunity to purchase life insurance.

### Retirement Plan

Simple IRA is available to all full time employees after they complete 90 days of service. This plan offers a 2% matching contribution made by Chrysalis Home Healthcare.

In the event of any conflict in the description of any plan, the official plan documents, which are available for your review, shall govern. If you have any questions regarding this plan, see the plan administrator.

### Education Reimbursement

Chrysalis Home Healthcare will reimburse the cost of continued education and classes for full time employees who wish to sharpen skills or advance their positions within the company.

### Vacation Time

Chrysalis Home Healthcare has chose PTO as our method of time off, this is equal to 1 week of vacation, 4 sick days, and 1 floating holiday in the first and second year of employment and 2 weeks of vacation after 3 years of employment.

All PTO must be used by the end of the physical year, PTO accrual will start on your first day of employment however you will not be able to use any time off accrued until you have completed your 90 days probationary period for full time employment. **So, if you do not use it you will lose it.**

1 - 2 years = 80 hours PTO

3 years till the end of employment = 120 hours of PTO

The use and duration of vacation time is subject to supervisory approval. The Company will make every effort to accommodate requests to schedule vacation time but reserves the right to prioritize requests based on business needs, the seniority of the employees requesting vacation time, the amount of advance notice given by the employee.

You will not be paid for unused, accrued vacation if your employment is terminated for any reason.

### Referral Bonus

Any employee who refers another person who satisfactorily completes 90 days probationary period will receive a \$150 referral bonus. The applicant will need to state who referred them on the application in order for you to receive the referral bonus.



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In-service / continuing education are provided regularly for all employees. These specific courses, when assigned, are mandatory.

**Leaves Of Absence**

Leaves of absence can be granted under the following special circumstance: Medical leave, military leave and personal leave.

A written request for a leave of absence must be submitted to your Supervisor. The granting and duration of the leave of absence will depend upon your circumstance and the needs of the agency. The following guidelines will apply to all leaves of absence:

- Leaves are granted without pay.
- While on leave, you do not accrue seniority or PTO per the state and federal employment laws.
- Failure to return from a leave of absence when scheduled will be considered a voluntary termination.
- Upon returning from an approved leave of absence, an employee will be reinstated to their former position, or a comparable position, unless circumstances have changed to prevent Chrysalis Home Healthcare from doing so.
- If your former position is unavailable, you will be offered a comparable position for which you are qualified, if one is available. If you do not accept the position offered, you will be considered to have voluntarily terminated your employment.

**Military Leave**

All employees who are on active or reserve duty in the armed forces of the United States will qualify for military leave. The leave granted will be in accordance with applicable law.

**Jury Duty**

Employees summoned for jury duty will be granted an unpaid leave in order to serve. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Make arrangements with your supervisor soon as you receive your summons. We expect you to return to your job if you are excused from jury duty during your regular working hours.

**Bereavement Leave**

Employees who have completed 990 day probationary period of employment are eligible for 3 days for the death of an immediate family member. Members of the immediate family include spouses, domestic partners, parents, brothers, sisters, children, children of domestic partners, grandchildren, grandparents, parents-in-law and parents of domestic partners.

Requests for bereavement leave should be made to the company as soon as possible. Our company reserves the right to request written verification of an employee's familial relationship to the deceased and his or her attendance at the funeral service.

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### Conditions of Continued Employment

As a condition of continued employment, you are required to maintain your personnel file with current license, annual competency evaluation, physical exams, CPR certification, etc., in adherence with relevant state and federal requirements. In addition, completion of mandatory OSHA in-services and continuing education in-services may be required.

All personnel files must be current for you to remain an active employee.

You are an employee of Chrysalis Home Healthcare is not an employment agency or placement service.

It is every health care professional's responsibility to maintain their personnel records and protect their livelihood.

### Employment Policies

This handbook is a guide to our Human Resource policies and is not meant to be viewed as all-inclusive and may be changed without notice.

Each employee is expected to comply with all company policies and procedures. The policies and procedures manuals are available for review.

