



CAREGIVER HANDBOOK

NON-MEDICAL HOME CARE AGENCY

Our Mission

To provide compassionate, dependable, and professional non-medical home care support that promotes dignity, comfort, safety, and independence.

"We do not just provide care - we build trust, dignity, and comfort in every home we serve."

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1. Disclaimer

This handbook is designed to provide general guidelines and expectations for employees of DUNN SISTA'S HOME CARE LLC. Nothing in this handbook creates an employment contract, guarantee of employment, or promise of continued employment.

Employment with DUNN SISTA'S HOME CARE LLC is at-will. This means that either the employee or the company may terminate the employment relationship at any time, with or without cause or notice, subject to applicable law.

DUNN SISTA'S HOME CARE LLC reserves the right to revise, modify, suspend, interpret, or discontinue any policies described in this handbook at any time.

This handbook applies to non-medical home care services only. DUNN SISTA'S HOME CARE LLC does not provide skilled nursing, medical treatment, or clinical healthcare services.

2. Equal Employment Opportunity

DUNN SISTA'S HOME CARE LLC is committed to providing equal employment opportunities to all applicants and employees without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information, or any other protected status under applicable federal, state, or local law.

Discrimination, harassment, retaliation, or inappropriate conduct of any kind will not be tolerated.

Employees who believe they have experienced discrimination or harassment should immediately report concerns to management.

3. Introduction To Home Care

Home care is a professional service industry focused on helping clients remain safe, comfortable, and independent in their homes.

Caregivers represent DUNN SISTA'S HOME CARE LLC in clients' homes and are expected to maintain professionalism, compassion, patience, and reliability at all times.

Caregivers should understand that every client situation is different and requires respectful, individualized support.

4. Company Values

DUNN SISTA'S HOME CARE LLC operates according to the following core values:

- Compassion
- Integrity
- Professionalism
- Reliability
- Respect
- Accountability

- Safety
- Dignity

Employees are expected to uphold these values during every client interaction.

5. Employment Classifications

Employees may be classified as:

- Full-Time
- Part-Time
- PRN/As Needed
- Temporary

Classification status does not alter at-will employment status.

6. Caregiver Responsibilities

Caregivers are expected to provide compassionate, dependable, and professional non-medical support services to clients.

Responsibilities may include:

- Personal care assistance
- Bathing and grooming assistance
- Dressing assistance
- Mobility and transfer assistance
- Companion care and social support
- Meal preparation
- Light housekeeping
- Laundry assistance
- Shopping and errands
- Transportation assistance when authorized
- Medication reminders only
- Observation and reporting of client condition changes or safety concerns
- Maintaining accurate documentation and care notes

Caregivers may NOT:

- Administer medications
- Perform injections
- Provide wound care

- Perform skilled nursing tasks
- Diagnose medical conditions
- Modify prescribed medications
- Provide physical, occupational, or speech therapy
- Perform medical procedures unless separately licensed and authorized by law and company policy

7. Orientation Period

New employees may be subject to an introductory orientation period.

During this time, employees are evaluated based on:

- Attendance
- Professionalism
- Reliability
- Communication
- Policy compliance
- Client interaction
- Documentation accuracy

Successful completion of the orientation period does not alter at-will employment status.

8. Professional Conduct

Employees are expected to:

- Treat clients with dignity and respect
- Maintain professionalism at all times
- Use respectful communication
- Maintain proper boundaries with clients and families
- Follow company policies and care plans
- Arrive on time and prepared for shifts
- Maintain appropriate hygiene and appearance
- Avoid inappropriate language or behavior

The following conduct may result in disciplinary action up to and including termination:

- Abuse, neglect, or exploitation of clients
- Theft
- Falsification of records

- Insubordination
- Unsafe caregiving practices
- Harassment or discrimination
- Reporting to work under the influence of drugs or alcohol
- Violating confidentiality requirements
- Excessive tardiness or absenteeism

9. Client Rights

All clients have the right to:

- Be treated with dignity and respect
- Privacy and confidentiality
- Safe and professional care
- Be free from abuse, neglect, intimidation, or exploitation
- Participate in decisions regarding their care
- Have cultural and personal preferences respected

Caregivers are expected to protect and respect client rights at all times.

10. Confidentiality

Employees must maintain confidentiality regarding all client information.

