

Galaxy Home Care, LLC

EMPLOYEE HANDBOOK



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WELCOME and INTRODUCTION

Galaxy Home Care is committed to improving the health and quality of life of the people we serve. To achieve this, we emphasize providing our staff with the needed resources, education, and support, with our growth attributed to our employees' knowledge, skills, and commitment to providing outstanding care and services.

Galaxy Home Care values the individual strengths that each employee contributes to our team. We dedicate ourselves to providing individualized, compassionate care to our clients in their homes and are pleased that you have decided to join us in this endeavor. We look forward to working together with you to fulfill our mission.

This Employee Handbook is designed to give answers to frequently asked questions about our Human Resources policies and procedures and is designed to be a set of guidelines. It outlines what is expected of you, and what you may expect of us in our combined efforts to serve our clients. It is the agency's goal to treat everyone fairly, consistently and in accordance with all laws. The following guidelines are not intended to be all-inclusive, and do not cover every situation that may arise. It is expected that people will utilize good judgment and check with their supervisor if any situation arises in the line of duty that is not covered in these policies.

From time to time, revisions are made to our policies and procedures, and all changes will be clearly communicated through standard communication channels. The organization reserves the right to interpret and make changes to any of these policies and procedures at any time with or without prior notice. The agency's Administrator is available at all times during normal business hours to assist you with any questions or clarifications that you may need regarding this information.

We are committed to you as a part of our team. We value your input and welcome your suggestions if you see any areas that have opportunities for improvement. Get involved; be part of the process. We are certain you will be proud to be a part of our organization and we look forward to getting to know you.

Administrator,



GENERAL EMPLOYMENT OVERVIEW

EQUAL EMPLOYMENT POLICY

Galaxy Home Care provides all services and referrals relative to patient care and employment actions to any eligible and qualified individual regardless of age, race, sex, national origin, religious beliefs, disability, economic status, or sexual orientation. The non-discriminatory policies of the agency apply to all the clients/families served, employees and contractors.

AMERICANS WITH DISABILITY ACT

The Americans with Disabilities Act of 1990 (ADA) is a federal anti-discrimination statute prohibiting discrimination against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions and privileges of employment. Organizational policy and practice is to comply with the Americans with Disabilities Act and ensure equal employment opportunity for all qualified persons with disabilities. All decisions related to employment, including but not limited to those areas listed previously, will be determined by the applicant's or employee's ability to perform the essential functions of the job with consideration of any requested reasonable accommodation. The organization will make every effort to provide reasonable accommodation(s) for qualified individuals unless the accommodation creates an undue hardship on the organization.

HARASSMENT

Any sexual, racial, or other form of harassment is prohibited by Galaxy Home Care, as well as by State and Federal law. Any person making unwelcome sexual advances, requests for sexual favors, and other such verbal or physical conduct creating an intimidating, hostile or offensive working environment by such conduct may be terminated immediately.

Any employee who feels that he/she is being subjected to a form of harassment prohibited by this policy should notify the Administrator immediately.

EMPLOYMENT AT WILL

Galaxy Home Care, in accordance with Pennsylvania law, believes in and adheres to the doctrine of employment "at will". Unless or except as modified by applicable law, the organization and its employees each have the right to terminate the employment relationship with or without cause at any time, for any reason, in accordance with company policy.



ABOUT YOUR JOB

EMPLOYMENT CLASSIFICATION

All clinicians (employees or contractors) are considered probationary until the completion of ninety (90) days of employment.

All personnel will be classified in one of the following categories: full-time, part-time, zero hour/ per diem, or contractual. Personnel will be further classified as exempt or non-exempt. To ensure that the needs of the agency's clients are appropriately met, the Administrator will make changes to an employee's classification based on the census.

Full-time: works a regularly scheduled 40-hour week in a permanently established position and is eligible for agency benefits.

Part-time: works at least 20, but less than 40 hours per week in a permanently established position; conforms to a regular established Agency work schedule.

Hourly: works a varying number of hours each week in a permanently established position.

Zero hour (per-diem): works on an as-needed basis, but is not promised a specified number of hours or visits per week.

Contractual: provides client care services via a contractual arrangement established between the agency and either the individual, or the organization that employs the individual.

EXEMPT / NON-EXEMPT CLASSIFICATIONS

Exempt: is generally not eligible for overtime compensation because of the administrative, professional, or supervisory duties inherent in their job description.

Non-exempt: one who is not exempt from overtime provisions of the Fair Labor Standards Act as amended; this employee is paid overtime in accordance with applicable Agency policy and Federal and State labor regulations. Overtime must be approved in advance.

Please note: when and if an employee is switching from full-time to part-time (under 30 hours), the employee will lose all benefits including insurance and any accumulated vacation time.

WORKWEEK AND DAILY SCHEDULE

For payroll and accounting purposes, the regular workweek begins at 12:00:01 a.m. on Monday and ends at midnight the following Sunday. The Company cannot guarantee how long a particular assignment or shift may last. Clients may cancel our services at any time or request to have an employee removed from their case. As such, an assignment may last only one day, one week or one month. Because of the unpredictable nature of each case, all assignments are considered temporary. Furthermore, we cannot guarantee the number of hours you will work each week or promise you consistent full-time work. Your supervisor will communicate the hours assigned for each client to whom you provide services. You are expected to work all assigned hours and days. Requests for scheduling changes or for particular days off must be made ahead of time and approved by your supervisor. Also understand that you are free to express your preference for certain hours or working days. However,

your preferences may limit the Company's ability to offer you assignments. The Company reserves the right to change the regular workweek, the normal business hours, or the normal workday with prior notice to employees.

COMPENSATION

Pay Periods: For all employees, the standard pay period is bi-weekly, running Monday through Sunday, one week behind. Time sheets are due to the office no later than the end of the workday, Monday for the prior week ending Sunday. Any time sheets received after that time will not be processed until the following week. It is recommended if you are faxing your time sheet to the office, that you call to verify that the time sheet has been received.

Pay: It is unethical to discuss your pay with your clients. Anything regarding your pay is absolutely prohibited to be discussed with your client. Any issues with your pay should be directed to the Payroll Department or discussed with your supervisor.

Overtime: *All overtime must be pre-authorized by the Administrator. Overtime is paid to non-exempt employees at the rate of one and one-half times their hourly rate for all time worked in excess of forty (40) hours in a work week. Employees who are paid more than one hourly rate within the pay week will be paid one and one-half times a blended hourly rate based on the hours worked within the week. Exempt employees are paid a salary commensurate with their job responsibilities regardless of the number of hours worked, and therefore are not eligible for overtime pay.

All schedules are carefully planned and considered by office staff. Employees must receive coordinator's approval in order to work overtime. Overtime approved by the parent or other family member is NOT a valid authorization. Employee can be suspended from work for working unauthorized hours.

Workers who qualify for overtime compensation will be remunerated at a rate of one and a half times their standard pay for any hours worked beyond 40 in a workweek, as stipulated by the Fair Labor Standards Act (FLSA). Additional details can be found on the Department of Labor's website at www.dol.gov.

***Note:** Overtime work will not be performed or compensated without prior authorization from the Manager/Supervisor/ Administrator. If any employee wishes to undertake overtime, they must inform the Manager/ Supervisor /Administrator before beginning work.

Payroll Deductions: Your earnings and payroll deductions are shown on an earnings statement that summarizes your paycheck. Deductions required are: Federal Income Tax, State Income Tax, City Wage Tax, Social Security (FICA), EMS and State Unemployment Tax.

Direct Deposit: The Company does not issue paper payroll checks or provide paper pay stubs to employees. All payments are made through direct deposit to any U.S.-based bank of your choice. We can deposit funds in up to two different accounts. All pay stubs and W-2 are viewed through an online service with instructions provided via email for your first pay date. Paychecks are automatically deposited into an account at the financial institution of your choice, at no cost to the employee. Based on hours worked, bi-weekly paychecks will be automatically deposited bi-weekly.

Wage and Salary Scale: Galaxy Home Care strives to offer compensation that is fair and competitive while at the same time meeting the needs of the organization. Salaries are reviewed periodically and adjusted as deemed necessary. All salary increases are based on merit. Most pay increases will be based upon the annual performance review and will take effect at the beginning of the next pay period after the completion of your annual performance evaluation.

PAY STUBS AND YEARLY W-2'S

- **ADP Payroll Service:** Payroll with ADP will start on April 3rd, 2024. Payroll # 7. Pay period 03/18/24 to 03/31/2024. All employee needs to sign up with ADP in order to get Pay Stubs and W2.
- Help & Support: www.adp.com
- Link: <https://www.adp.com/what-we-offer/products/adp-mobile-solutions/help-and-support.aspx>

Please contact the office for more details. If you have any questions regarding your pay don't hesitate to get in touch with the Payroll Department by email or calling (215) 588-5068. Please leave a detailed message and we will reach out to you.

IN-SERVICE AND HR COMPLIANCE (IF APPLICABLE)

Employees must adhere to the following regulations outlined by the PA Department of Health:

- Ensure timely completion and maintenance of background checks (Child Abuse, FBI & PA Criminal), along with other required paperwork (Physical Exam, PPD), in the employee file.
- Stay current on and complete all required In-Services.
- Provide prior notification at least 12 hours before the scheduled time for any missed visits within the evaluated week.
- Communicate with office staff as directed by the coordinator and submit timesheets in a timely manner.

Failure to meet one or more of these conditions renders the employee ineligible for Compliance Pay for all hours within the evaluated week. It's important to note that Compliance Pay does not apply to Holiday pay rates.

Compliance pays covers but not limited to: in-service training time (up to 12 hours a year), expenses related with timesheet and log submissions, communications with office staff in-person or otherwise.

NEW EMPLOYEE ORIENTATION

No one comes to a new job completely knowledgeable or ready to perform 100%. Everyone needs to learn about systems, processes, and activities particular to the job at hand. Orientation is designed to welcome new employees and contractors into the Galaxy Home Care organization, as well as to define their responsibilities while representing the agency. There are two orientations that are important for performance. The first part will help you understand the big picture or global functioning of the agency and is accomplished by attending general orientation. During general orientation, clinicians will receive important information regarding the performance requirements of the position, basic policies and procedures, and other important information necessary to perform within the organization. The second part of orientation is crucial to developing employees who are committed to quality in the performance of their duties. This orientation will take place in the area of job responsibilities. The overall goal of both orientations is to provide the tools and education for the continued success of Galaxy Home Care and the high level of quality care provided by our clinicians.

