

# Morning Glory Homecare, Inc.

## EMPLOYEE RULES

1. Please remember you are a guest in the client's home. Conduct yourself accordingly.
2. Call each client Mr. or Mrs. unless the client specifies differently.
3. You are to take your own food and drink to the client's home. If you have someone bring this to you, then you must meet this person at the curbside only and not inside or outside the client's door. You are to take with you at the end of your shift any of your food or drink left over from the shift.
4. All personal items taken into the client's home must be take with you at the end of the shift, even though you may be scheduled with the same client the next day or in the near future.
5. You are not allowed to make or receive personal calls on the client's phone while on duty. You may use your cell phone during breaks to call out. The office will sometimes need to call your cell phone number to discuss scheduling and work related questions. All other calls you are to inform the caller you are working and will call them back after work time.
6. You are to respect the client's confidentiality. Do not discuss the client outside the client's home. You are not to discuss any client with other employees who are not working at this house.
7. You are to call the office immediately (after the family is contacted) if a problem occurs at the client's home, or if the client needs medical attention- which we do not provide.
8. If the client has fallen to the floor, and he or she is unable to get up on their own, you are NOT to pick them up off the floor. You are to call the emergency contact, the main office, and/or 911 for assistance.
9. You are not allowed to give the client or the client's family members your phone number.
10. You must never take anyone to the client's home or have anyone drop by to visit while you are on duty. If someone takes you or picks you up from work, they must remain outside and wait for you to meet them at the curbside. You are not to go to the client's house and disrupt other employees who are on duty or go there when it is not your scheduled shift time.
11. Never accept a key to the client's home.
12. Never sell anything to the client or buy anything from the client.
13. Never smoke in the client's home. If you smoke, go outside during breaks and remember to pick up and dispose of the butts properly. We suggest you bring an empty soda can to dispose of your cigarettes butts and keep outside or in your vehicle. Do not bring the cigarette butts back into the house.
14. Do not discuss your problems, religion, or political preference with the client. You are there to listen and visit with the client. Keep the conversation on a positive and upbeat tone. You should be the listener more than the talker.
15. Never accept money or gifts from the client. If the client continues to do this inform the main office and the staff will call the family.
16. Never transport a client in your car or the client's car without prior approval from the main office. You must have given the office a copy of your valid driver's license and proof of full coverage automobile insurance before you can obtain approval.
17. The client, a family member, or assigned nurse, must see that medication is counted out and placed in containers, like a pill planner box, outlining the frequency and dosage of each medication. When medications are given, they should be clearly documented in the client's notes.
18. You are not allowed to give your opinion concerning medical care the client should receive. You are to follow the orders of the family, doctors, or nurses that are providing the medical care.
19. Your duties will include: personal care, light housekeeping pertaining to the client, light laundry, cooking, and (when approved through the office) running errands and transportation needs.
20. Under state law you cannot trim the client's fingernails or toenails.
21. You are required to wear a uniform while on duty. Uniforms consist of: a scrub top, pants or long skirt, tennis or nursing shoes, and name badge on the company lanyard. Your name badge on the company lanyard should be visible when entering the client's home. Tennis shoes or nursing shoes are acceptable. No open toe shoes allowed. You must also wear socks or hose. Hair must be neat and away from your face if it is long. You are not allowed to wear blue denim jeans or shorts. Some clients prefer that a uniform not be worn. If that is the case we will inform you in advance. Otherwise, every employee must wear their uniform.
22. You will usually be assigned to work for one client at a time per day. If the client is unhappy with your performance or you are unhappy working for the client, you or the client can call the office and we can discuss replacing you.
23. Some clients have less than 24 hour care. You are to arrive at your assigned work place 10 minutes before your shift begins to review the client's condition with the family. After your shift is over and your replacement (if there is one) has been briefed- leave. Do not stay and visit.

24. You must keep up to date and accurate notes on what care has been given to the client on your shift. The notes should be about the client only. This information should be written down in the company provided notebook or binder in each client's home. Narcotics especially must be carefully documented.
25. You are not to change your scheduled hours or days unless you get it approved through the office. If any of the clients want to change your hours then the client should call the office with this request.
26. If you are looking for more hours, it is your responsibility to call the office for schedules and hours.
27. You are to call in at least 3 hours in advance if you are unable to work your assigned schedule because of illness. It is your responsibility to ensure your message has been received by the office and an office staff member has returned your call to acknowledge receipt of the message. If you leave a message on the office answering machine and you have not been called back by an office staff member, then call again until you reach someone.
28. If you have an emergency and can't give a 3 hour notice, then call the office as soon as possible. You may be asked for a copy of documentation of such emergencies as proof of this call off. We need time to contact another employee to cover your shift. If you do not call in and fail to show up for your scheduled shift time, you have voluntarily quit us.
29. If you have called off a shift due to an illness or emergency, it is your responsibility to call the office back within normal office hours, or call the pager to let the office know you will be able to work your next shift time. If you do not, your next shift will be rescheduled to another employee.
30. If you have issues with another employee, discuss it with the other individual to resolve the matter. If you do not get it cleared then call the main office for intervention. If you have issues with any of the office staff, bring it to the appropriate person. If you do not get this resolved send it in writing to the president of the company.
31. Do not spread any negativity about other employees or the company to a third party or the client.
32. Time sheets need to be received at the office by deadline.
33. New employees are under a 30 working day review.
34. You are not to feed clients food you brought from home.

Morning Glory Homecare, Inc. will supply each worker as well as the client with a copy of these rules so everyone knows what is expected of an employee who works for Morning Glory Homecare, Inc. The client is instructed to call the office if any of the rules herein are not being followed. Failure to observe these rules could lead to termination.

Morning Glory Homecare, Inc. also wants the employee and client to know that the office personnel are available 24 hours a day, 7 days a week if a question or problem arises. If we are not in, please leave a message on the answering machine and we will return your call within the hour.

### **Main Office Hours: 9am-5pm**

**Main Office:**      **(618)667-8400**      **Website:** [www.morninggloryhomecare.com](http://www.morninggloryhomecare.com)

**I have read and understand the above rules.**

**Name of Employee** \_\_\_\_\_

\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
 Personal Signature of Employee/Date