Confidential information includes:

- Personal information
- Medical-related information
- Financial information
- Family matters
- Care plans
- Schedules and addresses

Employees may not share client information with unauthorized individuals.

Violation of confidentiality policies may result in disciplinary action up to and including termination.

11. Timekeeping & Payroll

Employees are responsible for accurately reporting time worked.

Falsification of time records is strictly prohibited and may result in disciplinary action up to and including termination.

Employees should review pay information promptly and report discrepancies immediately.

Overtime must be approved when required by company policy.

12. Attendance & Reliability

Dependability is essential in home care.

Employees are expected to:

- Report to work on time
- Notify management promptly if unable to work
- Follow call-off procedures
- Avoid excessive absenteeism

Caregivers should never abandon a client.

If an emergency occurs, caregivers must immediately contact management.

13. Call-Off Policy

Employees unable to report for a scheduled shift must notify management as soon as possible.

Repeated call-offs, no-call/no-shows, or unreliable attendance may result in disciplinary action.

A no-call/no-show may be considered voluntary resignation.

14. Dress Code & Appearance

Employees are expected to maintain a clean, professional appearance.

Requirements include:

- Clean clothing
- Appropriate footwear
- Good personal hygiene
- Minimal distracting fragrances
- Appropriate grooming

Clothing with offensive language or graphics is prohibited.

15. Client Care Documentation

Caregivers are expected to complete accurate and timely documentation for all assigned shifts.

Documentation should be:

- Accurate
- Objective
- Timely
- Professional
- Legible

Falsification of records may result in immediate disciplinary action or termination.

16. Safety & Infection Control

Employees are expected to maintain a safe environment for themselves and clients.

Caregivers must:

- Use proper body mechanics
- Follow transfer safety procedures
- Wash hands regularly
- Follow infection prevention practices
- Report unsafe conditions immediately
- Use protective equipment when required

Employees should immediately report accidents, injuries, or incidents.

17. Tb Screening & Health Requirements

Employment may require satisfactory completion of health screenings, TB screening, and other job-related safety requirements in accordance with company policy and applicable law.

Employees may not report to work if they pose a safety risk to clients.

18. Personal Property

DUNN SISTA'S HOME CARE LLC is not responsible for lost, stolen, or damaged personal property brought into client homes or workplaces.

Employees are encouraged to secure valuables appropriately.

19. Drug-Free Workplace

DUNN SISTA'S HOME CARE LLC maintains a drug-free workplace.

Employees may not:

- Use illegal drugs while working

- Report to work under the influence of drugs or alcohol
- Possess illegal substances while on duty

Violations may result in immediate termination.

20. Weather & Emergency Conditions

Home care services may continue during severe weather or emergency conditions when client safety requires ongoing support.

Employees should communicate promptly with management regarding travel delays, emergencies, or unsafe conditions.

Caregiver safety remains important and employees should not engage in dangerous travel situations.

21. Transportation Policy

Employees transporting clients must:

- Maintain a valid driver's license
- Maintain current automobile insurance
- Maintain an acceptable driving record
- Follow traffic laws
- Operate vehicles safely

Caregivers may not use mobile devices while driving clients except as permitted by law.

Seatbelts must be used at all times.

22. Medication Policy

Caregivers may provide medication reminders only.

Caregivers may NOT:

- Administer medications
- Alter dosages
- Handle injections
- Provide medical advice

Any medication concerns must be reported to management and the client's responsible party.

23. Abuse, Neglect & Exploitation

Abuse, neglect, intimidation, or exploitation of clients is strictly prohibited.

Employees must immediately report:

- Suspected abuse
- Neglect
- Unsafe conditions
- Financial exploitation
- Threats to client safety

Failure to report concerns may result in disciplinary action.

24. Social Media Policy

Employees may not:

- Post client information online
- Share photos of clients
- Discuss client matters on social media
- Represent themselves as official company spokespersons without authorization

Confidentiality rules apply to all electronic communication.

25. Personal Phone Use

Personal phone use during working hours should be limited to emergencies or work-related purposes.

Caregivers should remain attentive to client needs at all times.

26. Gifts & Boundaries

Employees may not:

- Borrow money from clients
- Accept large gifts
- Engage in financial transactions with clients
- Become involved in client legal or financial matters

Professional boundaries must be maintained at all times.

27. Documentation

Caregivers are expected to complete accurate and timely documentation.