MEDICAL SCREENINGS

A new employee must have proof of a 2-step TB test (PPD), or a QuantiFERON Gold test, or a Chest X-ray if they test positive for TB. If the employee has had a positive PPD, a chest X-ray must be performed every 5 years. All home health (skilled) clinicians that provide client care must obtain a physical examination prior to employment. Positions with potential exposure to blood, bodily fluids, and/or tissue will be offered the Hepatitis vaccine series or must sign a declination statement for the same. Any offer of employment that an applicant receives is contingent upon, among other things, satisfactory completion of these screenings.

CRIMINAL HISTORY RECORD CHECK

As an employee of Galaxy Home Care, you authorize the agency to conduct Pennsylvania state criminal history background checks, FBI background checks, and child abuse clearance record checks upon hire as required by Pennsylvania state law. These background checks are usually completed within the first 30 days of your hiring but can take longer. Your hiring is provisional upon successful completion of these criminal background checks and review of them by the Administrator. Persons convicted of felony crimes or misdemeanors other than minor traffic violations will not be allowed to continue employment per Pennsylvania state regulations. All information obtained will be kept in the strictest confidence.

JOB DUTIES

First among the caregiver's professional duties is a responsibility to the client. Utmost care must be taken to ensure respect and confidentiality for all clients. Caregivers should demonstrate respect for their clients through language and actions. In all client encounters, Caregivers should use non-threatening and non-judgmental language and behavior. Caregivers should not hesitate to call their supervisor when in doubt.

Verbal and written communication regarding a client should be neither offensive nor judgmental.

Every client and Plan of Care is different. Therefore, job duties and responsibilities may differ dramatically from client to client.

During the initial consultation, the Agency completes a Service Request Form, which identifies the specific duties required for that client and a Plan of Care is written.

The duties that you are expected to perform are outlined in your Employment Agreement. They include but are not limited to:

Hand washing and infection	Guidelines per orientation and training control
Safety	Safety is foremost and will help you make good decisions regarding the care of your client. All clients are on fall precautions. Client specific safety precautions will be covered.
No-lift Policy	During the initial visit, the safest way to transfer a client will be assessed and determined. Equipment such as gait belts, Hoyer Lifts, etc. will be utilized as necessary. At no time under any circumstances are you to lift a client.
Light Housekeeping	Cleaning floors, vacuuming, and surface cleaning of bathrooms, furniture, appliances, trash etc., and linen change.
Meal Preparation	Cooking a complete, nutritionally balance meal for the client based on their individual requirements.
Laundry	Washing/drying/folding the client's personal clothing and Linen as needed or requested
Companionship care	Visiting and talking with the client, reading, listening to Music, taking walks, games/puzzles etc.
Personal care	Assisting the client with oral care, personal hygiene (including) shower or bed bath and incontinence care.
Documentation	Written accountability of services performed and observations regarding the client. Signed daily by client.
Errand Service	Picking up groceries, dry-cleaning, prescriptions etc.
Transportation Service	Driving the client to appointments, shopping or to social activities in the client's or the caregiver's car. If the caregiver's auto is used, there will be mileage reimbursement.

YOUR RESPONSIBILITIES AND OUR EXPECTATIONS

CODE OF CONDUCT

Galaxy Home Care personnel are expected to be guided by the following general principles:

- Report to work on time and leave when scheduled
- Be responsible in performing job duties per job description or contract duties
- Meet reasonable standards of efficiency
- Respect the personal and property rights of clients and other employees including not using the patient's telephone, computer, or other electronic equipment for personal reasons
- Observe all safety precautions including:
 - No smoking in the patient home or in the work environment
 - Wearing close-toed, rubber-soled shoes in the home environment
- To not wear perfumes, strong smelling/scented lotions, hairsprays, or gels, etc.
- To be alcohol and drug free while working
- To follow the agency's dress code

These general principles are a guide for you to follow in meeting your responsibility as a Galaxy Home Care employee or contractor.

CODE OF ETHICS

Galaxy Home Care conducts its business and other practices at all times in compliance with all applicable laws and regulations of the United States, the Commonwealth of Pennsylvania, local laws and ordinances, and the ethical behavior/practices of the home health industry. A corporate integrity program found in the Operational Policy and Procedure Manual outlines the process by which ethical behavior is maintained throughout the organization.

In order to ensure that all agency personnel, contractors and Managing Members demonstrate the highest integrity and avoid conflicts of interest when performing their respective duties on behalf of the agency, everyone signs a conflict-of-interest statement annually. A conflict of interest is defined as making use of any knowledge or information acquired through one's professional relations with one's clients or in the conducting of the organization's business, in order to personally profit or gain.

It is expected that all agency personnel and contractors will:

- Act in the course of their duties solely in the best interest of Galaxy Home Care without consideration to the interests of any other agency, organization or business with which they are associated, and to refrain from taking part in any transaction where such person(s) do not believe in good faith that they can act with undivided loyalty to the agency.
- Disclose any material, financial or other beneficial interest to any organization engaged in the delivery of goods or services to Galaxy Home Care, its clients, or employees.
- Disclose any transactions with Galaxy Home Care which would result in any benefit to themselves, their immediate families, or any business in which they hold a significant financial ownership or other interests, and refrain from participation in any action on such matters except upon approval of the Managing Members.
- Refrain from utilizing any information relative to the business plans and activities of Galaxy Home Care for the benefit of themselves, their immediate families, or any business or organization with which they may be associated.

In the event that a situation arises whereby an agency employee could use confidential or privileged information for personal gain, he/she is obligated to report that potential to the Administrator, who will in turn report this conflict to the Managing Members.

Disclosure of a potential conflict and the Administrator's decision regarding the actions will be noted in a log file kept by the Administrator.

ETHICAL CONSIDERATIONS

Galaxy Home Care and its staff will adhere to ethical standards and practices on a consistent basis. Some examples of ethical issues/problems that have to be reported to the agency's management:

- Client living in an unsafe environment,
- Client receiving insufficient care as result of financial issues,
- Clients who are seriously non-compliant,
- Clients whose care may be compromised by family issues and others

An investigation and an ethical compliance meeting will occur and you may be asked to participate in the meeting if appropriate. If for any reason you feel you can no longer participate in a client's care or procedure based on cultural, religious, or ethnic objections, please notify the Clinical Director, Nurse Manager or Coordinator.

NON-SOLICITATION AGREEMENT

No full-time salaried employee will engage in private practice of a service similar to that provided by Galaxy Home Care within the geographic area serviced by the agency, without the permission and knowledge of the Administrator. Persons violating this policy will be subject to disciplinary action which may include termination.

Furthermore, no employee of Galaxy Home Care is allowed to seek employment with a Galaxy Home Care client whether directly or indirectly through another agency or on private duty terms—this is called a Non-Solicitation Agreement. If found in violation of this, Galaxy Home Care can pursue legal and financial consequences up to and including six (6) months' lost revenue from the client and the employee. The cost of the legal fees, any litigation and collection fees due to this becomes the responsibility of the employee. As an employee of Galaxy Home Care, you are required to sign a Non-Solicitation Agreement which remains in effect throughout the duration of your employment, and subsequently 12 months after you leave the agency's employment, whether voluntary or involuntary.

STAFF / PATIENT INTERACTION

A professional relationship should be maintained with the client and client's family at all times. This is a non-mutual, non-egalitarian relationship in which the staff is the "helper" and the client is the "helped". Such relationship should exhibit care and friendliness and must not interfere with the personal boundaries of the client and/or family. All other relationships may be considered exploitative or abusive. Such relationships include but are not limited to: sexual/ romantic relationships, activities that differ from the specified treatment plan, or abuse relationships such as physical, verbal, emotional or neglect. Any violation of these rules is grounds for immediate termination of employment.

CONFIDENTIAL INFORMATION

Galaxy Home Care will maintain the confidentiality of protected health information as defined by HIPAA, and other information that is deemed to be confidential by other laws. This information may include, but is not limited to, information on clients/families, employees, and financial and business operations. Confidential information may be information in any form: e.g., written, electronic, oral, overheard or observed. Employees and contractors may be exposed to information that is considered to be confidential. This information should not be discussed with anyone, including other clients/families, co-workers, or an employee's or contractor's family or friends. (Additional information regarding specifics of the confidentiality of patient records can be found in the Clinical Record Policy and Procedure Manual). All employees must be alert to others overhearing professional discussions regarding clients/families or personnel information or situations. Disclosure of confidential information is grounds for disciplinary

action up to and including termination. All clinicians are required as part of the application process to read the HIPAA Privacy Rule Booklet and complete a 10-question post-test with at least 80% accuracy. In addition, all applicants must read and sign the Notice of Privacy Practice information provided.

APPEARANCE / ATTIRE GUIDELINES/DRESS CODE

All employees of Galaxy Home Care will be provided with a photo ID badge which must be worn in an obvious place at all times while on duty. All employees are to dress appropriately in accordance with their professional duties.

- Appropriate street attire should be worn during home visits. Street attire is to be conservative, business-like, and professional. Appropriate street attire includes dresses, culottes, tailored dress slacks or skirts with tailored blouses or shirts. Jeans, shorts, sweatshirts or sweatpants, off-the-shoulder dresses or tops, tank tops, sleeveless sun dresses, or mini-skirt dresses are not acceptable.
- All clothing must be machine washable, clean, and pressed.
- All clothing should allow freedom of movement. Tight-fitting clothing is inappropriate. Long sleeves are to be pushed up when giving care.
- Sweaters (button-down vests or cardigan style) or lab coats may be worn over street clothing when not giving direct patient care. Sweaters with attached hood are not acceptable. Lab coats are to be laundered on a daily basis.
- Hosiery or socks are to be worn at all times. Ankle length or knee socks may be worn with pants only. Textured nylons are not acceptable.
- Shoes must be clean, enclosed, and low/flat heeled with a nonskid sole. Shoes should be supportive and well-fitting. Appropriate footwear must be worn during winter conditions. Clean tennis shoes are only permitted with slacks.
- Hair must be neat and clean. Hair is to be worn off the face or pulled back. Large decorative ornaments and bandanas are not to be worn in the hair. The hair and beard of male employees is to be neatly trimmed.
- Nails are to be neat, clean, and moderate in length. No acrylic nails or tips are to be worn. Nail polish may be worn if not chipped.
- Clinicians should not wear excessive jewelry.
- Makeup is to be in moderation.
- Heavily scented perfumes are to be avoided.
- When on weekend call, the nurse is expected to conform to the dress code as outlined above.
- Employees of the contracted disciplines are expected to conform to the dress code as outlined above.
- Any employee or member of a contracted discipline who is improperly dressed or groomed may be asked by the Administrator to go home and change clothing/adjust appearance prior to the provision of care.