### Disciplinary Action

Included below are standards for the administration of disciplinary actions for various types of offenses. The disciplinary actions for the listed offenses have been established to assure that employees who commit offenses

receive similar treatment in like circumstances. Within each level of occurrence a range may be provided to allow the management flexibility in selecting appropriate discipline in order to take into consideration mitigating or aggravating circumstances.

#### No Call / No Show - This includes:

- a. Failure to obtain approval prior to any absence from work, except in the case of a proven emergency where the employee must be absent prior to receiving approval from the proper authority, or failure to notify or call in on the first day of an absence.
- b. Obtaining leave based upon a falsification or misrepresentation.
  1. First occurrence: suspension to dismissal.
  2. Second occurrence: dismissal.

#### Assault or Fighting - Physically assaulting or fighting with another person.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

#### Conduct Unbecoming an Employee -

Conduct whether on or off the job, that adversely affects the employee's ability to continue to perform his or her current job, or that adversely affects the company's ability to carry out its assigned mission.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

#### Conviction of a Crime - The conviction of an employee for a crime where such conviction adversely affects the employee's ability to perform his or her job, or adversely affects the agency's ability to carry out its assigned mission.

1. First occurrence: dismissal.



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**Drinking on the Job or Reporting to Work Under the Influence of Alcohol** - Drinking any alcoholic beverage during working hours is prohibited.

1. First occurrence: dismissal.

**Reporting to work under the influence of alcohol is prohibited**

1. First occurrence: dismissal.

**Reporting to Work Under the Influence of Illegal Drugs (Controlled Substances)** - The illegal use of drugs on the job is prohibited.

1. First occurrence: dismissal.

**Testing positive on a drug test.**

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

**Excessive Absences** - An attendance record of recurring absences. This also includes a pattern of absences by the employee, such as but not limited to, consistent absences on the day preceding or following the employee's regular days off or absence on the same day of each month.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

**Falsification of Records** - Includes misrepresentation, falsification or omission of any fact, whether verbal or written, on such records as, but not limited to: time, attendance and leave; employment status; employment application; travel vouchers; and work and production.

1. First occurrence: dismissal.

**Unsatisfactory Work Performance Including Inability to Perform Assigned Duties and/or Substandard Performance of Assigned Duties** - The failure to satisfactorily meet the minimum performance standards that specifically relate to the employee's duties and responsibilities. An employee's failure to meet established work standards may be addressed through the performance evaluation process and/or the use of progressive discipline:

1. First occurrence: written reprimand up to dismissal
2. Second occurrence: suspension up to dismissal.
3. Third occurrence: dismissal.

**Insubordination** - A deliberate and inexcusable refusal to obey a reasonable directive that relates to an employee's job function. An unwillingness to submit to authority. Includes both an expressed refusal to obey a proper order and a deliberate failure to carry out an order.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

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**Negligence** - Carelessness in omission of, or inattention to the performance of assigned duties and responsibilities. Negligence is synonymous with carelessness and signifies lack of care, caution, attention, diligence or discretion.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

**Sabotage** - Participation in an act of destruction or attempted destruction of company or patient property or equipment.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

**Sexual Harassment** - Violation of Policy on Sexual Harassment

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

**Threatening or Abusive Language** - The use of language that is threatening or abusive, whether directed towards a supervisor, another employee or any other person. Includes any offensive language whether or not directed toward anyone in particular regardless of intent.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

**Unauthorized Taking of Property / Stealing** - The unauthorized taking of any property of the company or another person.

1. First occurrence: suspension to dismissal.

**Violation of Safety Practices** - The failure to follow established safety practices. This includes the performance of unsafe acts or failure to wear or use safety equipment.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

**Disruptive Conduct** - Behavior that interferes with the employees work performance or the work performance of others. This may include, but is not limited to: loud, boisterous language; creating a disturbance; throwing objects; slamming doors, or other activities which would have a detrimental effect on the work environment.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

## Attendance Policy

### Absenteeism

Attendance at work is an essential element of your position and the employment relationship. No element of employment is more basic than the right of the employer to expect employees to report for work as scheduled and to comply with established procedures for requesting and reporting absences.