Falsification of records may result in immediate termination.

Documentation should be:

- Accurate
- Objective
- Timely
- Professional
- Legible

28. Client Boundaries & Professional Relationships

Employees must maintain appropriate professional boundaries with clients and family members.

Employees may not:

- Move into a client's home
- Accept large gifts
- Become financially involved with clients
- Participate in client wills or legal matters
- Develop inappropriate personal relationships with clients

Boundary violations may result in disciplinary action.

29. Training Requirements

Employees may be required to complete:

- Orientation
- Safety training
- Infection control training
- Abuse reporting education
- Transfer safety training
- Continuing education

Failure to complete required training may affect scheduling or employment status.

30. Discipline

DUNN SISTA'S HOME CARE LLC may use progressive discipline when appropriate.

Disciplinary action may include:

- Verbal warning
- Written warning

- Suspension
- Termination

The company reserves the right to bypass progressive discipline depending on the severity of the conduct.

31. Resignation

Employees are encouraged to provide at least two weeks' notice when resigning.

The company reserves the right to accept resignation immediately.

32. Workplace Violence

Threatening behavior, intimidation, or violence will not be tolerated.

Employees should immediately report safety concerns or threats.

33. Open Door Policy

Employees are encouraged to communicate concerns, workplace issues, or questions with management.

DUNN SISTA'S HOME CARE LLC values respectful communication and professionalism.

34. Client Communication & Reporting

Caregivers are expected to communicate professionally with:

- Clients
- Family members
- Supervisors
- Healthcare professionals when authorized

Caregivers should immediately report:

- Client injuries
- Falls
- Behavioral changes
- Unsafe home conditions
- Medication concerns
- Emergencies
- Signs of abuse or neglect

Employees should never ignore safety concerns.

35. Emergency Procedures

In the event of an emergency, caregivers should:

- Ensure immediate client safety
- Contact emergency services when necessary
- Notify company management immediately
- Remain calm and professional
- Document the incident appropriately

Employees should never attempt medical procedures outside the scope of non-medical caregiving.

36. Client Property & Financial Boundaries

Employees may not:

- Use client credit cards
- Borrow money from clients
- Accept loans
- Handle banking transactions unless specifically authorized by management and documented
- Take client property without authorization

Any concerns regarding client finances or exploitation must be reported immediately.

37. Hipaa-Style Privacy Expectations

Although DUNN SISTAS HOME CARE LLC is a non-medical home care agency, employees are expected to protect sensitive client information and maintain strict confidentiality standards.

Employees may not:

- Discuss client matters in public
- Share client schedules or addresses
- Share photographs of clients
- Access information unrelated to assigned duties

38. Electronic Communication Policy

Employees are expected to use professional communication when using:

- Text messages

- Email
- Scheduling applications
- Electronic charting systems
- Company communication platforms

Inappropriate or unprofessional electronic communication may result in disciplinary action.

39. Overtime & Scheduling

Scheduling needs may vary based on client care requirements.

Employees are expected to:

- Follow approved schedules
- Obtain authorization before working unauthorized overtime
- Notify supervisors of scheduling conflicts promptly

The company reserves the right to adjust schedules based on operational needs.

40. Performance Expectations

Employees are evaluated based on:

- Reliability
- Professionalism
- Attendance
- Client interaction
- Documentation quality
- Communication
- Safety compliance
- Policy adherence

Failure to meet performance expectations may result in corrective action.

41. Termination Of Employment

Employment may be terminated voluntarily or involuntarily.

Grounds for immediate termination may include:

- Abuse or neglect
- Theft
- Falsification of records

- Confidentiality violations
- Drug or alcohol violations
- Unsafe conduct
- Client abandonment
- Serious misconduct

Nothing in this handbook alters at-will employment status.

42. Handbook Changes

DUNN SISTA'S HOME CARE LLC reserves the right to revise, interpret, modify, suspend, or discontinue policies contained in this handbook at any time.

Employees may receive updated policies or handbook revisions as necessary.

43. Acknowledgment Of Receipt

I acknowledge that I have received and reviewed the DUNN SISTA'S HOME CARE LLC Caregiver Handbook.

I understand that this handbook contains general policies and guidelines only and does not create a contract of employment.

I understand that employment with DUNN SISTA'S HOME CARE LLC is at-will.

Employee Name: _____

Employee Signature: _____

Date: / _____