Unless otherwise requested by client or client's family, wearing a uniform is not required, however it looks professional. Pressed pants or a knee length skirt with shirt/blouse and comfortable, flat, closed toe shoes or sneakers should be worn. Identification badge supplied by agency will be worn at all times when working. Hair must be worn so it does not fall over employees face or clothing while caring for patient. Nails must not be excessive in length as they could scratch the client. Nail color should be professional. Earrings should not be hanging because of the risk of them being accidentally pulled.

TRANSPORTATION

Due to the type of services provided by Galaxy Home Care, all staff and contractors are expected to have a vehicle available in good working condition and are required to have a valid Pennsylvania driver's license and auto insurance. If either your license or insurance are no longer valid, you should contact your supervisor immediately.

LATENESS AND ABSENTEEISM

Galaxy Home Care is committed to providing high quality health care services to all clients being serviced. To fulfill this obligation, the agency expects regular attendance and punctuality by all employees. This includes, but is not limited to, arriving on schedule, remaining on duty until scheduled hours are completed or a replacement has arrived where applicable. Galaxy Home Care will not tolerate continuous lateness, absenteeism or abuse of sick time without prior notice. Each incident of absence or lateness will be regarded as an "episode". Disciplinary action up to and including termination will be based on the number of episodes on a rolling calendar of two episodes in three months. A no-call, no-show can be grounds for immediate dismissal once the cause for the episode is investigated.

Once an assignment is accepted, the employee is obligated to fulfill it. Any dissatisfaction reported by the patient is grounds for immediate removal from that assignment.

ALCOHOL AND DRUG FREE

Because the quality care of our clients is of the utmost importance, Galaxy Home Care maintains a strict drug and alcohol-free policy. Any employee suspected of being under the influence of any substance that hinders them from performing their duties will be subject to drug and/or alcohol testing and ultimately, the termination of employment.

This policy is effective and fully enforceable both on Galaxy Home Care property and also at the residences of any of our clients or any other agency work location.

INCLEMENT WEATHER

Galaxy Home Care will close due to inclement weather at the discretion of the Administrator. Agency employees will be notified via telephone of the agency closing, and the emergency preparedness plan will be implemented if deemed necessary. If the agency is not closed, it is anticipated that the roads are drivable, and that all clinicians should make a legitimate attempt to report to work.

PERSONAL BUSINESS: CELL PHONE AND EMAIL USAGE

Personal business activities are not to be carried on during working hours. Personal phone calls on cell phones, including text messages, are to be kept to a minimum. Personal calls may not be received or made while providing direct client care. Under no circumstances should staff providing care in client's home use a client's/family member's computer for any reason either to search the internet or to send emails.

All electronic and telephonic communication systems (including voice-mail and email) within the office and all communications and information transmitted by, received from, or stored in these systems are the property of the organization, and as such are to be used solely for job-related purposes. The use of any software and business equipment, including but not limited to, facsimiles, computers, and copy machines for private purposes is strictly prohibited.

COMPUTER SYSTEM ACCESS (if applicable)

All users of the computer system are expected to follow accepted and prudent practices regarding computer security and abide by its terms. Violations may result in short-term or permanent loss of access to computing systems. Violators are also subject to agency disciplinary procedures as outlined in the Employee Handbook. Serious violations may be referred to local, state, and/or federal law enforcement officials and may result in criminal prosecution.

Computer systems are provided to users to perform agency business. Denial of service caused by the installation of unauthorized software that compromises an individual or network system, or virus infections that corrupt or delete system software or data, is a serious threat to the agency's operations. Users shall refrain from practices that tend to compromise the availability of computer systems or resources.

Accuracy and integrity are essential elements in the use, storage, and retrieval of electronic data. The use and/or exchange of data must be done with adequate controls to ensure integrity and verifiable results. Authenticity requires that data is not corrupted or altered in such a way that would misrepresent or hinder the ability to be audited.

USER RESPONSIBILITIES

- Follow good security practices as outlined in this security policy as well as supplemental departmental security policies and procedures.
- Report known violations of this security policy or supplemental departmental security policies to management.
- Request or gain access only to those official files and records necessary to perform duties as defined by the user's job description.
- Transfer confidential data and information among agency staff only as required for fulfilling assigned duties and responsibilities.
- Do not attempt to access data or programs for which the user does not have authorization or explicit consent of the owner of the data.
- Do not reproduce, edit, revise, or otherwise alter data and information except as required for legitimate agency reporting purposes.
- Do not purposely engage in activity with the intent to do any of the following: harass other users; degrade the performance of systems; deprive an authorized user of access to an agency resource; obtain extra resources beyond those allocated; circumvent computer security measures; or gain access to enterprise systems for which proper authorization has not been given.
- Do not disclose or share a user login ID and password with others except as required for system maintenance purposes or for purposes of promptly changing a password as appropriate. Passwords will change periodically.
- Do not install personal or third-party applications/programs not related to a user's job function that may compromise access to company systems.
- Do not seek personal benefit or permit others to benefit by disclosing or otherwise using confidential data or information that has come to him/her by virtue of a work assignment.
- Do not use agency-computing resources for private and/or commercial gain.

SAFETY

The health and safety of all employees, contractors, and clients is of the utmost concern. It is therefore the policy of Galaxy Home Care to comply with the requirements of OSHA. All employees are expected to be conscientious about workplace safety, including proper work methods, reporting of potential hazards, and abating known hazards.

All employees are to follow the procedures recommended in the Center for Disease Control guidelines and OSHA regulations including Standard Precautions, general infection control guidelines, and Galaxy Home Care Clinical and Infection Control Policies and Procedures. Appropriate protective articles such as aprons, gloves, goggles and masks shall be made available to all employees in their various work settings.

OUTSIDE EMPLOYMENT

Galaxy Home Care does not limit employee's activities during non-working hours unless those activities interfere with or are in conflict with the performance of his/her job. (See *Code of Ethics* section)

GIFTS / SOLICITATION

Employees of Galaxy Home Care are not permitted, under any circumstances, to solicit clients, physicians, or any other person connected—directly or indirectly—with Galaxy Home Care for personal gain. Employees are not allowed to accept monetary or personal gifts from clients and/or family members.

PERSONNEL PROCESSES AND PROCEDURES

EMPLOYEE HIRING PROCESS

INTERVIEW: This is our first opportunity to see a candidate in action. Good, thoughtful questions will begin to assess the elements most desired in a candidate. Upon completion of the interview, reference checks are completed, and these reference checks become a permanent part of your personnel file.

CREDENTIALING: Every employee, whether directly employed or contracted through another source, will be required to provide proof of credentials. All documentation will be maintained in your personnel file.

Professional staff (Supervisor, LPNs, Personal Care Aides, etc.) will be required to provide proof of professional licensure.

Galaxy Home Care will contact all personnel within a reasonable time of the expiration of any license or registration so that updated documentation can be provided. If this documentation is not received in the office as requested within the specified timeframe, you may be unable to work until it is received.

PERSONNEL FILES: A personnel file is maintained for each employee of Galaxy Home Care and is protected against inappropriate access. The employee has the right to access their records which should be requested in writing to the Administrator.

JOB DESCRIPTION: Everyone needs to plan for the skills; knowledge and experience a candidate will bring to the job. Diligent work in this area will make all other phases easier and will go a long way to ensure overall success. A job description is presented to you upon hire, and a copy is signed by you for your personnel file as proof of your understanding that this is the position that you accepted. You will be evaluated according to this position description at the end of your 3-month probationary period and at your annual performance evaluation.

PROBATIONARY PERIOD:

The probationary period is the first 90 days of employment and is considered the “getting acquainted” period for a new employee. During this time, orientation occurs in order for the new employee to learn the agency’s processes and procedures and become familiar with Galaxy Home Care’s way of doing business. It is also a time for you, as a new employee, to determine if you are comfortable working for Galaxy Home Care. As part of employment “at will”, an employee in their first 90 days can be terminated for any reason without going through the disciplinary process steps outlined under *Disciplinary Action*.

Personal Care Aides that are not certified under home health must initially go through a specialized 75-hour combined classroom and supervised practical training program. As part of this training, aides learn, are evaluated, and observed in each of the skills they will use as a home care aide providing home care in a client’s home.

Nurses will complete a skills checklist which allows you to tell us which clinical skills you are most comfortable in performing independently and ones in which you need instruction. As a new employee at Galaxy Home Care, you are not allowed to provide any client service until a skill has been demonstrated/observed, and you have been certified competent to provide that skill independently by the Administrator or designee.

At the end of the 90-day probationary period, all staff will have a performance evaluation completed by their supervisor. The evaluation process is meant to assess the overall performance of a clinician and to determine areas where performance exceeded, met, or did not meet expectations. At this point, the determination is made as to whether the clinician has successfully completed the probationary period and therefore is a good “fit” within the organization, or should be terminated from employment.

PERSONAL INFORMATION UPDATING

In order to provide effective assistance during personal emergencies for employees and their families, it is crucial for Galaxy Home Care to have current contact details. Maintaining accurate information in our records is also essential for recordkeeping, payroll, and benefits-related purposes.

Employees are encouraged to promptly notify Human Resources of any changes in their name, address, telephone number, marital status, number of dependents, or alterations to next of kin and/or beneficiaries.

OPEN COMMUNICATION POLICY

We acknowledge that employees may have valuable suggestions for enhancing our workplace or concerns about their work environment. We believe that the most effective resolution to job-related issues often involves prompt discussions with an employee's supervisor. Employees are encouraged to freely reach out to their supervisors, other members of management, or Human Resources with any suggestions or complaints. While we provide this avenue for communication, it's important to note that not every concern can be addressed to the employee's complete satisfaction. Nevertheless, we emphasize that open communication is vital for a successful work environment, and all employees should feel empowered to raise concerns without the fear of retaliation.

PROFESSIONAL BEHAVIOR

To ensure safety, security, and an optimal work environment, employees are expected to adhere to basic, common-sense rules of conduct. Violations may result in disciplinary action, including suspension, demotion, or termination. While it's not possible to list all unacceptable behaviors, the following are examples of infractions:

- Lying or stealing from the agency or clients.
- Taking a case to another agency for personal benefit.
- Falsification/misrepresentation of hours worked.
- Forgery, including forging a client's signature.
- Failure to treat clients with courtesy and kindness.
- Disregard for clients' privacy and property.
- Verbal and/or physical abuse or neglect of any client or employee.
- Discussing scheduling with clients without notifying Galaxy Home Care.
- Excessive tardiness or absenteeism without proper notification.
- Documenting after the fact or taking notes home to document.
- Accepting money or gifts from clients.
- Use of or being under the influence of alcohol or illegal drugs at work.
- Smoking at work.
- Refusal to perform required duties.
- Unsatisfactory performance of job duties.
- Bringing a child or another person to work.
- Non-adherence to client confidentiality or physicians' orders.
- Failure to follow Galaxy Home Care policies and procedures.