Absenteeism is considered excessive if there are four (4) occurrences within any rolling 180 day period. This includes missing any visits, staff meetings, or being unable to cover your scheduled shifts.

If you have four (4) occurrences within any rolling 180 day period, you will be subject to disciplinary action, up to and including termination.

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Chrysalis Home Healthcare Nurse Supervisor or designee.

### Termination

Chrysalis Home Healthcare cannot offer clients to any employee who is chronically tardy, has numerous late cancellations, whose work performance or attitude draws repeated complaints from patients, or who has been found to be dishonest, unreliable or incompetent. An employee's supervisor may issue verbal or written warnings in an effort to resolve any conflicts or misunderstandings that may occur. An employee who does not fulfill the obligation of a scheduled assignment, either through a no call/no show, or by leaving the assignment prior to the end of the assigned shift, may be terminated immediately.

If you are absent for 3 days without notifying the company, it is assumed that you have voluntarily abandoned your position with the company, and you will be removed from the payroll.

### Evaluation Process

Chrysalis Home Healthcare commitment to excellence is fulfilled in part through an ongoing quality assurance process. All those who join our team of health care professionals participate in evaluation programs to help assure high levels of performance.

You will be evaluated on the following criteria: reliability, cooperation, attendance, skill proficiency, grooming and professional behavior.

When you are providing care in the home, the patients and their families contribute to the evaluation performed by

### If You Must Leave Us

Should you decide to leave your employment with us, we ask that you provide the company administrator with at least two weeks' advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the company.

Generally, we will confirm upon request our employees' dates of employment and job title. All company property, must be returned at the end of employment. Otherwise, the company may take action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

**You should notify the company if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.**

### Complaints and Grievances

Chrysalis Home Healthcare truly depends on the professionalism and dedication of you, our most treasured asset. That is why we strive to create and maintain a positive working environment. When problems or complaints arise, it is important that these matters be thoroughly investigated and resolved.

Please inform us about any condition that may be causing you a problem on the job. It is your responsibility to identify and openly discuss with us any problems as well as suggestions you may have. It is our responsibility to help you correct problems and to evaluate / implement your ideas

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when you make them known.

Chrysalis Home Healthcare asks that you use the following procedure to handle suggestions, problems and complaints relating to your position:

- Discuss any problems, complaints or suggestions concerning your job, or any matter relating to it, with your immediate supervisor as soon as you become aware of the situation. Never discuss an administrative problem with your patient or their care partner or with other nursing personnel.
- If the matter is not satisfactorily resolved with your immediate supervisor, we encourage you to request a review with his/her supervisor, who will work to resolve the issue.
- If no reasonable solution can be reached, you may contact the Chrysalis Home Healthcare Human Resources Department directly for a review of the matter.

Chrysalis Home Healthcare's procedures to handle complaints about an employee are:

- Supervisory personnel document any complaint made by Chrysalis Home Healthcare patients or their representatives on their observations and assessments of inappropriate behavior or performance.
- The complaint is discussed with the employee who is requested to respond to the issue.
- If the complaint is basically due to patient / employee communication problems, the Chrysalis Home Healthcare's supervisory personnel will intervene to help resolve the issue.
- If the complaint involves clinical performance or judgment, a question of ethics or competency or a failure of the employee to fulfill Chrysalis Home Healthcare standards of service, action will be taken to resolve the issue in the best interests of patient safety, Chrysalis Home Healthcare's reputation, and the employee's career.
- Recommendations for further education and training may be made if the complaint arose over a clinical issue.