- Non-notification of changes in the client's condition to the agency or physician.
- Leaving a client unattended while on duty.
- Driving a client in a car while on duty without approval.
- Using cell phones for personal purposes during work.
- Use of foul language, loudness, or aggressive behavior.
- Failure to obtain permission to leave work during normal hours.
- Not observing working schedules, including breaks.
- Abusing or misusing paid sick leave.
- Failure to provide a certificate from a healthcare provider when requested.
- Working overtime without authorization or refusing assigned hours.
- Violating safety, health, or security policies.
- Committing fraudulent acts or intentional breach of trust.
- Expressing judgment to clients based on personal beliefs.
- Accepting gifts or money from clients.
- Failure to notify the agency and physician of a severe change in client status.
- Falsification of employment records.
- Recording the work time of another employee.
- Theft or deliberate/careless damage of Galaxy Home Care's or clients' property.
- Abusing electronic resources.
- Possession, distribution, sale, or use of alcohol or illegal drugs at work.
- Provoking or engaging in physical fights during working hours.
- Carrying firearms, weapons, or dangerous substances without state law allowance.
- Using abusive, violent, threatening, or vulgar language during working hours.
- Absence of three consecutive scheduled workdays without prior notice.

While employment is at-will, disciplinary actions may include verbal or written warnings, demotions, or suspensions. Galaxy Home Care reserves the right to determine appropriate disciplinary action based on the nature of the violation. **This statement doesn't modify the at-will employment policy. Employment can be terminated at any time by either the employee or Galaxy Home Care, with or without cause. Any alteration to the at-will employment relationship must be in writing and signed by Mr. Mohammed Azad Rahman.**

OFFICE HOURS/ON-CALL PROCEDURE

Regular office hours are from 9 am to 5 pm, Monday through Friday, excluding Federal holidays. Additionally, one of our agency representatives is available 24 hours a day, 7 days a week. In the event that you are unable to reach this individual, please leave a message and allow them time to return your call.

Our on-call services are reserved for emergencies outside of regular business hours. If your issue requires immediate attention, please feel free to call after hours. Otherwise, we kindly ask that you wait until the next business day. The following procedure outlines how to reach our on-call representative when the office is closed, between 5 p.m. and 9 a.m. on weekdays, weekends, and holidays:

- Dial the office telephone number at **(215) 588-5068 (Main Office Number)** and leave a detailed message. Additional office numbers include **(215) 353-7850 and (267) 638-7970.**
- Our administrator, coordinator, or social worker will be promptly notified based on the nature of your message.
- We aim to return your call within approximately ± 60 minutes if you request a callback.

MEDIA CONTACT GUIDELINES

In order to maintain consistent, timely, and professional communication with the media regarding Galaxy Home Care matters, employees are required to notify Mohammed Rahman if approached by the media to speak on behalf of Galaxy Home Care. This ensures that Galaxy Home Care is aware of any media inquiries. Employees should refrain from responding to media inquiries on behalf of Galaxy Home Care without proper authorization. While this guideline does not prohibit employees from engaging with the media, they should refrain from representing Galaxy Home Care unless expressly authorized by Mr. Rahman.

CONFLICTS OF INTEREST

All employees are required to conduct themselves in a manner that avoids actual or potential conflicts of interest. The following activities are examples of prohibited conflicts of interest in any aspect of an employee's role:

- Serving as a director, officer, consultant, agent, or employee of a supplier, customer, competitor, or any entity doing business with Galaxy Home Care.
- Holding a material interest in, being a creditor of, or having other financial involvement with a supplier, customer, competitor, or any entity doing business with Galaxy Home Care.
- Giving or receiving gifts, gratuities, special allowances, discounts, or other advantages from suppliers, customers, or competitors that are not generally available to Galaxy Home Care employees.
- Having a significant personal interest, either direct or indirect, in a business transaction involving Galaxy Home Care.
- Engaging in outside activities that materially detract from or interfere with the employee's job duties for Galaxy Home Care.
- Influencing commercial transactions, such as purchases, contracts, or leases, in a manner that would harm Galaxy Home Care's interests.

If an employee discovers or considers assuming a financial interest or outside employment that may pose a conflict of interest, or if there is uncertainty regarding the application of this policy, the employee should promptly discuss the matter with Human Resources. The employee should also refrain from making decisions on behalf of Galaxy Home Care that could reasonably be affected by any conflicting interests.

Failure to disclose a conflict or potential conflict may result in disciplinary action.

This policy does not prohibit employee activities protected by applicable state and federal laws, including those protected under Section 7 of the National Labor Relations Act. This includes employees' rights to engage in collective organization and discuss their employment terms and conditions with others.

OUTSIDE EMPLOYMENT

Galaxy Home Care acknowledges and respects each employee's right to engage in activities outside of their employment, provided such activities do not conflict with the interests of the company or impair the employee's ability to fulfill their job responsibilities. However, under certain circumstances, if an employee's outside activities adversely affect their job performance or interfere with their ability to carry out their duties, disciplinary action, including termination, may be necessary.

An example of such activity is outside employment. While Galaxy Home Care does not generally prohibit employees from holding additional jobs, the following types of outside employment are not permitted:

- Employment that conflicts with the employee's work schedule, duties, or responsibilities, or creates an actual conflict of interest.
- Employment that negatively impacts the employee's performance at Galaxy Home Care.
- Employment that requires the employee to conduct work or related activities during their working hours or utilizing Galaxy Home Care's tools, materials, or equipment.

For the purpose of this policy, self-employment is considered outside employment.

Galaxy Home Care does not assume any responsibility for employees' outside employment. This includes the provision of workers' compensation coverage or any other benefits for injuries sustained during or arising from such outside employment.

EMPLOYEE LETTERS

Requests for letters from Galaxy Home Care made by employees should be directed to the Human Resources Department. The HR Department will then contact the relevant organization to verify the request. Please allow a minimum of one week for Human Resources to gather the necessary information for the letter. Letters will not be sent directly to employees. Employees are encouraged to contact us via phone at (215) 588-5068 or email at info@galaxyhomecarellc.com . When leaving a voice message, employees should provide the following information:

- ✓ Name of employee
- ✓ Date
- ✓ Reason for Letter
- ✓ Information to be included in letter

SCHEDULING PROCESS and CALL-OFF PROCEDURES

The Galaxy Home Care office will be open Monday through Friday between the hours of 9:00 a.m. and 5:00 p.m.

As an employee, if you are unable to fulfill an assignment or report to work, immediately contact your supervisor. Under no circumstances is an employee to be absent from assigned duties without adequate notice. This constitutes irresponsible behavior and can result in complete termination of employment.

GENERAL GUIDELINES:

The following are general guidelines regarding scheduling:

- Schedules are to be submitted 4 weeks in advance or 4 weeks prior to the month start. In other words, the February schedule requests must be submitted by November 23; the March schedule requests must be in by December 23, etc.
- Requests should be for specific days that a clinician wishes to work.
- Once completed, the schedule is distributed to staff one month prior to implementation.
- If a request for time off is given after the schedule is mailed out, it is the responsibility of the clinician to find a replacement for that day.

DECLINATION OF OFFERED WORK

If, in a 30-day period, work is available and the employee declines all offered assignments, the employee will be placed in an inactive status. The inactive employee is eligible for rehire but must go through the employment hiring process again.

REPORTABLE INCIDENTS

An incident report is completed by any clinician (employee or contractor) who is involved in or becomes aware of any information pertinent to an event. An event is any happening that is out of the realm of normal practices that could adversely affect the care of a client or includes an accident that could or did injure the clinician. The report should be completed promptly and accurately and submitted to the Administrator. All incident reports will be reviewed and assessed for appropriate resolution.

If an incident occurs, the individual discovering the incident should notify the Administrator immediately and report the incident. If the incident involved a clinician's injury, the procedure outlined under Workers' Compensation should be followed. If a client was involved in the incident, the Administrator will determine the appropriate means for follow-up with the client, caregiver and others. At all times, confidentiality of information is maintained. An Incident Report is completed within 24 hours of the incident if at all possible. The form is completed with the following information:

- Pertinent client information—name, date of birth and phone number
- Date, Time and Location of incident and name of reporting person.
- List who witnessed event: Galaxy Home Care personnel, client, family, or other witnesses.
- Check type of incident or list under "Other"
- Description of the incident
- Any injuries? If yes, describe in narrative form.
- Indicate who was notified, and the date and time.
- Follow-up action taken. For example:
 - Was client seen by physician or was client transported to the hospital?
 - If Galaxy Home Care personnel were injured, document the injury.
 - Any actions ordered by the physician, if applicable.

The Administrator reviews and signs the Incident Report Form.

REPORTING TO SUPERVISOR

Upon initiating a new case, employees are instructed to promptly contact their supervisor and provide an update on the visit's outcome. It is essential to make a follow-up call to your supervisor following each visit, sharing any pertinent details. This communication ensures that any issues are addressed promptly and also allows us to gauge your satisfaction with the case.

CLIENT HOSPITALIZATION

In the event that a client is absent from their home, it is crucial to notify the supervisor promptly. Aides are not permitted to work in the client's home if the client is not present. This could be due to various reasons such as hospitalization, rehabilitation, nursing home stay, vacation, or camp. When the client is away, care is typically provided by another source, and therefore, no aides are permitted to provide care simultaneously. While aides are allowed to visit clients in the hospital, it's important to note that such visits are not considered part of their job responsibilities. Time spent visiting a client in the hospital is not to be recorded on timesheets, and it's acknowledged that such visits are made in a personal capacity, not as an employee of Galaxy Home Care. Therefore, no timesheets should be submitted while the client is hospitalized.

ATTENDANCE & EMPLOYEE CALL-OUTS

Punctuality: Employees are required to adhere to their schedules diligently. They must arrive promptly at the beginning of their shift to receive a report and remain for the entire scheduled duration.

Incomplete Visit: If a patient is not at home during a scheduled visit, the employee must immediately call the office to confirm the patient's absence.

Lateness: In the event of tardiness, employees must promptly call the appropriate office to notify the agency. Failure to inform clients of tardiness or inability to fulfill a scheduled shift may result in termination. If the office is closed, employees must leave a message. Repeated lateness may lead to termination. Employees should refrain from providing their phone numbers to clients.

Call Outs: Employees must notify the agency at least 12 business hours before their scheduled shift if they are unable to attend. It is mandatory to inform the agency of any absence from scheduled shifts, and failure to do so may result in termination. Please contact the office at 1-215-588-5068 to report absences.

Days off: Requests for days off must be submitted to the agency at least 2 weeks in advance. This includes appointments or vacations, which must be communicated in writing and submitted for approval two weeks prior. The agency requires sufficient time to arrange for a replacement to ensure continuity of care for clients. Requests can be mailed or emailed to your supervisor.

Breaks/Meals: Employees are responsible for bringing their own meals to clients' homes, including breakfast, lunch, dinner, snacks, and drinks. Employees are not permitted to leave the client's home for meals or breaks. During breaks or meals, the client must remain within the auditory or visual range of the employee.

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PERFORMANCE REVIEWS / EVALUATIONS PROBATIONARY PERIOD

Every field employee is considered temporary employee for a 3-months (90 days) period from your first assignment date. This time is to be utilized by both the management/coordinator staff and the employee to assess and determine whether the position held by the employee is appropriate.

CLIENT SATISFACTION

Clients will receive satisfaction surveys that they will fill out regarding their services and care. This is an anonymous survey that will review the services of nursing, physical therapy, home health aides and the office staff. They also have the right to write any comments if necessary whether they are praise or complaint.

PERFORMANCE EVALUATION

The performance review or evaluation process is used as a means to assess performance and to review areas where competency is achieved, exceeded, or areas where improvement is needed. All personnel, both contract and employee, under the Home Health Medicare Conditions of Participation must be deemed competent to provide care in accordance with their assigned job duties. As a result, Galaxy Home Care performs competency assessments and performance evaluations on both contractors and employees.

Performance evaluations are completed:

- At the end of the 90-day probationary period
- Annually within one month of the anniversary of an employee's date of hire

The performance evaluation at Galaxy Home Care is based on job specific evaluation criteria which evaluates not only general behavioral factors, but takes a total picture of an individual's performance and job specific competencies and records it annually. The Administrator or employee's immediate supervisor share and discuss results of each performance evaluation with the employee. Specific training and education are formulated for those areas of performance that do not meet satisfactory levels. Goals are established for improvement. This will allow a chance for performance goals to be developed for the clinician for the balance of the year (the next 9 months).

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STAFF DEVELOPMENT / EDUCATION PROGRAMS

Galaxy Home Care acknowledges the importance of continual staff growth and development and as a result, encourages its employees to participate in both internal (in-services) and external skill development programs. With prior authorization, the agency may pick up registration fees for relevant professional/continuing education programs attended by staff.

IN-SERVICE EDUCATION

As per state regulations, all Home Health Aides are required to complete a minimum of 12 hours of in-service training annually. These hours are typically distributed as 6 hours of training conducted half yearly, totaling 2 sessions per year. In-service programs will be conveniently available online throughout the year via the training website www.GalaxyHomeCareLLC.com. These programs will consist of educational materials for review, accompanied by a quiz. Employees are required to have an email address for site registration. Alternatively, the coordinator may send a video training link via email for completion of the training.

The deadlines for each quarter's in-service completion are as follows:

- 1st Part (half yearly): June
- 2nd Part (half yearly): December

TRAINING

Galaxy Home Care has free training for employees with little experience. This is usually held on a scheduled basis. If you or someone you know are interested you must get in touch with your supervisor for more information.

COMPETENCY ASSESSMENT

Competency Assessment is a part of a larger circle of events which ensures our staff is able and knowledgeable about performing their job requirements. Competency can be measured in many ways—written or oral questions and examinations, skill demonstration, individual discussion or questions, individual observation or by lectures or in-services, etc. Proof of competencies are maintained as part of each employee's personnel file.

PROMOTION

In the event that a position becomes available, employees are encouraged to apply in writing and to be interviewed for available positions in efforts to gain advancement within the organization.

DISCIPLINARY ACTION

When an employee violates organizational standards, his/her supervisor is responsible for correcting the situation to prevent further occurrences. Disciplinary action is often taken in a progressive manner in order to provide the opportunity for the employee to correct his/her behavior and to meet work standards. The progressive steps in this process are:

1. verbal warning
2. written warning
3. suspension
4. termination of employment.

Progressive steps will be utilized for either a repeating behavior or a series of behaviors that have been addressed. Any and all of these steps may be omitted as deemed appropriate upon review of the circumstances. When a disciplinary action is taken, the supervisor will meet with the employee and explain the nature of the offense, discuss the issue(s), and discuss a plan of action/correction. A copy of the Disciplinary Action Form is used to document any steps that occur in the disciplinary process; this form is maintained in the employee's personnel file.

Offenses which are deemed sufficient to result in a verbal warning may include, but are not limited to:

- tardiness
- inappropriate dress
- failure to follow scheduling policies
- inappropriate behavior
- insufficient notice when unable to complete an assigned shift, work assignment or report for work
- failure to return telephone calls in a timely fashion

If satisfactory improvements are not exhibited after a verbal warning and within a maximum period of 30 days, a written warning will be given to the employee for review and action. If the employee's performance does not improve up to an acceptable level after a written warning, further action will be taken which may include termination.

Offenses which are deemed sufficiently serious to result in immediate termination of employment may include, but are not limited to:

- acts of abuse
- acts of violence
- theft
- abandonment of position
- breach of confidentiality
- carrying weapons of any sort
- falsification of records
- the possession, use, sale, purchase, or distribution of any illegal drug/substance, drug paraphernalia, or alcohol
- sleeping on the job
- falsification of a timesheet or records

In addition, all facts will be considered surrounding an arrest, a criminal complaint, an indictment, criminal information, or any other criminal conviction of an employee as a basis for disciplinary action. Employees are required to immediately report any arrests, indictments, loss of professional licensure or convictions to the Administrator or their immediate supervisor. If the particular circumstances and the offense charged, in our judgment, present a potential risk to the safety and/or security of our clients, employees, contractors, location of care or agency, such events may result in disciplinary or other appropriate action.

GRIEVANCE PROCEDURE

If, at any time, an employee feels that they are treated in an unfair manner, they are encouraged to utilize the grievance procedure. This process may also be used if there are concerns that are seemingly not being addressed. All grievances should be submitted to your immediate supervisor who will follow the appropriate chain of command until the grievance has been resolved.

TERMINATION FROM EMPLOYMENT

Since your employment with Galaxy Home Care is “at will”, termination of employment can occur on a voluntary or involuntary basis. Generally, voluntary terminations are initiated by the employee, and involuntary terminations are initiated by the agency with no advance notice given when the employee is terminated for misconduct. An employee may be terminated for reasons other than misconduct, in which case the employee will be notified of the decision to terminate employment and the reason for the termination.

Voluntary termination (resignations) must be submitted in writing to your supervisor. Employees are required to give sufficient written notice prior to the effective date of resignation. The Administrator is required to give at minimum four (4) weeks’ notice in order to maintain continuity of client care. All other positions are required to give, at minimum, two (2) weeks’ notice.

Since all employees are considered “at-will” employees, the organization reserves the right to terminate the employment relationship with any employee with or without cause. Similarly, employees have the right to terminate his/her employment relationship at any time and for any reason. At the organization’s sole discretion, it may be determined that it is in the organization’s best interest to terminate an employee’s employment relationship. Offenses which are deemed sufficiently serious to result in immediate termination of employment without stepping through the outlined disciplinary process are outlined under Disciplinary Process.

Terminated employees will be deemed ineligible for rehire throughout the organization.

EXIT INTERVIEW

Any employee who terminates employment from Galaxy Home Care will have an exit interview with the Administrator. This interview will serve as a tool to measure whether any policies or practices were contributing factors in the decision of the employee to resign. It will also help to determine if any policies are adversely affecting the operation of the agency or the delivery of client care services.

PHONE VISIT VERIFICATION SYSTEM (VVS)

All of our caregivers are required to confirm their scheduled visits with our phone Visit Verification System (VVS). It is used as a punch-in/punch-out system for the scheduled time. This is done by dialing our toll-free number as soon as they enter and leave the home. **The caregiver must dial from the client's phone only.** If the client's phone is not available, please inform the agency. Please note: the caregiver must still be using a paper timesheet or electronic timesheet and it also must be signed from the client and caregiver at the end of the week if EVV or VVS does not work due to technical error.

Our Agency toll-free VVS Phone Number is: 833-369-1211

ELECTRONIC VISIT VERIFICATION (EVV)

This process allows Visit Confirmation with specific emphasis on Electronic Visit Verification (EVV). EVV allows Caregivers to Clock-In and Clock-Out of Visits from the Member’s home, and provides reliable time confirmations through:

- Caller ID authentication,
- exact GPS location,
- and specialized codes reflecting the exact time and date.

CLOCK IN/OUT INSTRUCTIONS USING CLIENT'S PHONE:

Step	Action for CLOCK IN
1	To place EVV, dial 833-369-1211 from the Member's home phone. (NOT from your phone)
2	Press 1 to Clock IN when prompted.
3	Enter the Assignment ID (provided by your Agency).
4	Confirm the entry.
5	If the EVV is placed successfully, then the following automated message is heard: "Your call has been successfully registered"

Step	Action for CLOCK OUT
1	To place EVV, dial 833-369-1211 from the Member's home phone. (NOT from your phone)
2	Press 2 to Clock OUT when prompted.
3	Enter the Assignment ID (provided by your Agency).
4	Confirm the entry.
5	If the EVV is successfully placed, then the following automated message is heard: "Enter the 3-digit ID number for the first duty performed on the patient."
6	Enter each Duty ID . <ul style="list-style-type: none">• If an invalid Duty ID is entered, then you are alerted and asked to enter the next Duty ID.• If a valid Duty ID is entered, then you are asked to enter the next Duty ID.• If the Member refused a Duty, then enter star (*) followed by the Duty ID to log a Refused Duty.
7	When all Duties have been entered, dial 000 to complete the EVV. Upon completion, the following is heard: "Your Call-Out has been registered successfully. Goodbye."

CLOCK IN/OUT INSTRUCTIONS USING HHAExchange MOBILE APPLICATION:

1. Downloading the App

The HHAExchange Mobile App is available for download through the App Store or Google Play. The App is available for both iPhone and Android devices.



2. Signing Up and Registering

Creating an account for the Mobile App is a two-step process, as follows:

- 1) **Sign up** by creating login credentials.
- 2) **Register** by entering additional demographic information.