- Disciplinary action resulting in probation, termination on a particular assignment, or termination of employment will be taken as determined by the Nurse Supervisor, Human Resources and/or Administrator

## Sexual Harassment

Sexual harassment is against company policy and is unlawful under state and federal law. We firmly prohibit sexual harassment of any employee by another employee, supervisor or third party. Harassment of third parties by our employees is also prohibited. The purpose of this policy is not to regulate the morality of employees. It is to assure that, in the workplace, no employee is subject to sexual harassment. While it is not easy to define precisely what harassment is, it may include: Unwelcome sexual advances, requests for sexual favors and/or verbal or physical conduct of a sexual nature including, but not limited to, sexually-related drawings, pictures, jokes, teasing, uninvited touching or other sexually-related comments.

Sexual harassment of an employee will not be tolerated. Violations of this policy will not be permitted and may result in disciplinary action, up to and including discharge. There will be no adverse action taken against employees who, in good faith, report violations of this policy or participate in the investigation of such violations.

Any employee who feels that he or she is a victim of sexual harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly and thoroughly investigated as confidentially as possible.

1. Any employee who believes he or she is a victim of sexual harassment or has been retaliated against for complaining of sexual

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harassment should report the act immediately to the Administrator. If you prefer not to discuss the matter with the Administrator, you may contact any other member of management.

2. The company will investigate every reported incident immediately. Any employee, supervisor or agent of the company who has been found to have violated this policy may be subject to appropriate disciplinary action, up to and including immediate discharge.
3. The company will conduct all investigations in a discreet manner. The company recognizes that every investigation requires a determination based on all the facts in the matter. We also recognize the serious impact a false accusation can have. We trust that all employees will continue to act responsibly.
4. The reporting employee and any employee participating in any investigation under this policy have the company's assurance that no reprisals will be taken as a result of a sexual harassment complaint. It is our policy to encourage discussion of the matter, to help protect others from being subjected to similar inappropriate behavior.

## Pregnancy Accommodation

Chrysalis Home Healthcare will provide reasonable accommodations to female employees related to pregnancy, childbirth, or related medical conditions, to the extent the accommodation can be made without imposing an undue hardship on the business.

When an employee requests a reasonable accommodation, the company will explore with the employee the possible means of providing the reasonable accommodation, which may include, but are not limited to:

- allowing more frequent breaks or periodic rest
- assisting with manual labor
- modifying job duties
- modifying work hours/schedules
- temporary transfer to a less strenuous or less hazardous position, or
- providing a leave of absence.

Chrysalis Home Healthcare may require the employee to provide a certification in connection with a request for reasonable accommodation that includes the following:

- the date the reasonable accommodation became medically advisable

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If leave is provided as a reasonable accommodation, such leave may run concurrently with any leave where permitted by state and federal law.

For more information, or if you require an accommodation, please contact the company administrator.

## Americans with Disabilities Act

Our Company is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job. It is your responsibility to notify the company administrator of the need for accommodation.

Upon doing so, the company administrator may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. The company will not seek genetic information in connection with requests for accommodation. All medical information received by the company in connection with a request for accommodation will be treated as confidential.

## Risk Management

Accept no gifts or money. While a patient may sincerely give you a present one day, he/she may report the item stolen the next. Should the patient repeatedly express a wish to present you with a gift, ask your Nurse Supervisor to negotiate this “gifting” with the patient and responsible family members. Then, there will be no suspicion of wrongdoing.

## Incident Reports

Any incident involving the patient or his/her property must be reported immediately to your supervisor and/or the Nurse Supervisor. A Patient Incident Report form is to be completed by the individual witnessing or discovering the event. The Nurse Supervisor will assist the employee in writing this report if necessary. In cases staffed by RN's or LPN's all incidents relating to patients' care are to be reported to the physician by the nurse. In cases staffed by other personnel the Nurse Supervisor will notify the patient's physician for appropriate orders. Examples of incidents that should be reported may include patient falls, medication errors, untoward drug reactions, a patient reporting personal property missing from the home, and a patient or caregiver who becomes angry or abusive. If you have any doubt whether or not you should report an incident - report it! These incidents are to be documented on a Patient Incident Report form. Obtain direction from the Nurse Supervisor before documenting the incident on the patient's clinical record.