3. Sign Up Once the App has downloaded, press **Sign Up** on the bottom left of the main screen. The App prompts for the following:

- 1) An **Email Address**
- 2) A **Password** (minimum of 8 letters, 1 capital, and 1 numeric value)
- 3) Once credentials are completed and confirmed, select **Sign Up** to log in to the App.
- 4) Upon successfully creating an account, the system issues a verification email:

4. Register

- 1) Log in to the App upon receiving the verification email.
- 2) Review the *Terms of User Agreement* and select the **Agree** button.
- 3) The Main Screen opens. Click the **three-dot icon** (on the top-right corner) as prompted by the message. Select the **Update Profile** option.
- 4) Complete all the fields on the Create Profile page. Click the Create button to create the Profile.
Note: Values must match the information on record in HHAX. The Mobile App does not link correctly if any of these values do not match.
- 5) If all the information is entered correctly, a message appears containing the Mobile ID.
- 6) The HHAX system sends a second email after successful registration. This message contains the **Mobile ID** as well as instructions on how to log in and use the Mobile App:

5. Using Mobile app for Clock In and Clock Out:

- 1) Open the HHAExchange Mobile app and Sign-In with your Username and Password.
- 2) Click on Today's Schedule
- 3) Click on Client's Name
- 4) Click on Clock-In button when you start work or Clock-Out button when you end your work.
- 5) Select GPS to submit an EVV and click on 'Confirm'.
- 6) A successful EVV displays in green under the Clock In button ----- **Clock-In Done.**
- 7) When the Visit is completed, click the green Clock Out button on the Clock In/Out page. If the Visit included a Plan of Care (POC), the Caregiver is prompted to select the duties performed.
- 8) Select the green circle (checkmark) for duties performed.
- 9) Click Save once the required screens are completed. Doing so routes the user back to the Visit Details page with a confirmation message (as shown in the image).
- 10) Click OK to return to the home screen.

THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT ("HIPAA")

Maintaining the confidentiality of patient information is crucial in our line of work. Galaxy Home Care strictly adheres to HIPAA regulations and prohibits employees from disclosing any patient information to individuals outside the organization unless it is necessary for treatment, payment, or healthcare operations.

Moreover, discussions involving Protected Health Information (PHI) within the organization should be restricted to prevent unauthorized disclosures. Acceptable uses of PHI within the organization encompass sharing patient information required for treatment, billing, essential healthcare operations, peer review, internal audits, and quality assurance endeavors.

Employees are urged to familiarize themselves with Galaxy Home Care's comprehensive HIPAA policy, practices, and procedures, which were provided at the commencement of their employment. These materials outline further details regarding employees' obligations and responsibilities regarding patient confidentiality.

UNACCOMPANIED VISITS

Under no circumstances are employees permitted to bring any individuals to a client's home with them. Even during initial client meetings when transportation is provided by someone else, the accompanying person must remain off the property. Additionally, employees are strictly prohibited from bringing their children to work. Any violation of these policies will result in immediate termination.



EMPLOYEE BENEFITS, CLASSIFICATION, COMPENSATION AND PAY PERIOD

Payroll

Employees are paid bi-weekly Friday, following the close of the pay cycle. If a pay date falls on a holiday, paychecks will be dated on the last working day prior to the holiday. However, this date is subject to change at the Company's discretion. (Collect the payroll schedule from your Manager/Supervisor)

Our workweek runs from **Monday** through **Sunday**. It is mandatory for all employees to clock in and out on time to prevent any deductions from their working hours in the HHAeXchange System (App or Phone). Employees seeking to adjust their working hours must contact the Administrator in advance to facilitate any changes. Earnings and payroll deductions, including Federal Income Tax, Local Tax, and Social Security, are detailed on the earnings statement, which provides a summary of each paycheck.

Held Pay

Your pay may be held if you are found to be out of compliance with Company policies. Compliance is considered part of the work required of the job. Funds may be withheld from your pay to cover court-ordered garnishments or any court-ordered directive required of the Company. The Company will not be held responsible for incorrect garnishment notices, incorrect effective dates, incorrect withholding amounts, or other errors related to the accuracy of any actions the court orders the Company to take against you. If your employment with the Company ends, any funds owed to the company will be deducted from your final paycheck, and your final paycheck may be delayed as documentation issues are researched.

PAID TIME OFF (PTO) and HOLIDAY

Galaxy Home Care provides its employees generally with 5 (five) days of sick/personal/vacation/Paid Time Off (PTO) pay per year. This benefit is calculated on every anniversary of your employment with Galaxy Home Care agency based on average amount of working hours per week for the past year. Once an employee has used up these allotted days, the Agency will not compensate them for any additional leave of absence unless it is due to sickness or a personal emergency.

PTO is calculated as follows:

Average amount of weekly hours per year	PTO time (Hours)
Greater Than or Equal (\geq) 39 hrs.	56
Between 35 to 38 hrs.	48
Between 30 to 34 hrs.	40
Less Than ($<$) 30 hrs.	No PTO Hours

On the other hand, Galaxy Home Care offers time and half hourly rate to the employees who will be working on these following holidays:

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

N.B.: Holiday rates commence at midnight on the holiday date and conclude at 11:59 pm on the same day.

JURY DUTY

The agency will compensate an employee at their regular rate for any scheduled workdays missed due to jury duty, up to a maximum of two (2) scheduled workdays within a one-year period. This compensation will be based on Galaxy Home Care's scheduled hours, minus any payment received from the court. Employees must provide proof of court receipt for reimbursement.

SICK LEAVE

Sick-leave requires at least 12 hours' notice and a doctor's note to return to work. You may be required to take off at least 3 total days for sickness.

TIME OFF

Time off must be made in advance. Notify your Case Manager at least one month in advance. Failure to comply with policies for requests off may result in termination for cause.

LEAVEING A CASE

Leaving a case permanently requires advance notice. As with any job, at least two weeks' notice is required to remove yourself permanently from a case.

UNEXCUSED ABSENCE

Unexcused Absences are defined as absences (including arrivals more than 30 minutes after the scheduled start of shift) without the prior approval of your supervisor. If you are ill and cannot go to work, we must have as much notice as possible before your shift begins to allow time for the office to find a replacement for your shift. Documentation of unexcused absences will be kept on record at the office. Transportation and/or babysitter issues are not valid reasons to miss work. Have a back-up plan!

RETALIATION

Galaxy Home Care strictly forbids discrimination or retaliation against employees who request or utilize sick time for lawful reasons protected by regulations. This policy also prohibits discrimination against employees who file complaints about potential policy violations or inform others about their rights under this policy. If an employee is denied sick time as mandated by law or faces retaliation for requesting or taking sick time, they have the right to file a complaint or initiate legal action.

CONFIDENTIALITY

In accordance with relevant federal and state regulations, Galaxy Home Care will maintain confidentiality regarding health information or details concerning domestic abuse, sexual assault, or stalking related to an employee or their family member. This information will remain confidential and will not be disclosed without the explicit consent of the employee, except where mandated by law.

WORKERS' COMPENSATION

Upon commencement of employment, all Galaxy Home Care staff members become eligible for Workers' Compensation benefits in the event of work-related injuries or illnesses. This coverage is designed to offer employees comprehensive support for on-the-job injuries or illnesses, including prompt medical attention, a swift return to work, and effective management of Workers' Compensation benefits. It is the responsibility of employees to promptly report all work-related injuries or illnesses to their immediate supervisor within 24 hours of the incident. Additionally, employees are required to complete an Employee Injury Report. If medical treatment is sought for the injury, employees must be treated by a physician from Galaxy Home Care's Workers' Compensation panel of physicians for the initial 90 days of treatment. Failure to report work-related injuries or illnesses promptly may lead to disciplinary action.

REPORTING WORK-RELATED INJURY OR ILLNESS

Employees who experience a work-related injury or illness should notify their supervisor without delay. Even seemingly minor on-the-job injuries must be reported immediately to ensure eligibility for coverage. Prompt reporting is crucial to ensure that affected employees receive appropriate assistance and support.

LEAVES OF ABSENCE/ACCOMMODATION

Employees requiring time off due to a workers' compensation illness or injury may qualify for a leave of absence under Galaxy Home Care's policies regarding leaves of absence or reasonable accommodation. For further details, employees are encouraged to reach out to Human Resources.

RETURN TO WORK

Employees seeking to return to work after a workers' compensation-related leave of absence must provide a certification from a healthcare provider affirming their readiness to resume work duties.

FRAUD

If Galaxy Home Care suspects that an employee has provided false or misleading information or has submitted a fraudulent claim in connection with a workers' compensation claim, the company will report it to the workers' compensation insurance provider. Workers' compensation fraud is considered a crime and may result in disciplinary measures, including termination of employment.

=====END of this Page=====

FACT-FINDING & ISSUE RESOLUTION (“FAIR”) PROGRAM

The Company values each employee and looks forward to good relations with and among all of its employees. Occasionally, however, disagreements may arise between you and our company or between Employees in a context that involves the Company. To facilitate expeditious and impartial resolution of any such disagreements, the Company has adopted this Fact-finding and Issue Resolution Program (the “FAIR Program”).

The FAIR Program is an essential element of your employment and/or continued employment with the Company and it constitutes a binding agreement between you and the Company. You indicate your agreement to be bound by the FAIR Program’s terms and conditions by signing your name at the end of this employee handbook and beginning or continuing your employment with the Company after receiving the Employee Handbook (“Effective Date”).

The FAIR Program will cover any Claim between You and the Company (as these terms are defined below) that is asserted after the Effective Date, regardless of whether any such Claim arose before or after the Effective Date, and regardless of whether such Claim was initially raised before the Effective Date. The FAIR Program also applies to Claims made after your employment with the Company ends.

For purposes of the FAIR Program, “*the Agency*” means Galaxy Home Care LLC, each of its subsidiaries, affiliates, and successor entities, as well each of their partners, officers, directors, owners, principals, members, agents, and employees against whom a Claim is asserted in connection with their duties for or in relation to the Company.

“*You*” and “*Your*” refers to you and any other person who may assert your rights.

“*Claim*” means any claim, cause of action, controversy, or other dispute between the Company and You that arises out of or relates to Your employment with the Company and/or the termination of Your employment, and that is based on a legally protected right that could otherwise be resolved by a court, excluding only Non-Covered Disputes (as defined below). Covered Dispute includes any disputes about Your hiring, firing, wages or compensation, discipline, leaves of absence, accommodations, and workplace treatment as well as the Company’s policies and practices (including any pattern, practice, act, or omissions) relating to such matters. For example, and not as a limitation, “Covered Dispute” refers to any claims arising under Title VII, the Fair Labor Standards Act (or Pennsylvania Labor Law), the Family and Medical Leave Act, the Pennsylvania Paid Family Leave Law, the Pennsylvania Human Rights Law, the Pennsylvania City Human Rights Law, the Pennsylvania City Earned Sick Time Act, the Public Health Law (including Wage Parity Law), the Domestic Workers’ Bill of Rights, and any other law that relates to terms and conditions of employment. “Covered Dispute” means not only initial claims but also counterclaims, cross-claims and third-party claims, regardless of whether such claims seek legal, equitable, or declaratory relief. A legally protected right means any right that is guaranteed to You or protected for You by statute, regulation, ordinance, constitution, contract, common law, or other law. Examples of a Covered Dispute include, but are not limited to, those alleging discrimination, harassment, hostile work environment, retaliation, failure to provide leave, or failure to pay wages in accordance with the law.

Are any Claims not Covered by the FAIR Program? Yes. The term “Claim” does not include any claim, controversy, or other dispute between the Company and You: (a) for injunctive or equitable relief for breach of a restrictive covenant (e.g., non-competition covenant, non-solicitation covenant, anti-raiding covenant), unauthorized use or disclosure of confidential information or trade secrets, or similar unfair

competition; (b) for workers' compensation benefits (except for claims of interference or retaliation under the workers' compensation law); (c) for unemployment compensation benefits; (d) for employee welfare or retirement benefits governed by the Employee Retirement Income Security Act ("ERISA") (except for claims for interference or retaliation under ERISA); or (e) for unfair labor practice charges under the National Labor Relations Act ("NLRA"). The FAIR Program also does not prevent You from filing a charge, testifying, assisting, or otherwise participating in any investigation or proceeding conducted by the equal employment opportunity commission, or another government agency to the extent You have a protected right to do so. But if You take such action in relation to a claim, controversy, or other dispute that would constitute a Claim and You have not fully pursued such dispute through the FAIR Program, the Company may request that the government agency in question defer its processing or investigation of such charge until the FAIR Program has been completed.

Can A Claim Be Resolved in Court? No. Under the FAIR Program, You and the Company each waive your respective rights to have a Claim decided by a court, judge, jury and, where permitted by law, an administrative agency. Instead, You and the Company agree that arbitration under the FAIR Program is the sole and exclusive method for resolving Claims. If either You or the Company files an action in court or another forum not contemplated by the FAIR Program asserting one or more Claims and the other party successfully stays such action and/or compels arbitration of such Claim, the arbitrator may assess reasonable costs and expenses, including an award of reasonable attorneys' fees, incurred in seeking such stay and/or order compelling arbitration against the party that filed the action in court or such other forum.

How Should You Raise a Claim Under the FAIR Program? If You believe You have a Claim against the Company, You should first give the Company a chance to investigate and resolve the Claim before You file a demand for arbitration (the arbitration process is explained further below). You do not need to use any specific form to submit a Claim. Simply write a letter explaining Your Claim and the relief sought, and submit the Claim statement to the Human Resources department. As part of this process, a Company representative might meet with You to discuss Your complaint. Or, depending on the nature of the Claim, the Company will investigate the Claim on its own, such as by reviewing its records. If You do not receive a satisfactory response from the Agency within 30 days, You must follow the arbitration procedure set forth below if You wish to pursue the Claim.

How Much Time do You Have to File a Claim? An arbitration proceeding under the FAIR Program must be commenced within the time period prescribed by the statute of limitations applicable to the Claim being asserted. For purposes of statute of limitations, an arbitration proceeding is deemed commenced when a demand for arbitration is filed with the American Arbitration Association ("AAA"). Filing an internal Claim under the FAIR Program will not extend the time period within which You must file a demand for arbitration.

How does the arbitration process begin? To start the arbitration process, the party wishing to file a Claim must file a written demand in accordance with the rules of the AAA for starting the arbitration process. More information about the AAA may be obtained at www.adr.org or by calling 1.800.778.7879.

How is the arbitrator selected? All arbitrators must be licensed attorneys or retired judges selected from the AAA's regional Employment Dispute Resolution Roster, or an equivalent list if such list is unavailable. Unless the parties agree otherwise, the arbitrator must be a retired or former judge or a lawyer who has at least 5 years of experience with employment-related claims. No person may serve as an arbitrator unless that person has confirmed in writing that he or she is bound by and will adhere to the requirements of the FAIR Program.

Can an attorney represent You? Yes. Any party may be represented by an attorney. But legal representation is not required, and You may represent yourself.

When and where will Arbitration take place? The arbitration will be conducted by the arbitrator in whatever manner will most expeditiously permit full presentation of evidence and arguments of the parties. The arbitrator will set the time, date, and place of the hearing, notice of which must be given to the parties at least 30 calendar days in advance, unless the parties agree otherwise. In the event the hearing cannot be reasonably completed in one day, the arbitrator will schedule the hearing to be continued on a mutually convenient date. Any arbitration hearing will take place within the county where you worked (e.g., Rockland County), but the parties may agree to schedule the arbitration at any other place that is mutually convenient for the parties. Consent to changing the place of the arbitration will not be unreasonably withheld.

What law applies to the Arbitration? Arbitration under the FAIR Program will be conducted pursuant to the AAA's Employment Arbitration Rules and Mediation Procedures. If there is any conflict between the FAIR Program and the AAA rules and procedures, the FAIR Program terms will govern unless application of such terms would cause the AAA to decline to provide its services, in which case the AAA rules and procedures will govern (except that under no circumstance will an arbitrator have the authority to hear or decide any Claim on a class, collective, or other group or representative basis). The arbitrator must apply the substantive law, including the applicable burdens of proof and persuasion that would be applied by a court hearing the Claim in the venue of the arbitration. The arbitrator may grant relief that could be granted by a court hearing the Claim, but will not have any authority to grant any other relief.

Can Claims be heard or decided on a class, representative, or collective basis? No. Notwithstanding anything to the contrary, this is not permitted under any circumstance. Notwithstanding anything to the contrary: (a) no arbitrator is permitted to hear or decide any Claim on a class, collective, or other group or representative basis; (b) all Claims between You and the Company must be decided individually; and (c) the AAA's Supplementary Rules for Class Action Arbitration (and any similar rules) will not have any applicability to any Claim. This means that if You have a Claim, neither You nor the Company will have the right, with respect to that Claim, to do any of the following in court or before an arbitrator: (a) pursue or obtain any relief from a class, collective, or other group or representative action; (b) act as a private attorney general; or (c) join or consolidate a Claim with the Claim of any other person. Thus, the arbitrator shall have no authority or jurisdiction to process, conduct, or rule upon any class, collective, private attorney general, or other representative or group proceeding under any circumstances. If there is more than one Claim between You and the Company, those Claims may be heard in a single arbitration hearing.

Who pays for the arbitration? The party claiming to be aggrieved is responsible for paying the applicable filing fee in effect and established by the AAA at the time the demand for arbitration is made. If You file the demand for arbitration and cannot obtain a waiver of the filing fee, You can ask the Company to bear such costs. The Company will review every such request in good faith and consider whether to cover all or part of such filing fee. The parties will equally share the arbitrator's fees and other costs of the arbitration. Each party will be responsible for its own attorneys' fees and costs, but the arbitrator may award either party reasonable attorneys' fees and costs, to the extent a court hearing such Claim could award attorneys' fees under applicable law. Any amounts required to be paid by You under this paragraph may be adjusted or eliminated to the extent necessary for the FAIR Program to be enforceable.

Will there be discovery or depositions? Except as modified by the FAIR Program, all discovery will be governed by the Federal Rules of Civil Procedure ("FRCP").

Can You have witnesses testify at the arbitration? Yes. At the hearing, the parties will have the right to present proof through testimony and documentary evidence, and to cross-examine witnesses who testify at the hearing. The arbitrator will require all witnesses to testify under oath. The parties must exchange witness lists at least ten (10) calendar days prior to any hearing. A party may not present a witness at a hearing if the name of that witness was not provided to the opposing party at least 10 calendar days prior to the hearing. The arbitrator will have the authority to sequester witnesses, other than a party and the party's representative(s), from the hearing during the testimony of any other witness. The arbitrator(s) will also have the authority to decide whether any person who is not a witness may attend the hearing.

Can the arbitrator determine a Claim before the arbitration hearing? Yes. Upon a party's motion and after giving due opportunity to the parties to present their positions, the arbitrator may grant or dismiss a Claim, or a portion thereof, if the arbitrator determines, in accordance with the standards that would be applied by a court hearing the Claim, that all or part of a party's Claim fails to state a legal claim or that there is no genuine issue of material fact as to all or part of a party's Claim. The moving party must file all motions with the arbitrator at a date set by the arbitrator. Parties may file such motions before or after discovery is complete. But no such motion may be filed 20 days before the arbitration hearing is scheduled to begin.

What if someone does not show up to the hearing? The arbitrator will have the discretion to allow a hearing to proceed in the absence of any party or representative who, after due notice, fails to be present or obtain a postponement. An award, however, shall not be made solely on the default of a party; instead, the arbitrator shall require the party who is present to submit such evidence as may be required for the making of the award.

Can there be split hearings? The hearing cannot be bifurcated, which means that the same arbitrator must hear the evidence and render a judgment on the damages, if any, in one hearing.

Is arbitration confidential? Yes. You and the Company agree that all aspects of any arbitration, including any award and opinion issued, will be strictly confidential. Neither You, the Company, nor our respective attorneys in the arbitration proceeding will reveal or disclose any information regarding the arbitration proceeding to any other person, except that disclosure may be made to Your spouse, tax advisor, or attorney (each of whom You must ensure agrees to keep such information confidential), by the Company to its agents and employees, to comply with a valid court order, subpoena, or other direction by a court, to a relevant governmental entity to the extent You have a protected right to make such disclosure, or as otherwise required by law. If disclosure is compelled, You and the Company agree to notify each other as soon as notice of such compelled disclosure is received and before disclosure takes place. This confidentiality obligation does not apply to disclosures necessitated by a later proceeding between the parties.

What will the arbitrator's award say? The arbitrator must render a written award and opinion in the form typically rendered by employment arbitrators. Unless the parties agree otherwise, the arbitrator must issue his or her award within sixty (60) days from the date the arbitration hearing concludes or post-hearing briefs (if requested) are received, whichever is later. The arbitrator's award must set forth the factual and legal basis for the award, including his or her detailed legal reasoning, and contain a summary of the facts, the issues, the governing law applied, and the relief requested and awarded. It should also identify any other issues resolved and the disposition of any statutory claims. Disposition of any request for attorneys' fees must be addressed in the award. The arbitrator's award will be final and

binding on the parties. Judgment on any award may be entered and enforced in any court of competent jurisdiction.