Any injury involving yourself or another employee should be reported to the office. An employee incident report is to be filled out by the employee involved. In the event of an accident the company reserves the right to conduct a drug, and alcohol screening.

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In emergency situations, you call 911. Caregiver should not ever attempt to transport patient in their private vehicle.

1. The scope and frequency of assessments and ongoing assessments are determined by the Patient's diagnosis, change in condition, ability for self care, prognosis, and response to the treatment.
2. During each visit the clinician shall perform systems review, assess vital signs, weight (if applicable), mental, psychosocial, functional and nutritional status, location, intensity of pain and pain management, compliance with medications and treatment, response to treatment and progress towards goal, medication side effects and complications.
3. The clinician provides ongoing patient/caregiver education on action, administration and side effects of medication, treatments, complications, home safety, and emergency measures.
4. Any significant change in the Patient's status or condition indicating deterioration shall be reported to the physician within 8 hours.
5. When an assessment reveals life threatening findings, the clinician will call emergency medical services to transport the patient to the nearest emergency room for treatment. The primary physician is to be notified of transfer immediately.
6. When an assessment reveals subtle changes in the condition of the patient, the assessment will be reported to the physician during the immediate or next business day.
7. Ongoing assessments will be documented on the appropriate forms and sent into the office within 7 days of time of service rendered.



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- The care of the patient is assumed by emergency care professionals.
- The Chrysalis Home Healthcare's Nurse Supervisor is fully informed of the entire situation.
- All charting necessitated by the situation is complete.
- The patient's property is secured or responsible family members are in the home and have verbalized personal stability.

### Safety Policy

The safety and protection of our employees and patients is a major concern at Chrysalis Home Healthcare. It is in your best interest to inform us of any conditions that might limit your capabilities. In this way we may place you in a safe environment. Chrysalis Home Healthcare complies with all applicable federal, state, and local regulations regarding patient and employee safety. To foster a safe work environment, we analyze all incidents on a regular basis to determine trends; to plan and take necessary corrective actions. Your ongoing safety consciousness is crucial to the achievement of an incident free workplace.

All employees are required to complete an annual in-service on bloodborne pathogens, safety and infection control. When this in-service is requested, it must be returned so it can be placed in your file.

### Safety Procedures

All employees take part in an orientation session. These techniques must be used to insure your safety and the patients' safety. Employees are to report any safety hazards they discover to the patient or patient's representative and to their Chrysalis Home Healthcare supervisor.

Home care employees are to familiarize themselves with the traits of the patients' homes and emergency phone numbers. Immediately report any existing hazards to your supervisor. All home care employees are also to familiarize themselves with the patient's personal disaster plan.

Employees should immediately call the office for instructions after hearing sirens or radio notification of weather or civil emergency.

Any employee who is injured on the job must immediately notify his or her supervisor within 30 minutes of the occurrence so that a report can be filed. Failure to report an injury in a timely manner will release Chrysalis Home Healthcare from any and all liabilities.

A physician release form is required from employees before they return to duty after a disabling, work-related illness or injury, or after an illness of three days or more.



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### Personal Safety

Chrysalis Home Healthcare's patients come from all cultural, social and economic backgrounds. Serving these patients may take you to all areas of your community. For your own security it is essential to follow some simple "common sense" safety rules:

- Be alert to building surroundings, elevators and body language of people you encounter.
- Eye contact may ward off trouble.
- Establish a professional presence by adhering to dress code.
- Convey an attitude of control in a non-threatening manner when in a home.
- Exit the home immediately if you feel threatened. Find some excuse to leave the home (i.e., you forgot something in the car). Once you are in a safe environment, discuss with a manager as appropriate and call the patient to resolve the problem.
- Be aware of your concerns. If you have a feeling that a situation is dangerous, it probably is.
- Do not sacrifice yourself for a patient.
- Acknowledge that some risks are too great to take.
- Never give the patients your home number. They can call the office.

### Crowds

While approaching the patient's home, if there is a group of people loitering in the street that you feel may be hostile or threatening, be proactive and protect yourself. Avoid walking through a crowd. Walk around if possible. If you still feel unsafe, go to a safe place and call the patient's family to see if someone can meet you on the porch or doorstep, or meet you at a designated location to escort you in. If this arrangement cannot be made and the area still looks unsafe, call Chrysalis Home Healthcare office for further direction. You are our valued employee and your safety comes first.

### Credit Cards/Money

Carry only the amount of money you will need for meals, gasoline and any other essentials. Do not carry a purse, but put your valuables in your pocket or other concealed place. If you must carry a purse, do not leave it in the patient's living room where neighbors, delivery men, family or children have easy access to it. Do not leave personal belongings on the seat of your car. Do not take valuables into the home with you.

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Even when the neighborhood appears safe, be sure to lock all doors and windows. Do not leave objects on the seat in open view (tapes, radios, packages, etc.). Cover them with a blanket or put them out of view.

**Non-Discriminatory Policy**

It is the policy of Chrysalis Home Healthcare to provide service to all persons without regard to race, color, national origin, handicap or age. The same requirements are applied to all, and there is no distinction in eligibility for, or in the manner of providing services. All services are available without distinction to all program participants regardless of race, color, national origin, handicap or age. All persons and organizations having occasion either to refer persons for services or to recommend our services are advised to do so without regard to the person's race, color, origin, handicap, sexual orientation or age.

Chrysalis Home Healthcare adheres to an equal opportunity policy for all person seeking employment, and for all persons employed by the agency. Chrysalis Home Healthcare does not discriminate because of age, race, color, religion, military status, marital status, gender preference, sex, national origin or disability.

## After Hours Emergency Phone

When the office is closed you still have access to nursing support. Call the regular office number. **Keep in mind an on-call emergency is any situation that cannot wait until the next business day** (i.e. calling off for a shift, patient condition changes such as hospitalization or an event which requires administrative acknowledgement).

When calling the on-call line please be specific by leaving a message providing your first and last name, phone number with area code, & patient name.

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**Employee Handbook Sign Off**

This is to acknowledge that I have received a copy of the Agency Employee Handbook and understand that it sets forth the terms and conditions of my employment as well as the duties, responsibilities, and obligations of employment with Chrysalis Home Healthcare. I understand and agree that it is my responsibility to read the Employee Handbook and abide by the rules, policies, and standards set forth in the Employee Handbook.

I also acknowledge that my employment with our Agency is not for a specified period of time and can be terminated at any time for any reason, with or without cause or notice, by me or by the company.

I acknowledge that no oral or written statements or representations regarding my employment can alter the foregoing. I also acknowledge that no Manager or Employee has the authority to enter into an employment agreement-express or implied-providing for employment other than at-will.

I also acknowledge that, except for the policy of at-will employment, the company reserves the right to revise, delete, and add to the provisions of this Employee Handbook. All such revisions, deletions, or additions must be in writing and must be signed by the Administrator of the company. No oral statements or representations can change the provisions of this Employee Handbook.

I also acknowledge that, except for the policy of at-will employment, terms and conditions of employment with the company may be modified at the sole discretion of the company with or without cause or notice at any time. No implied contract concerning any employment-related decision, term of employment, or condition of employment can be established by any other statement, conduct, policy, or practice.

I understand that the foregoing agreement concerning my at-will employment status and the company's right to determine and modify the terms and conditions of employment is the sole and entire agreement between me and our Agency concerning the duration of my employment, the circumstances under which my employment may be terminated, and the circumstances under which the terms and conditions of my employment may change.

I further understand that this agreement supersedes all prior agreements, understandings, and representations concerning my employment with the company.

If I have questions regarding the content or interpretation of this handbook, I will bring them to the attention of my supervisor.

NAME \_\_\_\_\_

DATE \_\_\_\_\_

EMPLOYEE SIGNATURE \_\_\_\_\_

Please find the handbook online at:

**<http://www.chrysalishhc.com>**