How Long Does the FAIR Program Apply to You? The FAIR Program will remain in effect and survive the cessation of Your employment relationship or affiliation with the Company, regardless of the reason for such cessation.

Choice of Law. Arbitration proceedings under the FAIR Program shall comply with and be governed by the provisions of the Federal Arbitration Act (“FAA”) and not by any state law concerning arbitration. The parties acknowledge and agree that the FAIR Program evidences a transaction involving interstate commerce.

Severability. If any part or provision the FAIR Program is held to be invalid, illegal, or unenforceable, such holding will not affect the legality, validity, or enforceability of the remaining parts and each provision of the FAIR Program will be valid, legal, and enforceable to the fullest extent permitted by law. However, in the event the provision prohibiting class, collective, or representative actions is found to be unlawful or unenforceable, then the entire FAIR Program will be considered null and void.

Notices. Any notice required to be given to You will be directed to Your last known address as reflected in the records of the Company. Any notice You or your representative are required to give to the Agency under this FAIR Program will be directed to HR Department at 101 Coventry Cir, Lansdale, PA 19446 or new added working office at 2031 N Broad St, Suite: 123, Lansdale PA 19446 with a copy sent by e-mail to hr@galaxyhomecarellc.com. Any notice provided to the Company under this FAIR Program will only be deemed received when it is received by email.

Amendment. The Company reserves the right to amend or terminate the FAIR Program. Such amendments may be made by providing notice to You, electronically or otherwise, of such amendment or termination. Any amendments will be prospective only. Your continuation of employment after receiving notice of any amendment to or termination of the FAIR Program will be deemed agreement to such amendment or termination.

Waiver. No waiver may be granted by either party, except in writing. No waiver of any provision of the FAIR Program will constitute a waiver of any other provision of the FAIR Program (whether or not similar), nor will such waiver constitute a continuing waiver unless otherwise expressly provided in such writing.

By signing the agreement at the end of this Handbook, you confirm that You have read and understand the terms and conditions of the FAIR Program, which require You to submit all Claims to binding arbitration on an individual basis. No provision of any other document You may receive from the Company will be construed as a waiver of the provision prohibiting class, collective, or representative actions.

=====END of this Page=====

GALAXY HOME CARE LLC HANDBOOK ACKNOWLEDGEMENT

I acknowledge that I have received the **GALAXY HOME CARE LLC** (the “Company”) Employee Handbook (the “Handbook”) and have read and understand the terms and conditions discussed in the Handbook. I have had the opportunity to ask questions about the policies contained in the Handbook. As a condition of my employment with the Company, I agree to comply with all the rules and procedures of the Company, as stated in this Handbook, and any other policy that may be issued to me during my employment. I understand that the Company has the maximum discretion permitted by law to interpret, administer, change, modify or delete the rules, policies, and procedures contained in the Handbook at any time. I will be notified of any changes to the Handbook by the Company and my continued employment with the Company after receiving notice of any changes to the Handbook policies will be deemed consent and agreement to comply with the new or revised Handbook policies.

I expressly acknowledge that I have read the Fact-finding and Issue Resolution (“FAIR”) Program terms and conditions, which requires me to submit any employment-related Claims to binding arbitration, and that I have to pursue such arbitration on an individual basis. I understand that the FAIR Program constitutes a binding agreement between the Company and me to individually arbitrate any claim. Any changes to the FAIR Program will be issued to me in writing and, before being bound to any such changes in the FAIR Program, I will execute a written agreement evidencing my consent to the changes in the FAIR Program.

I understand that nothing in this Handbook alters the at-will nature of my employment, as stated in this Handbook.

I understand and acknowledge that I may be terminated for violating any rules or procedures in this Handbook.

Employee Name (Printed)

Employee Name (Signature)

Date

EMPLOYEE PAPERWORK

As a requirement of your employment, it's essential to ensure that all necessary paperwork is completed. Various documents require signatures as per the Department of Health regulations. During your orientation, you'll be provided with these documents for review and signature, and it's important to promptly return them to your supervisor. It's the responsibility of employees to maintain an up-to-date file and to renew any expiring forms. Your supervisor will inform you of any upcoming expirations. It's crucial to promptly update paperwork, as it will be verified by a state representative. Once you've updated your paperwork, please provide us with copies.

The following documents must be completed and submitted by the end of orientation:

- Physical Examination History/TB Test Report
- Authorization for Direct Deposit
- Request for References (2 forms)
- Residency Certification Form for Local Taxes
- Employment Eligibility Form (I-9) along with identification
- W-4 Tax Withholding Allowances Form
- Competency Evaluation Examination Form

EMPLOYEE ELIGIBILITY AND WORK AUTHORIZATION

Galaxy Home Care is dedicated to employing individuals who are legally authorized to work in the United States and comply with relevant immigration and employment regulations. As a condition of employment, all individuals must provide satisfactory proof of identity and legal work authorization within 72 hours of starting employment. Failure to verify the right to work within this timeframe will result in immediate termination of employment.

Employees must demonstrate their identity and work eligibility by completing the I-9 form (Employment Eligibility Form) and presenting acceptable documents. Examples of acceptable documents include, but are not limited to:

- Valid Passport or Driver's License or State Identification Card
- Unrestricted Social Security Card
- Permanent Resident Card (for Permanent Resident)

Employees are required to submit their new or updated driver's licenses or identification cards as soon as they are received.

BACKGROUND CHECK REQUIREMENTS

Galaxy Home Care understands the significance of fostering a safe and secure workplace staffed by qualified, dependable, and nonviolent employees who do not pose a risk of harm to their colleagues or others. In pursuit of these objectives, Galaxy Home Care retains the right to scrutinize an individual's past employment records, personal references, educational history, and other pertinent details.

In accordance with legal and contractual obligations, the company also reserves the right to acquire and assess an applicant's or employee's criminal conviction record and associated information to inform employment decisions, subject to the constraints of applicable law.

Background check clearances must be promptly completed and remain valid if dated within one year before the commencement of employment. The following clearances are mandated:

- Pennsylvania State Criminal Check
- FBI Clearance
- Child Abuse Clearance

In certain circumstances and for legitimate business reasons, a pending criminal matter may be taken into consideration, consistent with applicable laws. All background checks will adhere strictly to the federal Fair Credit Reporting Act (FCRA), relevant state fair credit reporting statutes, and state and federal laws concerning anti-discrimination and privacy. Galaxy Home Care upholds equal employment opportunity principles and will adhere to pertinent federal, state, and local regulations regarding the utilization of background checks for employment purposes.

PHYSICAL EXAMS AND TB TEST

Before commencing employment, it is essential to undergo a physical examination and a PPD (Purified Protein Derivative) test. For most employees, a two-step PPD, preferably the QuantiFERON Test, is recommended, unless one has been completed previously. Ensuring one's health is paramount when working with patients. These documents are deemed valid if dated within one year before the start date. Supervisors will notify individuals if their documents require updating. Below is a breakdown of their validity periods:

- Physical Exams: Valid for 5 years
- PPD for Tuberculosis Testing: Requires a yearly questionnaire unless positive, or
- QuantiFERON Gold Test: Requires a yearly questionnaire unless positive, or
 - Alternative: Chest X-Ray: Valid for 5 years

REQUEST FOR REFERENCES

Employees must complete two reference request forms as part of the employment process. The top section of these forms must be fully filled out. References should not be related to the employee and should be easily contactable. Suitable references may include previous employers, teachers, coworkers, customers, vendors, or colleagues. References will be contacted prior to employment, so it is crucial to ensure that the provided contact information is accurate.

ADDRESS CHANGE

All addresses must be documented on our Residency Forms for tax purposes. In the event of an address change, employees must notify the office and complete the form to update their information.

TAX FORMS

Two forms are required to be completed for tax purposes. The Residency Certification Form – Local Taxes determines the appropriate amount of taxes to be withheld from your paycheck. Additionally, the W-4 form allows employees to claim their allowances. For more information, please visit the website:

<http://www.irs.gov/Individuals/Employees>.

E-VERIFY:

E-Verify is a no-cost online service that enables employers to verify the legal eligibility of individuals seeking employment in the United States. By using E-Verify, employers can ensure they are hiring eligible workers, thereby mitigating potential legal issues.

The process involves electronically comparing the information provided on an employee's Form I-9 Employment Eligibility Verification with records maintained by the U.S. Department of Homeland Security (DHS) and the Social Security Administration (SSA). This helps verify the identity and employment eligibility of newly hired employees and those assigned to covered federal contracts.

Galaxy Home Care Agency will notify employees via email within three days of their hire date when E-Verify is conducted.

COMMUNICATIONS

Galaxy Home Care utilizes electronic communication channels to relay important information to employees. These channels include phone (home, mobile, emergency contact), email, text, and the HHAeXchange Mobile App.

Communications may encompass various topics such as:

- In-Service Education
- Expiring or Overdue Paperwork (Background Clearances, Physical Exam, Driver's License, etc.)
- Client Information (Password Protected)
- Announcements regarding new or revised policies
- Distribution of pay stubs
- Employee schedules and other employment-related updates

Email serves as the primary mode of communication for sending notifications. It is mandatory for employees to check their email accounts weekly and promptly inform the employer of any changes to their email address. Additionally, employees have the option to receive notifications via text message. To facilitate this, employees must provide the name of their device's service provider and notify the office of any changes. Galaxy Home Care assumes no responsibility for charges related to employee communication devices.

Text messaging functionalities include:

- Reminders of scheduled shifts, Timesheet notifications if needed.
- Notifications of available cases in the employee's area

Important Information

Main Number

+1 (215) 588-5068

Other Office Numbers:

+1 (215) 353-7850, (267) 638-7970

Fax: +1-215-565-0733

E-mails: info@galaxyhomecarellc.com

admin@galaxyhomecarellc.com

galaxyhomecarellc@gmail.com

Reg. Office Address:

101 Coventry Cir

Lansdale, PA-19446

Branch Office Address:

2031 N Broad St, Suite: 123

Lansdale, PA-19446

Website: www.GalaxyHomeCareLLC.com





RECEIPT OF EMPLOYEE HANDBOOK – SIGNATURE PAGE

Last Name

First Name

My signature on this form acknowledges that I have received a copy of the Galaxy Home Care Employee Handbook. I understand that it is my responsibility to read the Handbook. If I have questions concerning the information herein, I will bring them to the attention of the Administrator.

I understand that the policies and procedures contained in the Handbook constitute guidelines only and are in no way to be interpreted as a contract between Galaxy Home Care and any of its employees. I further understand that Galaxy Home Care has the right to change, modify, or delete any of its work rules and policies at any time.

Employee Signature

Date

Witness Signature

Date